

## Scope of Work

This document is created to serve as a mutually acceptable Scope of Work (SOW) between SEG IT Services Co., Ltd. (SEG) and SEG's Customer.

Every job we do for our Customer will be prefaced with a Scope of Work that will be reviewed with the Customer representative and/or assigned engineer before we do the job. We make sure you are comfortable with all aspects of the project, big or small.

SEG shall provide remedial maintenance during the Service Hours when notified that the equipment is inoperative. SEG will use its best efforts to respond to the call for remedial service within the Response Time. The Company also provides preventative maintenance either by arrangement with the Customer or which may be performed concurrently with remedial maintenance.

Customer will be responsible for providing a single point of contact for coordination with SEG assigned IT Specialist.

### 1. Hardware & Peripherals

Upkeep and maintenance of the hardware installed including Servers, Personal Computers, Printers, Scanners, CD Writers and Laptops.

- Maintain System Services & Configurations
- Install & Update Drivers
- Apply OS Patches, Program Patches, Performance Tweaks
- Registry Optimization & Repair
- Perform System Log Verifications
- Hardware & Disk Space Check
- Scandisk, Remedy Disk Errors
- Perform Disk Cleanup & Defragmentation
- Temp File Cleaning
- Server Data Backup
- Physical Equipment Cleaning
- Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.

## 2. Security

Maintenance of Local Area Network (LAN) installed in the customer premises including configuration and trouble-shooting of routers and managed switches.

- Perform critical security updates & Security Assessment
- Protection Program Updates (Antivirus, Spyware)
- Virus, Spyware, Trojan Removal & Repair
- Configure & Manage Firewall/Perimeter Devices
- Maintain VPN Infrastructure
- IDS/IPS infrastructure Management
- Setup Security Policy

## 3. Networking

Maintenance of Local Area Network (LAN) installed in the customer premises including configuration and trouble-shooting of routers and managed switches.

- Configure VLAN, LAN and Wireless Network
- Manage ADSL routers, switches and hubs.
- Manage network connectivity to Server, Network Printers or other sharable resources.
- Check Hardware, load, paths and apply security patches
- Check port/cable connectivity using LAN Tester.

## 4. Applications

The following Software Applications are supported under SEG Maintenance Plan.

- Operating Systems
  - Windows Server 2003, 2008, 2010
  - Microsoft Windows 98, XP, Vista, Windows 7
  - Linux Ubuntu, Indian, RedHat
- Setup Email Client
- Protection Program (Antivirus, Spyware)
- Productivity Software
  - Microsoft Word, Excel, PowerPoint

- Adobe Acrobat Reader, Dreamweaver

## 5. Exclusions

Unless specifically noted within this SOW, customer is responsible for the repairs/fixing/replacement of all the electrical /electronic, and/or mechanical components and parts of the Computer Systems and Accessories, including the Printers, Scanners, Drive/Cd-Writers, Toner, Ink Cartridge, Modems & UPS etc.

- Moving or Relocating Equipment
- Repair, replacement of malfunctioning/nonfunctioning equipment or parts
- Installing new PC's or Servers\*
- Installing new printers or other external devices\*
- Maintenance, Support of Software (not listed under the "Applications" Section)
- Verification that the Customer's software licenses are valid and current. Licensing of the Customer's software remains the responsibility of the Customer.
- Laying of cables

## 6. Add-on Services (Optional)

Below is the list of Add-on Services available to our customer.

- Infrastructure Setup
- Maintenance of IP Phones
- Data backup on Personal Computers
- Server (apps, mail, web) monitoring
- Data recovery
- Network load-balancing and redundancy
- Implement firewall
- Stand-by arrangement to be made in case the equipment is to be taken to workshop for repairs.