



## Dedicated Server Support Gold Plan

N.O.R.A.D.'s Gold Plan provides the highest level of managed services for your dedicated server and related hardware and operating system software. Our technicians will take care of all your needs to assure that your web site and/or custom applications are running on a 24x7x365 basis.

**Coverage:** Unlimited and proactive support.

**24 x 7 Support:** N.O.R.A.D.'s technical support team is always available. Just call, email, page our technical staff and they will attend to your problem. You can even "IM" them using our secure instant messaging service, NetLert™.

**Your Set-up:** N.O.R.A.D. works with you and your team to optimize your dedicated infrastructure and then completes all necessary set-up of the hardware and necessary software.

**Reboot on Demand:** N.O.R.A.D. will reboot your system upon your request.

**DNS Services:** Unlimited primary and secondary name server services are provided upon request.

**Remote Hands:** If you need one of our technicians to load a CD, change a tape, load software, or any hands-on task we can do it for you.

**Server Monitoring - Ping Alive:** We will monitor your server on a continuous basis assuring that it can be pinged.

**Hardware Management:** N.O.R.A.D. technicians will install and upgrade your hardware upon your request. Our technicians will also troubleshoot any problems that are identified by our monitoring system, and replace defective parts as necessary. N.O.R.A.D. maintains spares onsite of most standard parts that tend to fail.

**User Administration:** User accounts will be set-up as requested, including Web server access, FTP, or Telnet/SSH accounts.

**O/S Management:** N.O.R.A.D. will install, maintain and troubleshoot the operating system. On a monthly basis our technicians will coordinate with your staff on the installation of any upgrades and/or patches.

**Systems Security/Patches:** N.O.R.A.D. will make every effort to assure the security of the systems by keeping the patch levels current. Our technicians will coordinate with your staff on the installation of any patches.



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**Application Management:** Our technicians will install custom applications on your dedicated servers at your request. They will track changes through our standard Change Management system. Our technicians will monitor, troubleshoot and fix any problems related to system support software including web servers, FTP, Telnet/SSH, SMTP and email. (Note: Application management limited to 4 hours per month).

**Server Monitoring - TCP Services:** N.O.R.A.D. uses HP OpenView, one of the industry leading system tools, to monitor that TCP services are up and running. This assures that the web services and other system software are available.

**24x7 Dedicated Account Manager:** You will have access on a 24x7 basis to your account manager via phone call, pager, and email, who will attend to your special needs.

**24x7 Dedicated Technical Account Manager:** You will have access on a 24x7 basis to your technical account manager via phone call, pager, and email, who will attend to any technical task you may require.

**User Application & DB Monitoring, Alert & Notification:** Utilizing the industry leading HP OpenView node manager N.O.R.A.D. is able to monitor your custom applications and databases. These applications are automatically monitored every 5 minutes to assure that they are up and running. If there ever is a problem our staff is notified automatically and immediately by HP OpenView.

**Database Management:** N.O.R.A.D. will install, upgrade and troubleshoot your database as needed. At your request we will manage user access to the database.

**Hardware Disaster Backup Services:** N.O.R.A.D. provides daily tape backups of your applications and data. The tapes are rotated using an industry accepted procedure and are stored off-site. In addition, hot swap disk drives and a hot backup server are maintained onsite. In case that the dedicated server operation location is not available, N.O.R.A.D. maintains servers at a hot site location. By accessing the off-site backup tapes, we can bring up your servers at the alternative hot site quickly, thereby minimizing downtime.

**Service Level Agreement:** Specific performance and problem response-times are included in all Gold Plan service agreements.