



SMART SLA

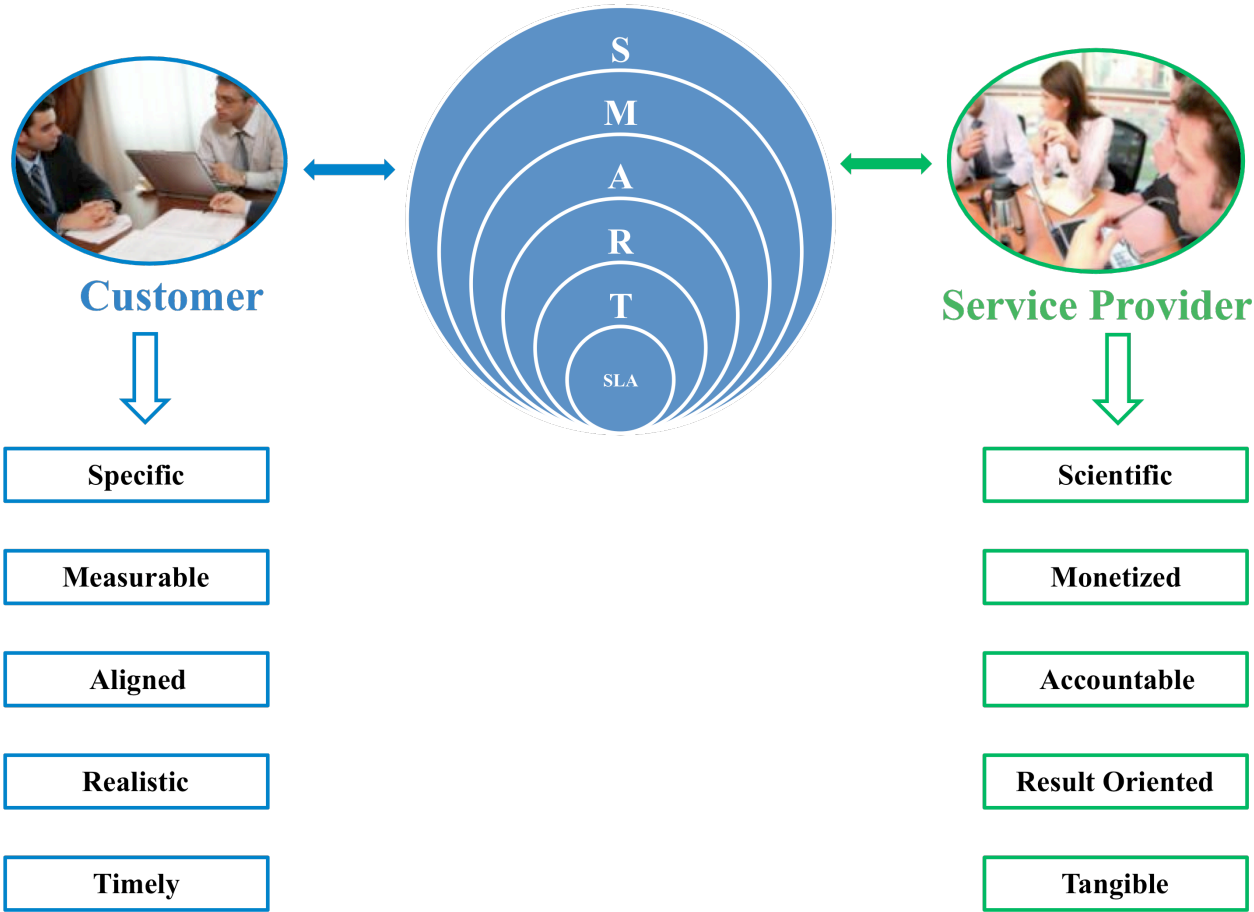
SAMRT SLA

A SMART Service Level Agreement (SLA) is a revolutionary methodology designed by Kaseya India to ensure that the business receives high quality, dependable and predictable IT services.

Kaseya SMART SLA eliminates all the disadvantages of traditional SLA like response time, reaction time and resolution time and replaces them with business centric and a simple to implement SLA model.

