

# IT & COMMUNICATION MANAGED SERVICES CATALOGUE



Server & Application Support

Network Support

Cloud & Virtualisation

Communication System

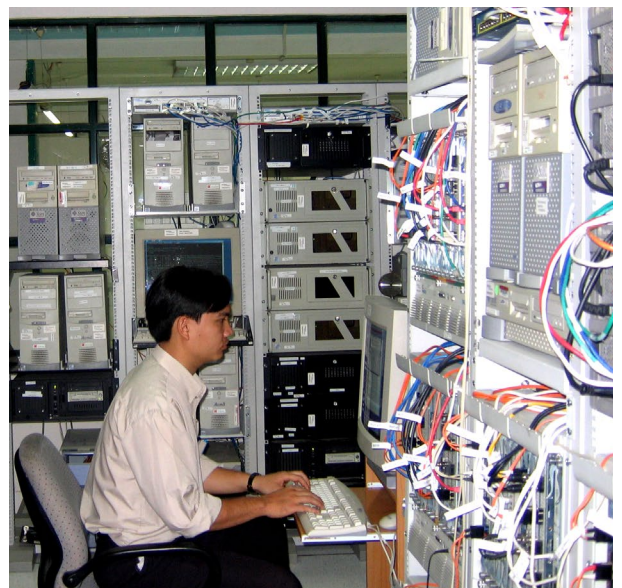
IT Support

# Server & Application Support

<b>Domain account</b>	<ul style="list-style-type: none"><li>• Create/remove group on Domain Controller.</li><li>• Add/remove user to domain group.</li><li>• Password reset.</li></ul>
<b>Public file storage</b>	<ul style="list-style-type: none"><li>• Create/remove sharing on fileserver.</li><li>• Expand more space on fileserver.</li><li>• Reset quota on fileserver.</li><li>• Grant access permissions to a sharing folder.</li></ul>
<b>Sharepoint</b>	<ul style="list-style-type: none"><li>• Grant/remove access right for users.</li><li>• Create environments for developers.</li><li>• Backup data.</li></ul>
<b>SCCM</b>	<ul style="list-style-type: none"><li>• Define inventory report for VM, servers, computers, network devices.</li><li>• Deploy and manage OS, software, security packages, driver updates from server to clients.</li></ul>
<b>SCOM</b>	<ul style="list-style-type: none"><li>• Define monitoring report for VM, network system, servers, etc. running SNMP.</li></ul>
<b>Email account</b>	<ul style="list-style-type: none"><li>• Create/remove email account.</li></ul>
<b>Mailing list</b>	<ul style="list-style-type: none"><li>• Create/remove mailing list.</li></ul>
<b>FTP account</b>	<ul style="list-style-type: none"><li>• Create/remove FTP account, set quota, change passwords, set expired date, etc.</li></ul>
<b>Manage internet access rights</b>	<ul style="list-style-type: none"><li>• Grant/remove access privileged right for users/group to access internet via proxy.</li></ul>
<b>DNS service</b>	<ul style="list-style-type: none"><li>• Add/remove/update DNS records.</li></ul>

# Server & Application Support

<b>Web server</b>	<ul style="list-style-type: none"><li>• Add/change user roles on web server hosting on Windows or Linux.</li></ul>
<b>Data backup</b>	<ul style="list-style-type: none"><li>• Build backup plan, perform backup jobs, verify the backup and test restoration.</li></ul>
<b>System monitoring &amp; reporting</b>	<ul style="list-style-type: none"><li>• Add/remove a network device or service to monitoring system.</li></ul>
<b>Server patching and hardening</b>	<ul style="list-style-type: none"><li>• Update security patch or service patch for servers, OS or applications.</li><li>• Hardening (secured) server before public to network or internet.</li></ul>
<b>Printer server</b>	<ul style="list-style-type: none"><li>• Grant/remove access right for user to the printer server.</li></ul>



# Network Support



## Network Troubleshooting

- Support user on network access (no or too slow internet access, no access to resources on network, etc.)



