



**PRETECHT MANAGED SERVICES  
SYSTEMS SERVICE ENTERPRISES, INC. (“SSE”)  
AND  
\_\_\_\_\_ (“CLIENT”)**

**Schedule I  
Pretecht Best Practices/Compliance Standards**

**PRETECHT BEST PRACTICES:**

- a. Hardware: All servers and workstations run on industry standard, server class hardware (e.g., Dell, IBM, HP). Whitebox or custom built servers running a server operating system are considered non-compliant.
- b. Lifecycle: All servers and workstations are less than 60 months old. Any server or workstation greater than 72 months old is considered non-compliant.
- c. Warranty: All servers have an active warranty for onsite same or next business day parts replacement. Any server without an active warranty is considered non-compliant.
- d. Microsoft Operating System(s) and Applications: Best practice is for all servers and workstations to run Microsoft operating system(s) and applications that has active mainstream support. At a minimum, Microsoft operating system(s) and applications must have extended support. Any server or workstation running a Microsoft operating system or application with expired support is considered non-compliant. For Microsoft, mainstream lifecycle support dates are outlined at <http://support.microsoft.com/lifecycle/search/default.aspx>
- e. Third-Party Applications: All third party applications have an active maintenance and support agreement in place. In addition, in regards to non-Microsoft software, SSE services are limited to establishing connectivity up to log in. Any support required beyond connectivity and log in is provided on a time and materials basis at the hourly rate as specified within the Work Order.
- f. Licensing: All Microsoft software has a fully paid up license. Unlicensed software/devices shall be licensed or removed from the production network.
- g. Patching/Security Updates: All computers have current Microsoft service packs and security updates applied and are not more than 60 days out of date. Critical software responsible for a significant portion of malware infections such as Adobe Reader, Adobe Flash, and Java must also be up to date.
- h. SMART Uninterrupted Power Supply and Management Software: All servers are running software configured to gracefully shutdown servers in the event of an extended power outage and are connected to a SMART Uninterrupted Power Supply with adequate power to perform an orderly shutdown. Any unprotected server is considered non-compliant.
- i. Anti-Virus: All servers and workstations run the latest version of ESET. ESET is managed by SSE.
- j. Back-Ups: All servers are backed-up to a Datto device. The Datto is managed by SSE.
- k. Firewall: A Cisco Meraki firewalls is implemented and managed by SSE.
- l. Anti-Malware/Anti-phishing: All servers and workstations run the latest version of Cisco’s OpenDNS. OpenDNS is managed by SSE.