Kaseya SMART SLA allows Service Providers and CIO's

- To define and track SLA's to the lowest level of business processes and related IT activities.
- To track and measure any IT activity and performance of any services, in real time.
- Render and receive services that are Specific and Measurable, which are aligned to business that are Realistic in nature and more importantly delivered on Time.



SMART SLA

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Antivirus Management

Prelude/Introduction:

- Antivirus software is initially installed and then either the user takes the onus of ensuring that it runs well or it is managed from a centralized antivirus console.
- Antivirus definition files are updated through the auto-update feature of the antivirus software.
- Infected systems are quarantined, taken off the network and what follows is a lengthy data backup, repair and restoration process.
- Antivirus software scanning preferences presets are used or the IT staff personally ensures that the settings have been enforced on all the endpoints.
- Since this is just another activity that the IT staff has to do, enforcing, managing, and scheduling antivirus scans is a big challenge.
- Failure of auto-update and the inability of the IT staff to track it can compromise end user systems. Also disabling of certain preset settings by users for example, access scanning of pen drives, media cards etc., could expose the individual user as well as the network to security threats.
- The damage to the quarantined/infected system and the impact of damage done cannot be easily assessed.

SMART Anti Virus Management Service Level Agreement

All the managed IT assets will be protected by the antivirus with a committed SMART SLA of 99% ensuring high availability of all IT assets and business applications.

Execution model in Automated Managed Services (AMS) - SMART SLA

- AMS SMART services ensure that the Antivirus software is installed on every managed IT asset automatically.
- All the activities are tracked and action is taken from a central single control panel offered by the AMS SMART services.
- All Antivirus software services, settings and presets are locked and monitored. Any change is automatically reverted and reported. Options for the user to manipulate antivirus software settings are ruled out.
- Infected systems are auto-quarantined, and source of infection is backtracked and appropriate meaningful alerts are sent to the concerned IT staff automatically.
- AMS SMART Services liberates the user and IT personnel from taking the responsibility of regularly checking for, or approving updates of virus definition files, thereby increasing their productivity.

- Ensures that antivirus software is installed on every managed IT asset.
- All the latest virus file definitions are updated automatically.
- Scans for any suspicious activity and virus infections and alerts are sent to the administrator and stakeholders.
- Auto-quarantines infected files and folders.

Measurement model in Automated Managed Services - SMART Dashboard

SMART SLA and SMART services activities are logged in totality in the AMS system and database. For the convenience of the IT manager and the CIO, the information is grouped, categorized, tabled and summarized from a business perspective and reported in the various appropriate reports and dashboards. These reports and dashboards are easily configurable and customizable as per business needs. The SMART SLAs are tracked and reported in the SMART SLA dashboard enabling CIOs and business stakeholders to tangibly assess their benefits in real time.

Reports & Dashboards will reflect the following:

- Overall Antivirus and system security status
- Updated status of virus definition
- Number of files quarantined proactively (that prevented infection to the other systems)
- Visibility on virus attack

Necessary reports and dashboard for Antivirus Management:

- High Level dash Board for CXOs to take decisions
- Summary /consolidated report to track and review the status
- Technical Engineers Report

Advanced Backup and Disaster Recovery Services

Prelude/Introduction:

- In a traditional Backup & Restore activity there are many challenges and these occur mainly due to human errors and the need for manual intervention. There is a high possibility of loss of data. For example, the tape needs to be removed after backup or else they are prone to theft. Conventional backup system needs manual intervention at every step.
- In case of disk-to-disk backup, the shipping of data leaves it vulnerable to theft and manipulation.
- There is no provision to recover the data accidentally deleted due to a sudden server crash, drive failure or a malicious virus.
- The IT staff ensures that critical server data is backed up onto disk / tape drives. Organization critical data that is stored on servers, shared drives and shared folders too are backed up onto the disk / tape drives.
- Backing up of data on user computers is usually the responsibility of the users and involvement of the IT administration if any is limited.
- Absence of a centralized Administrator's console leaves room for errors and there is a high possibility of the data backup process not being efficiently carried out.
- Most common yet overlooked instances of data loss, damage etc., that can happen in the end user environment is not taken into consideration and being unprepared can cause the company as well as the end user loss of precious time, money and effort. In a worst case scenario the data is lost or the asset gets damaged.

