



Advanced Performance Monitoring

The BSU NOC monitors the health of your server, and identifies issues that may impact that server's performance. Identified issues are logged into BSU's incident management registration software and actions are taken to resolve the issues.

Services monitored include:

	Scan Interval	Warning	Failed
CPU Usage	15 Minutes	80% - 95%*	90% - 100%*
Disk Space	15 Minutes	96% - 98%*	99% - 100%*
Memory Utilization	15 Minutes	80% - 95%*	90% - 100%*
Patch Status	15 Minutes	1 – 4 Missing Critical Patches older than 30 days	5+ Missing Critical Patches older than 30 days
Connectivity	5 Minutes	N/A	No Connectivity

* Thresholds can be changed to alternate values after approval BSU NOC and primary customer contact

License & Asset Reporting

BSU will audit included software licenses & assets which are registered on appendix A. BSU will regularly report on current status, changes, and potential violations. On a quarterly basis, the following reports will be delivered to the Primary Customer Contact:

- Executive Summary Report
- Hardware Asset Report
- Software License Report

Maintenance Managed Anti-Virus

BSU's integrated Anti-Virus solution allows our NOC to actively monitor, manage, and update deployed devices, ensuring that your business is protected and secure. Managed Anti-Virus includes:

- Signature updates
- Status & Threat monitoring
- Scheduled scans
- Software updates
- Status & Threat reporting
- Remediation of issues preventing the installation or performance of Managed Anti-Virus
- Monthly reports of exclusions of files/folders/file extensions. All exclusions are made in consultation with primary customer contact and BSU.

Please note, manual removal of malware/virus infection is not included and will be billed at BSU's hourly rate, unless BSU is unable to prove that BSU Managed Anti-Virus was up to date on the moment the infection started. BSU may start actions to prevent further infections and damage, without notifying the primary customer contact.