



# Server Management

## Management of operating systems

CITEC performs server management for private cloud, public cloud or on-premises solutions.

We offer a choice of operating systems (OS) sitting on a variety of compute infrastructure, such as QCloud.

Our server management offering can incorporate monthly patching and monitoring (security, auditing). We can manage your system, performance, vendors and virtualisation requirements, enabling you to concentrate on managing your business.

The operating systems and supporting infrastructure are managed and maintained by a team of highly skilled and accredited professionals.

## Benefits

- Agreed patching schedules to minimise risk
- Microsoft Gold Partner status
- Support provided by Microsoft, Linux and Unix specialist staff
- Access to our considerable expertise in solutions integration
- Free up ICT staff to concentrate on core business
- Established service levels for performance measurement and reporting

## Prerequisites

Connectivity: Secure access is required to manage your environment, i.e. QGN data connections.

## Features

- Choice of performance levels and support to meet application requirements
- Underpinned by the latest technology
- Established service levels with performance measurements
- Specialist technical support and consulting
- System administration services
- System security services
- Patch management
- File system modification or reorganisation
- Performance testing
- Brisbane based, Queensland wide 24 x 7 support
- Scalable infrastructure and platform solutions

## Variants

- Operating systems
  - ▶ Microsoft Windows
  - ▶ Linux (Redhat Enterprise Linux)
  - ▶ Oracle Solaris
  - ▶ HP-UX
  - ▶ IBM AIX
- Service levels
  - ▶ 24 x 7
  - ▶ Business hours - 8am-6pm Monday to Friday

The service levels offer different inclusions and response times and prices vary accordingly.

## Metrics

Availability: 24 x 7 or business hours - 99.95%

Incident response: 24 x 7 or business hours

Requests: Monday to Friday 8am to 6pm

Fulfilment<sup>1</sup>:

- ▶ New service – 1 to 10 work days
- ▶ Change to existing service – 1 hour to 8 work days

<sup>1</sup>dependent upon requirements

## Reporting

Server performance metrics for 24 x 7 managed service.

Other reporting as agreed.

## Additional and related services

- QCloud
- Azure and AWS public cloud
- Database services
- Cyber Security (recommended)

## Options

- ➔ Custom reports available according to requirements
- ➔ SSL certificates
- ➔ Other supported platform technologies i.e. SOE, SharePoint, Active Directory.

## Ordering

Please contact your CITEC representative

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