SMART Backup & Restore - Backup & DR Service Level Agreement

For all managed IT assets that require backup or restore, 90% of them will be successfully backed up and restored.

Execution model is Automated Managed Services (AMS) - SMART SLA

- Ensures that the backup software is installed on every managed IT asset.
- All critical data are backed up automatically on a scheduled basis and stored safely in a centralized location for easy retrieval.
- Every backup process is monitored and alerted to ensure smooth backup operation.
- This critical activity (Backup and Restore) is integrated into the Virtual Administrator's console from where the IT Administration team can have complete visibility of all IT critical activities.
- Through a highly spontaneous interface, incremental backups and complete backups are scheduled and made to run automatically at specific times. Offsite replication too is scheduled, and all this happens seamlessly in the background.
- Backup events are configured to ensure that end user data is also protected. Critical system files, registry changes, vital documents and folders are all automatically backed up to ensure an unparalleled user experience in terms of security and also peace of mind.
- An auto alert in the event of a backup failure is sent to IT Administrators. All data is encrypted on transmission and storage, ensuring its security.
- Quick backup and restoration is possible, thus saving precious time.
- It is cost effective as no additional set up and installation of hardware is required.
- No user intervention as backup process is automated.
- No threat of data theft as the data is accessible only to IT administrators.
- Ensures protection against data loss during a system crash.
- There is a provision to restore backed up data to any machine.

Measurement model in Automated Managed Services - SMART Dashboard

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Reports & dashboards will reflect the following:

- Overall Backup status
- Backup details
- Restoration details
- Details of first time backup failures
- Trend analysis
- Health of storage

Necessary Reports and dashboard for Advanced Backup and Disaster Recovery Services

1. High level dashboard for CXOs to take decisions
2. Summary /consolidated report to track and review the status
3. Technical Engineers Report

Hard Disk Optimization (Hard Disk Health Check)

Prelude/Introduction:

Hard disk is considered optimized if it meets the following major parameters (suggested limits/threshold are given), however customers can set it up as per their policy.

- Bad sectors normally should be than Less than 30%.
- HD should be defragmented as soon as the need arises (if HD data is fragmented for more than 12%)
- Temporary File cleanup should be done at least once a week
- The HD space utilized should be less than 85% of total space

SMART Hard Disk Optimization Service Level Agreement

All hard disks and storage devices in the organization will be optimized at the highest level to the extent of 99%. Degraded performance of hard disk and storage devices hamper several critical technical and business activities. Also SMART SLA ensures high quality performance of hard disk and storage devices increasing availability and delivering no-down-time of the business application and IT systems.

Execution model is Automated Managed Services (AMS) - SMART SLA

Basic Automation

- An email alert is sent to the administrator when the pre-set threshold is exceeded.
- Escalation email alert is sent as per the defined escalation chart in the organization.
- An appropriate remediation action is communicated to the stakeholders with a clear message that if these remediation actions are not performed there is a chance of potential data loss and performance degradation.

Advanced Automation

- If the business and IT assets are managed well, fully automated management of the hard disk is very easily achievable using SMART SLA.
- In the automated mode most of the hard disk optimization is achieved without user intervention.

Measurement model in Automated Managed Services - SMART Dashboard

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Reports and dashboards will reflect following:

- Overall health of all HDDs in the organization
- Bad sectors threshold
- Number of times Defrag has been performed
- Number of times the Temp File Cleanup has been performed
- Disk Space utilization

Necessary reports and dashboard for hard disk optimization

1. High Level dashboard for CXOs to take decisions
2. Summary /consolidated report to track and review status
3. Technical Engineers Report

Information Security Management

Prelude/Introduction:

- With the increasing complexity in IT Infrastructure and geographically distributed users, managing IT assets against vulnerabilities is a major challenge.
- Information security is a very critical requirement and in traditional methods it is highly user dependent and hence, very difficult to monitor.
- If one system gets affected the entire network gets affected.
- Mass storage devices/untrustworthy websites etc. can infect the system in a traditional environment.

