

Broward NetWorks

Server PM Agreement

Each server will be checked once every week during non-business hours to limit downtime.

All work will be done using Microsoft Terminal Services, native in Windows 2003 and 2008.

The following steps will be done and a checklist filled out and emailed to you each week:

- Check Anti-Virus and Anti-Spyware update status and update if needed
 - Check all Microsoft update status and update if needed
- Update and run Microsoft Baseline Security Analysis, to pinpoint any weaknesses.
 - Review all log files (Application, Security, System, and all others)
 - Delete unnecessary files from hard drive.
 - Check Services to ensure everything is running.
 - Check status of backups and adjust as needed.
 - Start defrag of hard drive.

Each server will take an average of one hour to complete all of the above steps each week.

Price

\$40 per month per server, billable quarterly

All prices are valid until 12/31/11. This agreement covers **Preventative Maintenance only**. Installation of hardware, software (other than updates), and troubleshooting is not included in this agreement. Any issue requiring further service will be noted and reported to you for authorization before any other billable service is provided.