



**This Infrastructure Management as a Service by ALCiT Sub-Agreement (“Sub-Agreement”) is governed by the Master Service Agreement between ALCiT and CUSTOMER. This Sub-Agreement supersedes all prior discussions, communications, representations or agreements, including any digital, electronic or Internet-based agreements, between them, oral or written, between ALCiT and CUSTOMER concerning infrastructure management.**

This Sub-Agreement shall consist of these terms and conditions and the following three (3) schedules:

Schedule 1 – Support Scope;

Schedule 2 – Roles and Responsibilities

Schedule 3 – Standard Models and Configuration Minimums

1. Infrastructure Management as a Service by ALCiT provides management of devices over the Internet. Prices are per month and are due on the first of the month for the upcoming month.
2. Levels of Services: CUSTOMER may elect to subscribe to three different Levels of Services. These Levels of Services apply to a Device Category (all devices of the same category must subscribe to the same level of service).
  - (a) Monitored by ALCiT: ALCiT makes its tools available to CUSTOMER over the Internet. CUSTOMER uses the tools to manage their environment and, at CUSTOMER sole discretion, assigns Issues to ALCiT for resolution according to the Rate Card.
  - (b) Protected by ALCiT: ALCiT makes its tools available to CUSTOMER over the Internet. ALCiT ensures that patches are applied successfully, that the anti-malware tools are up to date and that backups complete successfully. CUSTOMER uses the tools to manage their environment and, at CUSTOMER sole discretion, assigns Issues to ALCiT for resolution according to the Rate Card.
  - (c) Managed by ALCiT: ALCiT uses its management tools to maintain CUSTOMER’s environment. ALCiT is accountable to solve all Incidents and Issues in the environment in accordance with the service description. ALCiT will also perform Minor Changes to devices under management.
  - (d) Co-Managed by ALCiT: ALCiT uses its management tools to maintain CUSTOMER’s environment. ALCiT is accountable to solve all Incidents and Issues in the environment in accordance with the service description. ALCiT will also perform Minor Changes to devices under management. The effort spent to perform the services is shared with CUSTOMER and the actual hours spent by ALCiT to perform the services will be invoiced to CUSTOMER.
3. Support ticket: A “Service Desk End User Support Ticket” may be submitted to resolve issues with a Supported Application or Supported Service on or from an In Scope Device. The ticket will be resolved remotely as per the conditions detailed below for the level of service the device is subscribed to.
4. IMAC (Install, Move, Add, Change): An “IMAC” may be submitted via the Service Desk to request work to be performed to a device that is actively included in the scope of this agreement. The IMAC will



be addressed as per the conditions detailed below for the level of service the device or user is subscribed to.

5. **Minor Changes:** For an In Scope Device covered by “Managed by ALCiT” or “Co-Managed by ALCiT”, ALCiT will perform Minor Changes remotely within five (5) business days of the creation of a Service Desk Ticket within ALCiT’s portal. ALCiT will determine at its sole discretion if a change is categorized as a “Minor Change” or a “Major Change”. A maximum of three (3) Minor Changes can be performed to an In Scope Device within a calendar year, additional changes would need to be covered by IMAC purchases.

6. **Adding devices/users to the Agreement:** CUSTOMER may add a device or a user to the Agreement by submitting a Service Desk IMAC. The device will be deemed supported, added to the Inventory of Devices, and the monthly invoice adjusted once all ALCiT tools have been successfully deployed, the device is up to date, stable and free of any known defect. Any effort required to reach that state beyond the installation of ALCiT tools is deemed out of the IMAC scope and will be billed as per the Rate Card. A minimum of three (3) monthly cycles is required before the device or user can be removed from the billing cycle. A maximum of four (4) devices or users can be added via IMAC per month, any additional devices or user would get added via Time and Material as per Rate Card. ALCiT at its sole discretion may refuse to add a device or a user to the agreement.

7. **Removing devices:** CUSTOMER may remove a device or a user from the Agreement by submitting a Service Desk Removal Ticket. The device will be deemed immediately out of scope from a support perspective and will be removed from the monthly invoice once all ALCiT tools, licenses, data and equipment have been received by ALCiT (pending the three (3) months minimum per 6 above). All efforts required to remove the device from support will be charged as per the Rate Card.

