



# Business Support

*Appendix A*



## Business Support

### Appendix A

Server & Server Applications	Express	Essential	Assist
Availability / Connectivity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hardware: CPU, HDD, Memory		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Windows O/S – Availability, Events		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Exchange (availability, performance)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SQL Server (availability, performance)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
IIS (availability, performance)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Terminal Server (availability, performance)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Backups (success, errors / failures)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Generic log file monitoring (customizable)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Windows Patch Levels			<input checked="" type="checkbox"/>
Windows O/S errors			<input checked="" type="checkbox"/>
Processes (availability)			<input checked="" type="checkbox"/>
A/V – Definition updates, virus activity, process running			<input checked="" type="checkbox"/>
Application Compliance			<input checked="" type="checkbox"/>
Asset Monitoring			<input checked="" type="checkbox"/>
<b>Firewall</b>			
Availability / Connectivity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Security Events			<input checked="" type="checkbox"/>
<b>Router / Switch</b>			
Availability / Connectivity		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bandwidth, port and protocol availability			<input checked="" type="checkbox"/>
Access and Activity Logging			<input checked="" type="checkbox"/>
<b>Desktop</b>			
Availability / Connectivity		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hardware: CPU, HDD, Memory		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Windows O/S – Availability, Events		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Windows Patch Levels			<input checked="" type="checkbox"/>
Windows O/S errors			<input checked="" type="checkbox"/>
Processes (availability)			<input checked="" type="checkbox"/>
A/V – Definition updates, virus activity, process running			<input checked="" type="checkbox"/>
Application Compliance			<input checked="" type="checkbox"/>
Asset Monitoring			<input checked="" type="checkbox"/>
<b>General</b>			
Availability of hosted services (ISP, hosted mail, hosted applications)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Website and content availability		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Syslog security log (for central security issues – across entire network)			<input checked="" type="checkbox"/>
VPN – connectivity, errors			<input checked="" type="checkbox"/>