SMART Information Security Management Service Level Agreement

All managed IT assets conform to the approved IT Security policies with a SMART SLA commitment of 99%. The Security Policies will be applied, monitored and enforced to be compliant with security standards.

Execution model is Automated Managed Services (AMS) - SMART SLA

- As per organizational internal information, security policies and configurations are applied on all the assets.
- Makes sure that security is intact by automating OS Hardening, USB/CD ROM access, Registry edit access, Control Panel changes, black-listing/white-listing of applications and URLs.
- Monitors the assets as per the security requirements.
- Any attempt to breach or unauthorized access is tracked and reported.

Measurement model in Automated Managed Services - SMART Dashboard

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Reports & dashboards will reflect the following:

- Overall status on security enforcement
- Attempted unauthorized access

Necessary Reports and dashboard for Information Security Management

1. High level dashboard for CXOs to take decisions
2. Summary /consolidated report to track and review the status
3. Technical Engineers Report

Inventory Management/Asset Management/Audit

Prelude/Introduction:

- Today, IT is no longer considered as a business enabler, but has become a critical component of any business.
- The world is getting flatter as businesses go across geographies and more importantly closer to the customers. As businesses are geographically distributed, IT infrastructure is also becoming more and more complex.
- One of the biggest challenges in any IT enterprise today is to get an accurate and updated inventory of an organization's IT assets, including hardware and software.
- In addition to getting latest information on IT assets, the need to track Warranty and AMC information for the assets are becoming an important business need, which is predominantly tracked manually.

SMART Inventory Management Service Level Agreement

All hardware and software of the managed assets will be tracked and reported with a SMART SLA of 99%. Physical hardware details and the software licenses along with any changes are tracked and reported.

Execution model is Automated Managed Services (AMS) - SMART SLA

- The current assets are captured and reconciled from PO, Delivery Challan, and Asset Audit. In AMS built around SMART SLAs, up-to-date and accurate inventory information can be obtained at the click of a button.
- Enterprises need to track Warranty and AMC information for the assets, an important business need, which is predominantly tracked manually. In the AMS method, an auto email alert is sent to the administrator and stake holders on the status of AMC & Warranty Expiry, enabling them to take appropriate action on time.
- Businesses expect a real time tracking of certain IT assets or critical parameters of IT assets such as RAM, CPU, etc. In AMS powered by SMART SLA, critical IT assets are continuously monitored and an auto email alert is sent to the administrator and stakeholders giving details of any change.
- Fully automated management of IT Assets is very easily achievable using SMART SLA.

Measurement model in Automated Managed Services - SMART Dashboard

SMART SLA and SMART services activities are logged in totality in the AMS system and database. For the convenience of the IT manager and the CIO, the information is grouped, categorized, tabled and summarized from a business perspective and reported in the various appropriate reports and dashboards. These reports and dashboards are easily configurable and customizable as per business needs. The SMART SLAs are tracked and reported in the SMART SLA dashboard enabling CIOs and business stakeholders to tangibly assess their benefits in real time.

Reports & dashboards will reflect the following:

- Overall inventory status
- Physical reconciled details of assets from PO & Asset Audit
- Details of AMC & Warranty Expiry
- Change details in the Assets
- Change history of Assets based on Owner & configuration changes
- Details of Non IT Assets (as provided by the organization)

Necessary Reports and dashboard for Inventory Management

1. High level dashboard for CXOs to take decisions
2. Summary /consolidated report to track and review the status
3. Technical Engineers Report

Mail Server Management

Prelude/Introduction:

Enterprises use email for business critical communication such as, proposals, support requests, to schedule meetings, etc. Therefore any downtime, non delivery, extremely delayed delivery of email can severely impact the operations of a business. Maintaining the email set up and providing uninterrupted services is a tedious and voluminous activity in IT Operation, but critical to effective functioning of a business.