8. **Configuration Minimums:** Any device added to the Agreement must meet the Configurations Minimums section as per Schedule 3. During the addition, any device that does not meet the minimum configuration will be upgraded to the minimum, and if an upgrade is not possible or cost effective, replaced by a Standard Models as per Schedule 3. Any device already under contract that no longer meets the Configuration Minimum will need to be upgraded or replaced to get back to the Configuration Minimums level. Parts and labour required will be billed as applicable.

9. **Protection Against Malware:** ALCiT uses top tier anti-malware and/or endpoint detection and response agent to manage ALCiT’s and CUSTOMER’s environment and will make all reasonable commercial effort to protect against viruses and other computer software threats with the in-scope tools. ALCiT’s anti-malware protection has proven highly effective since its deployment; however, due to the rapidly evolving nature of viruses, Trojan Horses, and other cybersecurity issues, ALCiT makes no guarantees against these or other types of threats.

10. **Security:** Access to ALCiT operations center and systems is restricted to authorized personnel. ALCiT ensures that its employees and contractors are familiar with and understand its policies; ALCiT takes all possible security measures to protect the security of CUSTOMER’s data. ALCiT will make all



reasonable commercial to protect the security of its systems and services, and the data that resides therein.

11. Certain Operational Customer Responsibilities: To access and use the Services, CUSTOMER must provide at the very minimum and without limitation:

- (a) a working Internet connection with sufficient bandwidth and quality to allow trouble-free data uploading and downloading in line with the existing required volume for patches and upgrades.
- (b) a fully functional Internet browser.
- (c) a valid support contract for the targeted technology that matches the required service level

12. Assumption in regards of devices Monitored, Protected, Managed, Co-Managed, or Cybersecure PC by ALCiT: Prior to ALCiT taking over responsibility for incidents, devices must be up to date, in good working condition and free of defects. All devices and software must be covered by maintenance and/or warranty from their original vendor or another party. All devices and software must meet the "Configuration Minimums" as per Schedule 3. Any effort to bring the device into compliance, including but not limited to: update, upgrade, re-configure, obtain administrator/enable access, troubleshoot, repair or replace, will be invoiced for actual Time and Material as per the Rate Card.

13. Location of service: All services in this Sub-Agreement will be performed via Remote Support with assistance of the End-User or another CUSTOMER personnel. At its sole discretion, ALCiT may dispatch a Support Person to CUSTOMER location. Should CUSTOMER request an ALCiT Support Person to be dispatched, a minimum of three (3) hours of labour may be invoiced as per the Rate Card and travel costs may be invoiced for actuals.

14. Pool of Hours: ALCiT will provide an estimate of the monthly number of hours required to perform the required ALCiT services for the In Scope Devices under the Co-Managed model. The estimated hours will be reviewed at least quarterly and adjusted (up or down) as required, but not lower than the agreed upon Resource Units Minimum. The Pool of Hours will be invoiced monthly in advance at the Pool of Hours hourly rate. Effort will be debited from the Pool of Hours in fifteen (15) minutes increment and a minimum of three (3) hours will apply to onsite effort. Effort will be tracked on a per ticket basis and compiled monthly. Should the effort be less than the number of hours in the Pool of Hours, the remaining hours (over the Resource Units Minimum) will be carried to the next month. Should the effort be over the number of hours in the Pool of Hours, the hours will be invoiced at the Pool of Hours hourly rate.

15. Service Level Agreement (SLA):

- (a) Critical level tickets are covered by a one (1) hour response SLA (Service Desk Tickets opened according to the established process and identified as Critical will be acknowledge within one (1) hour).
- (b) Urgent level tickets are covered by a four (4) hours response SLA (Service Desk Tickets opened according to the establish process and identified as Urgent will be acknowledge within four (4) hours during Extended Business Hours).



(c) All others Service Desk Tickets will be acknowledged within one (1) business day.

