

# IT SUPPORT



**Request** - A requirement from a user or Business for new work such as creating a user, installing software, changes to systems etc. Standard Requests are actioned from Next Business day and within 3 business days, Requests may be scheduled works and will be planned based on a date agreed between SNC and the Customer and any costs agreed to beforehand

**Incident** – An Issue that affects a user(s) or Business's ability to function or affects Security, prioritized on the size of the Impact/Risk to the business (refer to chart below)

Customers NOT on a Service plan response times are Best Effort only.

SERVICE DISCRIPTION (INCIDENT)	PRIORITY	RESPONSE TIME
SERVICE NOT AVAILABLE (ALL USERS AND FUNCTIONS ARE UNAVAILABLE)	1 CRITICAL	WITHIN 2 HOURS
SIGNIFICANT DEGRADATION OF SERVICE (LARGE NUMBER OF USERS OR BUSINESS CRITICAL FUNCTIONS AFFECTED)	2 URGENT	WITHIN 4 HOURS
LIMITED DEGRADATION OF SERVICE (LIMITED NUMBER OF USERS OR FUNCTIONS AFFECTED, BUSINESS PROCESS CAN CONTINUE)	3 STANDARD	WITHIN 12 HOURS
SMALL DEGRADATION OF SERVICE (BUSINESS PROCESS CAN CONTINUE, SMALL NUMBER OF USERS AFFECTED)	4 LOW PRIORITY	NEXT-DAY

**TO LODGE A SUPPORT TICKET:**

+61 3 9796 5690

SUPPORT@SNCSOLUTIONS.COM.AU





# IT SUPPORT

Service Plans are designed to provide your Business with the peace of mind that Backups, Firmware, and Security is monitored along with the Support and reliability you require for day-to-day issues. Ensuring your systems are kept updated and managed will go a long way to ensure your preparedness if disaster strikes, whilst ensuring all steps are taken to mitigate security risks.

**Business hours are 8:30 am to 5:00 pm Monday to Friday.**

## PROFESSIONAL SERVICE PLAN

1. Quarterly Firewall Firmware Updates
  2. Quarterly Wi-Fi Firmware Updates
  3. Monthly Backup Restore Tests
  4. Monitoring of Backups for any Issues or Failures
  5. Malware/Virus Monitoring
  6. Device Monitoring (Server and Desktops) Performance, Disk space etc
  7. Monitoring of Software Installations
- Optional: Vulnerability Monitoring of Windows and Related Software

## ESSENTIALS SERVICE PLAN

1. Semiannual Firewall Firmware Updates
2. Semiannual Wi-Fi Firmware Updates
3. Quarterly Backup Restore Tests
4. Monitoring of Backups for any Issues or Failures
5. Malware/Virus Monitoring
6. Device Monitoring (Server and Desktops) Performance, Disk space etc
7. Monitoring of Software Installations

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