Microsoft Exchange Critical Services:

Microsoft Exchange Server runs the following services that are very critical for the server to be up and running:

- Microsoft Exchange System Attendant
- Microsoft Exchange Management
- Microsoft Exchange Information Store
- Simple Mail Transfer Protocol (SMTP)
- Microsoft Exchange Routing Engine

If one of the critical services fails, the mail server will immediately go down, and users will not be able to send or receive emails.

User Mail Box Size:

In addition to mail server failures, mail client also fails frequently because of the size of user emails exceeding the mail box size limit.

SMTP Queue Clogging:

Email service is often affected due to clogging of SMTP queue. For example, if a user sends an email with a large file attachment containing a video clip, it would clog the network, thereby affecting all the other users in the enterprise.

Email Server Performance Monitoring:

Email service may become unavailable if the email server itself is not performing at its optimum. The server may run low on critical resources such as memory, CPU, disk space, etc. In such situations, the email service may either become unavailable or severely degraded.

SMART Mail Server Service Level Agreement

Availability of email service with a SMART SLA of 99%. This SMART service ensures high accessibility of business critical mailing applications and uninterrupted communication channel across an organization.

Execution model is Automated Managed Services (AMS) - SMART SLA

Microsoft Exchange Critical Services:

- In offering AMS the SMART service way, these critical services are constantly monitored and in case one of them goes down or fails, the service is restarted automatically.
- Therefore, in the SMART SLA method, users will not even be aware of a critical service failure and its subsequent availability, thereby avoiding downtime.

User Mail Box Size:

In AMS SMART services method, the size of the mail box is constantly monitored and if the user's accumulated mail size approaches the mail box size limit, old emails are automatically archived and stored in a designated storage location to free up the mail box. This ensures that a user will not face any email downtime due to mail box size limit.

SMTP Queue Clogging:

In AMS SMART services method, the SMTP queue is continuously monitored and if the queue is clogged, the email responsible for this clogging is identified and automatically deleted from the queue. The user and IT Administrator are notified of the action.

Email Server Performance Monitoring:

- In SMART SLA method, critical parameters of the email server are continuously monitored and if any of the parameters perform below the expected level, an auto-alert is generated proactively.
- Several parameters are automatically taken care of. For example, if the hard disk space is not sufficient, temporary files are cleaned up and the hard disk is defragmented, if required automatically.
- If a hardware upgrade involving the RAM, CPU, etc., is needed, the concerned IT resources are sent auto-alerts much in advance to give them enough time to take necessary action such as procuring of parts and plan for the upgrade.

In essence, almost all aspects responsible for email server failure are constantly monitored and automatically remediated in the AMS SMART SLA method.

Measurement model in Automated Managed Services (AMS) - SMART Dashboard

SMART SLA and SMART services activities are logged in totality in the AMS system and database. For the convenience of the IT manager and the CIO, the information is grouped, categorized, tabled and summarized from a business perspective and reported in the various appropriate reports and dashboards. These reports and dashboards are easily configurable and customizable as per business needs. The SMART SLAs are tracked and reported in the SMART SLA dashboard enabling CIOs and business stakeholders to tangibly assess their benefits in real time.

Reports & dashboards will reflect the following:

- Overall uptime of mail server
- Repeated critical issues
- Exchange Server failure
- SMTP Queue failure
- Mail box size threshold

Necessary reports and dashboard for Mail Server (Exchange server)

1. High level dashboard for CXOs to take decisions
2. Summary /consolidated report to track and review the status
3. Technical Engineers Report

Operating System Upgrade

Prelude/Introduction:

- OS vendors such as Microsoft come up with new and improved version of OS every two years.
- IT organizations must constantly keep up with the changes to incorporate the enhanced features available in the new OS.
- In a typical enterprise there are several systems to be upgraded and this involves backing up of the entire data and is time consuming.
- Also, one needs to check the hardware configuration before upgrading the OS.

SMART Operating System upgrades Service Level Agreement

Operating System upgrade will be carried out automatically without user intervention with a SMART SLA of 90%. It ensures immediate availability of the new OS to all users enabling quicker business deliverables. This SMART service simplifies the task of the IT Administrator, enhancing efficiency.