16. Penalty for Missed SLAs:

- (a) For Critical SLAs: For each complete 15 min intervals for which a “Critical Ticket” goes un-responded beyond the initial 1 hour, ALCiT will reduce the amounts due and payable for that service for that month by \$100. For example: A “Critical Ticket” that goes un-responded for 95min would translate into a \$200 penalty.
- (b) For Urgent SLAs: For each complete 60 min intervals for which an “Urgent Ticket” goes un-responded beyond the initial 4 hours during Extended Business Hours, ALCiT will reduce the amounts due and payable for that service for that month by \$100. For example: An “Urgent Ticket” opened at 18:00 on a Tuesday that goes un-responded until 8:30 the following Wednesday would not yield any penalty, but an “Urgent Ticket” opened at 15:00 on a Tuesday that goes un-responded until 20:30 on the same day would translate into a \$100 penalty.
- (c) Penalty payment will not apply if the issue or delay is caused by any circumstance beyond ALCiT’s reasonable control, including, but not limited to: Excusable Outages, end users’ portion of the network (commonly known as “last mile”) failure, power outages.
- (d) Penalty payment: ALCiT will reduce the amounts due and payable for the service for which the SLA was missed on the next monthly billing cycle. The maximum credit for missed SLA is 25% of the monthly charge for the service covered by that SLA.

17. Recurring incidents:

- (a) For ALCiT devices: If an ALCiT device was to fail three (3) times or more for the same issue, CUSTOMER may request for the device to be replaced by a different one.
- (b) For CUSTOMER’s devices/services: If a CUSTOMER device/service was to fail three (3) times or more for the same issue, ALCiT may at its sole discretion request for the device/service to be upgraded, re-initialized, re-imaged or replaced by a different one.
- (c) For CUSTOMER’s end users: Should specific CUSTOMER’s end user be identified as lacking skills needed to properly operate the in-scope equipment/service, ALCiT may request for that specific user to follow relevant training.

18. External elements: Under the below circumstances, ALCiT reserves the right to invoice CUSTOMER for effort that could be considered included:

- (a) CUSTOMER’s Third party, contractor, and/or employee equipment and/or service impacts ALCiT equipment or service.
- (b) CUSTOMER’s Third party, contractor, and/or employee requests ALCiT to investigate an issue that is not related to ALCiT equipment and/or service (whether or not the issue relation is known prior to the investigation).

19. Maintenance Window: the Standard Maintenance Window will be used for all Planned Maintenance.



20. Targeted Network Uptime:

- (a) For sites with fully redundant components (no single point of failure: multiple diversified Internet Service Providers, to dual Internet edge switches, to dual firewall/gateway, to dual core switches, all powered through dual independent UPS), Customer should expect a Targeted Network Uptime of 99.9%.
- (b) For sites without redundant components: Customer should expect a Targeted Network Uptime of 99.0%.



# **Schedule 1**

## **Support Scope**



## **1.1 Supported Applications (only for versions under mainstream support by their respective vendors)**

7zip

Adobe Acrobat

FileZilla

Linux Ubuntu LTS

Microsoft Office

Microsoft Windows

Microsoft Windows Server

Notepad ++

Veeam Backup and Replication (when used by ALCiT)

VMware ESX and vCenter (when used by ALCiT)

*Applications not on this list that ALCiT's patching software can patch will, if applicable, be patched, but not supported or remediated.*

*Applications not on this list that ALCiT's scanning software can scan will, if applicable, be scanned and reported on, but not supported or remediated.*

## **1.2 Supported Service (CUSTOMER must have an active support agreement with the provider of the Supported Service)**

Adobe Cloud

Microsoft 365



## **Schedule 2**

### **Roles and Responsibilities**



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The respective roles and responsibilities of the personnel of ALCiT and CUSTOMER with respect to this service are set out in this Section. The following table provides the key values associated with each of the roles and responsibilities within the matrices set out in this Section:

Key	Label	Definition
H	Help or Assist	The designated party (ALCiT / MICROSOFT / CUSTOMER) will provide assistance to enable the identified performing party (ALCiT / CUSTOMER) to complete the designated service.
P	Perform	The designated party (ALCiT / MICROSOFT / CUSTOMER) has the obligation and responsibility for performing the designated service.
A	Approve	The performance of the service is subject to the designated party's (ALCiT / CUSTOMER) written approval
V	Review	The designated party (ALCiT / MICROSOFT / CUSTOMER) will review the designated documents and provide feedback to the other party.
M	Make Available	Make the service or platform available to the designated party (ALCiT / MICROSOFT / CUSTOMER)
U	Use	The designated party (ALCiT / MICROSOFT / CUSTOMER) uses or leverage the service or platform.
ON	Ongoing	Service will be performed as required
W	Weekly	Service will be performed once a week
M	Monthly	Service will be performed once a month
Q	Quarterly	Service will be performed once a quarter
AN	Annually	Service will be performed once a year
AD	Ad Hoc	Service will be performed as requested
S	Semi-Annual	Service will be performed twice a year
I	Included	Included in unit price
PO	Pool	Effort removed from Pool of Hours.
TI	Ticket/IMAC	Work will be billed according to the Ticket and IMAC Rate Card
TR	Time and Material Regular	Work will be billed according to the Rate Card using the Regular rates.
TU	Time and Material Urgent	Work will be billed according to the Rate Card using the Urgent rates.
TC	Time and Material Critical	Work will be billed according to the Rate Card using the Critical rates.
TR/TU/TC	Time and Material	Regular work will be billed according to the Rate Card using the Regular Rates, Urgent work will be billed according to the Rate Card using the Urgent Rates and Critical work will be billed according to the Rate Card using the Critical Rates
OP	Optional	Additional cost as per Rate Card



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### SCHEDULE 2.1: Monitored by ALCiT

**1. General**

ALCiT shall provide the services described in this schedule (the “Monitored by ALCiT” service). All capitalized terms defined and used in this schedule will have the meanings attributed to such terms in the Master Service Agreement.

**2. Roles and Responsibilities**

The respective roles and responsibilities of the personnel of ALCiT and CUSTOMER with respect to this service are set out in this Section.

ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
	<b>For all Devices covered by Monitored by ALCiT</b>				
1	24/7 Monitoring of User Devices and Servers with automated alerts for events	M	U	ON	I
2	User access to a Service Desk ticketing system to create problem/incident tickets for covered devices	M / U	U	AD	I
3	Power User access to a Service Desk ticketing system to resolve problem/incident tickets and create change tickets	M / U	U	AD	OP
4	Support for a Device - Business Hours	P		AD	TR
5	Support for a Device - Extended Business Hours	P		AD	TU
6	Support for a Device - 24x7	P		AD	TC
7	3 days IMAC	P		AD	TI
8	5 days IMAC	P		AD	TI
9	Perform Minor Changes	P		AD	TR/TU/TC
10	Perform Major Changes	P		AD	TR/TU/TC
11	Deploy/Install a new device	P		AD	TR/TU/TC
12	Remove ALCiT management agent and tools	P		AD	TR/TU/TC
13	Attend Customer meetings	P		AD	TR/TU/TC
14	Perform/assist with Internet domain names transfers	P		AD	TR/TU/TC
	<b>User Device</b>				
1	Active patch management client with central management and reporting	P		ON	I
2	Patches which do not install properly on the first try will be re-tried automatically	P		ON	I
3	Endpoint Detection Response client with central management and reporting	M		ON	I
4	Always up to date Endpoint Detection Response and Patching client	M		ON	I
5	Monthly asset reports with health status	P	U	M	I
6	Protection and updates also available when you are not in the office	M		ON	I
7	Advanced remote support tools for ALCiT	M / U		AD	I
8	Advanced remote support tools for CUSTOMER	M	U	AD	OP
9	End User Support via Service Desk Ticket for Issue with an In Scope User Device during Business Hours	P		AD	TI/TR
10	End User Support via Service Desk Ticket for other problems during Business Hours	P		AD	TI/TR



