



## Cycle 3 • Managed Technology



Once we've achieved a solid technology foundation, either initially or after a Cycle 2 • Technology Correction or Business Change, we'll pro-actively provide the ongoing monitoring and maintenance to keep you there. Also, you'll be kept informed of the health of your technology systems via detailed reports, and kept abreast of technology trends to position your organization for the future.

### Ongoing Proactive Monitoring

We don't wait for something to go wrong before we fix it and we don't solely rely upon manual processes to keep your systems running. We use state-of-the-art monitoring software to identify potential problems before they occur avoiding potentially costly business interruptions. ZenaCareIM's Proactive Monitoring checks for:

- ▶ Disk Drives that Are Showing Signs of Failure
- ▶ Available Disk Space So You're Never "Out of Space"
- ▶ CPU Utilization to Determine if a Server is "Too Small"
- ▶ Backup Monitoring to Ensure Your Data is Safe
- ▶ Application and Database Availability

### Remote/Onsite Services

ZenaCareIM includes both remote and onsite services. We provide most of our services remotely when performing our periodic maintenance services as well as getting your issues resolved as quickly as possible when they do occur. Some services must be performed onsite and we are there when you need us.

- ▶ Adding/Removing Users
- ▶ Setting Roles and Security Access Permissions
- ▶ Configuring Printers
- ▶ Software and Security Patches
- ▶ Virus Software Updates
- ▶ Spam Filtering Updates
- ▶ Data Backup Verifications
- ▶ Server/Workstation Imaging for Quick Recovery
- ▶ Troubleshooting and Incident Resolution

### Technology Responsibility Matrix

There are certain decisions and functions that must be performed regularly in order to achieve the maximum benefit of ZenaCareIM. ZenaComp will take on as much of this responsibility as you desire. The ZenaCareIM Technology Responsibility Matrix documents "who is to do what and when" alleviating any ambiguity as to roles and responsibilities.

### Keeping You Informed

At scheduled times (i.e. monthly to annually), we meet with you to review how your technology has performed in support of your business strategies and objectives. We review any incidents or unforeseen "down time" to ensure corrective measures have been taken to eliminate these occurrences in the future. Also, we discuss any risks you are facing and new technology trends that may benefit your organization in the future.

- ▶ Review of Technology Achievements
- ▶ Review of the Technology Replacement Plan
- ▶ Review of Incidents and Corrective Measures
- ▶ Review of Potential Risks
- ▶ Review of Technology Trends and their Opportunity
- ▶ Review New Business Strategy to Ensure that the Right Technology is in Place