Execution model is Automated Managed Services (AMS) - SMART SLA

- The OS upgrade is done automatically and simultaneously on multiple machines unlike in the traditional method, where it is done sequentially.
- The selected systems are scanned to find out if the hardware specifications meet the prerequisites for the new OS to be installed.
- A set of predefined, step by step automation instructions are prepared to achieve the OS upgrade which is performed silently.
- Commonly deployed Operating Systems in enterprises are pre-configured in the automation platform.
- Automatic OS upgrade is achieved by selecting the required systems meeting the prerequisite criteria set by the IT Administrators.
- The upgrades can either be performed immediately or scheduled accordingly.
- If a computer is switched off (not online) during the time of 'scheduled deployment', the OS of the computer will be automatically upgraded once it is online.
- All these are done without user intervention.
- In case if the OS upgrade fails, an auto-alert is sent and a ticket is created in the Help Desk system.

Measurement model in Automated Managed Services - SMART Dashboard

SMART SLA and SMART services activities are logged in totality in the AMS system and database. For the convenience of the IT manager and the CIO, the information is grouped, categorized, tabled and summarized from a business perspective and reported in the various appropriate reports and dashboards. These reports and dashboards are easily configurable and customizable as per business needs. The SMART SLAs are tracked and reported in the SMART SLA dashboard enabling CIOs and business stakeholders to tangibly assess their benefits in real time.

Reports and dashboards will reflect following:

- Overall OS Upgrade status
- Number of OS upgrades requested
- Reconciliation of eligible systems based on the pre-requisite
- Average time taken for the upgrade
- Number of systems that failed the OS upgrade

Necessary reports and dashboard for OS upgrade

1. High level dashboard for CXOs to take decisions
2. Summary /consolidated report to track and review the status
3. Technical Engineers Report

Patch Management

Prelude/Introduction:

- As per an industry survey, usually more than 100 OS patches and hot fixes are released every year, additionally there are around 50 application patches (non OS related) that are released. This translates to a tedious and voluminous work for the IT staff to keep track of these numerous patches and maintain it throughout an organization.
- With Microsoft centric automatic updates, the onus of updating lies on the individual user alerted by pop-ups, advising him/her to update the system.
- For other software it is a painstaking task to keep checking for new updates and ensuring that patches are updated. It's a well known fact that less than 5% of the users actually patch (update) their system on a regular basis.
- Predominantly, Microsoft centric patching is carried out using the basic inbuilt Patch Update Service or through a centralized patching application.
- Other applications are patched more inconsistently.
- Inconsistent patch updates are the doorway to poor system performance, security threats and vulnerabilities. Inconsistency is primarily due to the high level of manual intervention required and individual users typically avoid it.
- Business critical applications and services if not patched affect end user experience, thereby affecting productivity.

SMART Patch Management Service Level Agreement

On all the managed IT assets the approved patches will be installed automatically with a committed SMART SLA of 99%.

Execution model is Automated Managed Services (AMS) - SMART SLA

- In AMS, the installed and missing patches in every computer are found automatically and a detailed list is sent to the IT Administrator.
- The patches are automatically applied on selected computers as per the approved patch policies defined by the IT Administrator.
- An automated email alert is sent to administrators on missing and failed patches, and the missing patches are automatically rescheduled.
- Provides measurable reports on patch status.
- Gives an automatic scheduled report at the end of the day or as per customers' requirement.

- Overall, Automated Managed Service with SMART SLA allows service providers to adopt the ‘Build Once Run Anywhere’ approach, where they will be able to configure, scan and schedule patches and receive reports in one agent package.
- Fully automated management of patches is very easily achievable using SMART SLA.
- In the automated mode the end points are applied with necessary patches without user intervention.
- Business critical applications and other essential software is automatically patched, updated and monitored to ensure consistency across the entire organization.
- Non Microsoft patches are also deployed automatically.