## VLAN Management

- Setup virtual LAN on data switches and allocate switch/port to each VLAN accordingly.



## Wireless LAN

- Add/remove users to WLAN system.
- Change password.
- WLAN coverage management: Add/remove access points.



## Network Monitoring and Reporting

- Add/remove network devices to monitoring service and generate reports



## Bandwidth Allocation (QoS)

- Allocate, prioritise and control bandwidth usage per service, user or business unit.



## Remote Access for Users

- Provide VPN access for user to remote access from outside to resources inside company.



## VPN Setup

- Establish secured site-to-site network connection with redundancy.



## Routing

- Routing among subnets, zones, branch offices.

# Cloud & Virtualisation

## New Virtual Machine

- Monitor and create new VM using VMware, Hyper-V, KVM, VirtualBox, Vagrant.

## Container Virtualisation

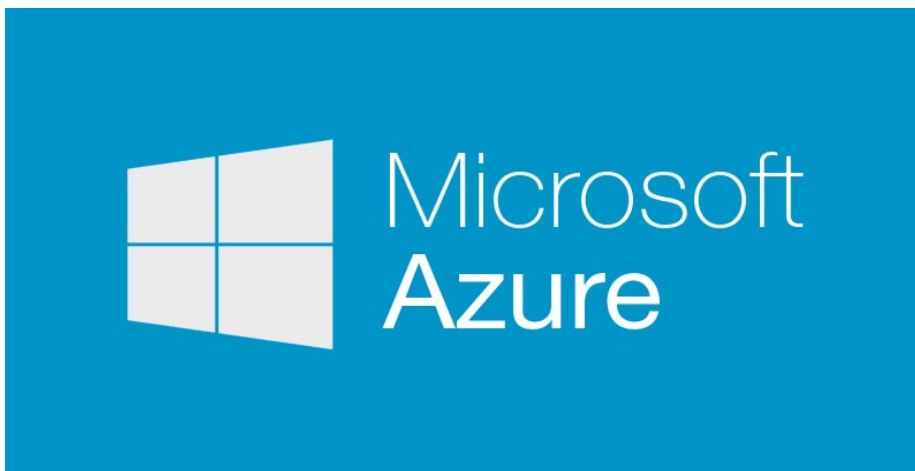
- Monitor and create new container using Docker, OpenVZ, FreeBSD Jail.

## Amazon Web Services (AWS)

- Deploy and manage IaaS (Web application EC2, ELB, AutoScaling, RDS, ElastiCache, etc.).
- Migration infrastructures to cloud web hosting (Storage, VPC, Direct Connect, VPN).

## Microsoft Azure

- Website migration to Azure.
- Implement and manage Infrastructure as a Service (IaaS).
- Azure site recovery.



# Communication System



## Setup And Manage PBX

- Setup, integrate (onsite) and then manage legacy or IP PBX.



## Phone Setup

- Set up desk phone, IP phone, soft phone.



## Conference Bridge

- Setup conference service.



## Phone Call Control

- Grant/remove right for a phone extension to make international, long distance calls.



## Voicemail

- Setup/fix voicemail box for phone extension.



# IT Support Services

<b>Software installation</b>	<ul style="list-style-type: none"><li>• Install/uninstall application software on laptop and desktop running Windows or Linux.</li></ul>
<b>Software troubleshooting</b>	<ul style="list-style-type: none"><li>• Support user to troubleshoot on using office suite or common applications.</li></ul>
<b>OS troubleshooting</b>	<ul style="list-style-type: none"><li>• Support users to troubleshoot on problem with operating system (if still have network access - otherwise must be onsite support).</li></ul>
<b>Wireless access</b>	<ul style="list-style-type: none"><li>• Support users to troubleshoot wireless access issue from their computers.</li></ul>
<b>Install antivirus, personal firewall</b>	<ul style="list-style-type: none"><li>• Install and ensure anti-virus and personal firewall work properly on computers.</li></ul>
<b>Update patch</b>	<ul style="list-style-type: none"><li>• Update security and service patches for users' computers.</li></ul>