Measurement model in Automated Managed Services - SMART Dashboard

SMART SLA and SMART services activities are logged in totality in the AMS system and database. For the convenience of the IT manager and the CIO, the information is grouped, categorized, tabled and summarized from a business perspective and reported in the various appropriate reports and dashboards. These reports and dashboards are easily configurable and customizable as per business needs. The SMART SLAs are tracked and reported in the SMART SLA dashboard enabling CIOs and business stakeholders to tangibly assess their benefits in real time.

Reports & Dashboards will reflect the following:

- Overall Patch status.
- Number of patches applied against the approved patches for MS.
- Number of patches applied against the approved patches for other (non MS) software.
- Number of patches deployed that failed in the first attempt.

Necessary reports and dashboard for patch management

1. High level dashboard for CXOs to take decisions
2. Summary /consolidated report to track and review the status
3. Technical Engineers Report

Server Monitoring & Management

Prelude/Introduction:

- Typically Server Monitoring and Management includes monitoring of critical parameters of servers like CPU, memory usage, related services and processes, applications, event logs, hardware parameters etc. to ensure server health and performance.
- Server management is very complex and needs high skill sets if carried out manually by IT support personnel (or decentralization). Manual monitoring and management carries the risk of performance degradation or down time of the critical servers, which will have a direct impact on business.
- Servers are managed using tools specifically developed for that particular type of server. Depending on the number of different servers in an organization the tools required to manage the servers also varies.
- When any inconsistency or degradation in performance is noticed, the IT team takes remedial measures. Otherwise, management is pretty much the same; swing into action the minute an issue is detected.
- IT activity related to server management is very complex and decentralization of the management activities take a toll on the performance of both the IT Staff as well as the server.
- There is a direct impact on business continuity in the event of a server failure or malfunction, and this can result in considerable loss to an organization.

SMART Server Monitoring & Management Service Level Agreement

Availability and uptime of servers with a SMART SLA of 99%. This SMART service ensures high accessibility of business critical applications, uninterrupted server operation and high uptime of the servers.

Execution model is Automated Managed Services (AMS) - SMART SLA

- All critical server components are monitored 24/7.
- If any performance related critical issues are detected in the server, the IT Admin is automatically alerted.
- For critical issues, corrective issues are performed automatically on the server.
- Provides a centralized solution - a single pane of glass to all server specific requirements that range from monitoring processes, applications and services to auto-remediating issues, so as to minimize the workload on system Administrators.

- The AMS way guarantees that server failures will be minimized - nay totally eradicated thanks to the proactive management of services and applications. Ensures availability of server and data at all times.
- Provides complete visibility into the functioning, health and status of each and every server.
- Ensures a high level of user satisfaction, increases efficiency and uptime, and enhances productivity.

Measurement model in Automated Managed Services - SMART Dashboard

SMART SLA and SMART services activities are logged in totality in the AMS system and database. For the convenience of the IT manager and the CIO, the information is grouped, categorized, tabled and summarized from a business perspective and reported in the various appropriate reports and dashboards. These reports and dashboards are easily configurable and customizable as per business needs. The SMART SLAs are tracked and reported in the SMART SLA dashboard, enabling CIOs and business stakeholders to tangibly assess their benefits in real time.

Reports & dashboards will reflect the following:

- Overall server uptime
- Performance report on critical components and services (memory, CPU, Storage etc)
- Trending and capacity utilization
- Repeated critical issues regarding performance

Necessary reports and dashboard for Server Monitoring Services

1. High level dashboard for CXOs to take decisions
2. Summary /consolidated report to track and review the status
3. Technical Engineers Report

Software Deployment

Prelude/Introduction:

- Software installation is an important, but, tedious and voluminous activity of IT operations.
- System software, applications software and tools need to be installed and upgraded regularly across all computers including desktops, laptops and servers.
- It has been observed that a typical IT organization installs/upgrades on an average, 22 software applications a year.

The complexity of the software installed varies from one to another. Typically 1 in every 3 software deployment is complicated, creating a lot of repetitive work for an IT organization. Also, complex software installation requires technical people with specialized IT skills.

SMART Software Deployment & Service Level Agreement

Software installation will be carried out automatically without user intervention and with a SMART SLA of 90 %. It ensures immediate availability of new applications to all users enabling effective business deliverables. This SMART service simplifies the task of the IT Administrators and enhances efficiency.

Execution model is Automated Managed Services (AMS) - SMART SLA

- In AMS, commonly deployed software in enterprises is pre-configured in the automation platform.
- One has to simply select the software and the systems where the software needs to be deployed. The software can either be deployed immediately or scheduled.
- If a computer is switched off (not online) during a scheduled deployment time, the deployment is automatically done as soon as the computer comes back online.
- In case of a failure in software deployment an alert is sent and a ticket is created in the Help Desk System.
- All these are done without any user intervention and without holding up or inconveniencing the users during software deployment.

Measurement model in Automated Managed Services (AMS) - SMART Dashboard

SMART SLA and SMART services activities are logged in totality in the AMS system and database. For the convenience of the IT manager and the CIO, the information is grouped, categorized, tabled and summarized from a business perspective and reported in various

appropriate reports and dashboards. These reports and dashboards are easily configurable and customizable as per business needs. The SMART SLAs are tracked and reported in the SMART SLA dashboard, enabling CIOs and business stakeholders to tangibly assess their benefits in real time.

Reports and dashboards will reflect the following:

- Overall Software Deployment Status
- Number of software application Install requests
- Complexity details of the Software deployed
- Reconciliation of eligible systems based on pre-requisites
- Average time taken for deployment
- Details of software deployment failures in the first attempt

Necessary reports and dashboard for software deployment

1. High level dashboard for CXOs to take decisions
2. Summary /consolidated report to track and review the status
3. Technical Engineers Report

Standard Operating Environment (SOE) management services

Prelude/Introduction:

- Standard Operating Environment encompasses a plethora of services and its enforcement varies from organization to organization, however given the nature of activity, most of the SOE related tasks and enforcement require fairly high involvement of IT support personnel intervention and follow ups.

Some of the critical IT activities related to enforcing SOE revolve around the following:

- System & OS Hardening
- Information security policy enforcement
- User profile administration
- Ensuring that Software version control is in place and only approved software are installed in the network
- Enforcing security measures by manually disabling USB access, CD Drive access etc.
- Configuring and enforcing user restrictions
- Maintaining and monitoring hardware with uniform configuration settings (Includes driver updates, Bios upgrades etc.).

SMART Standard Operating Environment Service Level Agreement

All managed IT assets will conform to the approved organizational SOE policies with a SMART SLA commitment of 99%. All policies will be applied, monitored and enforced to be compliant with the organizations security standards.

Execution model is Automated Managed Services (AMS) - SMART SLA

- Ensures that all the IT assets are automatically deployed with an approved standardized configuration and with necessary Security hardened Operating systems. (For example; relevant service packs, hot fixes, black listing / white listing applications, Critical services and drivers etc.).
- All approved Information security policies are automatically applied. (For example; authorized access to removable storage devices / media).
- Automatically manage the file / folder access by users, as per the organizations IT policy, password, power management etc.
- All parameters are monitored, tracked and saved in the AMS system database.
- Automatic email alerts on any breach, is sent to the IT / IS administrator.
- The benefits of having an SOE is that it leads to significant reductions in the Total Cost of Ownership (TCO), and also provides a framework for IT staff to effectively support and implement the company's IT fleet, this is easily achieved by implementing the AMS SMART Services.

Measurement model in Automated Managed Services - SMART Dashboard

SMART SLA and SMART services activities are logged in totality in the AMS system and database. For IT manager and CIO's convenience the information is grouped, categorized, tabled and summarized from a business perspective and reported in the various appropriate reports and dash boards. These reports and dashboards are easily configurable and customizable as per the business needs and can be produced. All the SMART SLAs are tracked and reported in the SMART SLA dashboard so that CIO's and business stake holders can tangibly see the benefits in real time.

The Reports & Dashboards will reflect following:

- Overall status of Standard Operating Environment
- Attempted unauthorized access
- Percentage of assets on which approved security policies are applied

Necessary Reports and dashboard for Standard Operating Environment

1. High Level dash Board for CXOs to take Decision
2. Summary /consolidated report to track and review the status
3. Technical Engineers Report