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ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
11	Re-initializing (including but not limited to re-image, wipe, factory reset, re-assign) an In Scope User Device during Business Hours	P		AD	TR
12	Relocate an In Scope User Device during Business Hours	P		AD	TR
13	Deploy a new a User Device during Business Hours	P		AD	TR
<b>Server</b>					
1	Active patch management client with central management and reporting	P		ON	I
2	Patches which do not install properly on the first try will be re-tried automatically	P		ON	I
3	Endpoint Detection Response client with central management and reporting	M		ON	I
4	Always up to date Endpoint Detection Response and Patching client	M		ON	I
5	Monthly asset reports with health status	P	U	M	I
6	Advanced remote support tools for ALCiT	M / U		AD	I
7	Advanced remote support tools for CUSTOMER	M	U	AD	OP
8	Annual upgrades of firmware	P		Y	TR/TU/TC
9	Missed "CloudBackup by ALCiT" backups will be investigated	P		AD	TR/TU/TC
10	Investigating missed backups with other technologies	P		AD	TR/TU/TC
11	Changes performed by ALCiT will be reflected in CUSTOMER's Technical Standard Document and Disaster Recovery Document	P		AD	TR
12	Responding to an Incident with a Server during Business Hours	P		AD	TR
13	Re-imaging or re-initializing a Server during Business Hours	P		AD	TR
14	Recover virtual server from CloudBackup by ALCiT with vCenter	P		AD	TR/TU/TC
15	Recover Server and/or data from other backup methods	P		AD	TR/TU/TC
<b>Network Switch / Firewall / Wireless Access Points</b>					
1	Monthly asset reports with health status	P	U	M	I
2	Annual upgrades of firmware	P		Y	TR/TU/TC
3	Changes performed by ALCiT will be reflected in CUSTOMER's Technical Standard Document and Disaster Recovery Document	P		AD	TR
4	Responding to an Incident with Device during Business Hours	P		AD	TR
5	Regular configuration backup (for supported models)	P		AD	I
<b>Cybersecurity Incident Response Team (CIRT)</b>					
1	Investigate and resolve Cyber Security Incident	P		AD	TC
<b>Time and Material Application/Service Support</b>					
1	Responding to an Issue or Incident with a Supported Application.	P		AD	TR/TU/TC
2	Escalate an unresolved Issue or Incident with a Supported Application to its Vendor	P		AD	TR/TU/TC



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ID	Description	ALCIT	CUSTOMER	FREQUENCY	CHARGE
3	Install minor updates on a Supported Application as per its vendor instructions.	P		AD	TR/TU/TC
4	Install major updates on a Supported Application as per its vendor instructions.	P		AD	TR/TU/TC
5	Responding to an Issue or Incident with a Supported Service.	P		AD	TR/TU/TC
6	Escalate an unresolved Issue or Incident with a Supported Service to its Vendor	P		AD	TR/TU/TC
	<b>Other devices (including but not limited to Printers, Scanners, TVs, Phones, NVR, Alarm panels)</b>				
1	Support on an In Scope Device	P		AD	TR/TU/TC
	<b>Out-of-Scope Device</b>				
1	Support for an Out-of-Scope Device	P		AD	TR/TU/TC
	<b>Project work</b>				
1	Effort perform as part of a Project	P		AD	TR/TU/TC



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### SCHEDULE 2.2: Protected by ALCiT

**1. General**

ALCiT shall provide the services described in this schedule (the “Protected by ALCiT” service). All capitalized terms defined and used in this schedule will have the meanings attributed to such terms in the Master Service Agreement.

**2. Roles and Responsibilities**

The respective roles and responsibilities of the personnel of ALCiT and CUSTOMER with respect to this service are set out in this Section.

ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
	<b>For all devices covered by Protected by ALCiT</b>				
1	24/7 Monitoring of User Devices and Servers with automated alerts for events	M	U	ON	I
2	User access to a Service Desk ticketing system to create problem/incident tickets for covered devices	M / U	U	AD	I
3	Power User access to a Service Desk ticketing system to resolve problem/incident tickets and create change tickets	M / U	U	AD	OP
4	Support for a Device - Business Hours	P		AD	TR
5	Support for a Device - Extended Business Hours	P		AD	TU
6	Support for a Device - 24x7	P		AD	TC
7	Monitoring reports reviewed monthly and problem tickets will be created	P		M	I
8	3 days IMAC	P		AD	TI
9	5 days IMAC	P		AD	TI
10	Perform Minor Changes	P		AD	TR/TU/TC
11	Perform Major Changes	P		AD	TR/TU/TC
12	Resolving or assisting issues with any application or service	P		AD	TR/TU/TC
13	Deploy a new device	P		AD	TR/TU/TC
14	Remove ALCiT management agent and tools	P		AD	TR/TU/TC
15	Attend Customer meetings	P		AD	TR/TU/TC
16	Perform/assist with Internet domain names transfers	P		AD	TR/TU/TC
	<b>User Device</b>				
1	Active patch management client with central management and reporting	P		ON	I
2	Patches which do not install properly on the first try will be re-tried automatically	P		ON	I
3	Endpoint Detection Response client with central management and reporting	M		ON	I
4	Always up to date Endpoint Detection Response and Patching client	M		ON	I
5	Monthly asset reports with health status	P	U	M	I



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ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
6	Protection and updates also available when you are not in the office	M		ON	I
7	Tools to deploy software package	M		AD	OP
8	Tools to deploy system settings	M		AD	OP
9	Real time asset tracking (Specifications, Software inventory ...)	M	U	ON	OP
10	Run monthly maintenance scripts to improve uptime and performance (defrag, empty cache ...)	P		M	OP
11	Advanced remote support tools for ALCiT	M / U		AD	I
12	Advanced remote support tools for CUSTOMER	M	U	AD	OP
13	End User Support via Service Desk Ticket for Issue with an In Scope User Device during Business Hours	P		AD	TI/TR
14	End User Support via Service Desk Ticket for other problems during Business Hours	P		AD	TI/TR
15	Re-initializing (including but not limited to re-image, wipe, factory reset, re-assign) an In Scope User Device during Business Hours	P		AD	TR
16	Relocate an In Scope User Device during Business Hours	P		AD	TR
17	Deploy a new a User Device during Business Hours	P		AD	TR
<b>Server</b>					
1	Active patch management client with central management and reporting	P		ON	I
2	Patches which do not install properly on the first try will be re-tried automatically	P		ON	I
3	Endpoint Detection Response client with central management and reporting	M		ON	I
4	Always up to date Endpoint Detection Response and Patching client	M		ON	I
5	Monthly asset reports with health status	P	U	M	I
6	Tools to deploy software package	M		AD	OP
7	Tools to deploy system settings	M		AD	OP
8	Real time asset tracking (Specifications, Software inventory ...)	M	U	ON	OP
9	Run monthly maintenance scripts to improve uptime and performance (defrag, empty cache ...)	P		M	OP
10	Advanced remote support tools for ALCiT	M / U		AD	I
11	Advanced remote support tools for CUSTOMER	M	U	AD	OP
12	Annual upgrades of firmware	P		Y	TR/TU/TC
13	Missed "CloudBackup by ALCiT" backups will be investigated	P		AD	TR
14	Investigating missed backups with other technologies	P		AD	TR/TU/TC
15	Changes performed by ALCiT will be reflected in CUSTOMER's Technical Standard Document and Disaster Recovery Document	P		AD	TR
16	Responding to an Incident with a Server during Business Hours	P		AD	TR
17	Re-imaging or re-initializing a Server during Business Hours	P		AD	TR



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ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
18	Recover virtual server from CloudBackup by ALCiT with vCenter	P		AD	TR/TU/TC
19	Recover Server and/or data from other backup methods	P		AD	TR/TU/TC
	<b>Network Switch / Firewall / Wireless Access Points</b>				
1	Monthly asset reports with health status	P	U	M	I
2	Annual upgrades of firmware	P		Y	TR/TU/TC
3	Changes performed by ALCiT will be reflected in CUSTOMER's Technical Standard Document and Disaster Recovery Document	P		AD	TR
4	Responding to an Incident with Device during Business Hours	P		AD	TR
5	Regular configuration backup (for supported models)	P		AD	I
	<b>Cybersecurity Incident Response Team (CIRT)</b>				
1	Investigate and resolve Cyber Security Incident	P		AD	TC
	<b>Time and Material Application/Service Support</b>				
1	Responding to an Issue or Incident with a Supported Application.	P		AD	TR/TU/TC
2	Escalate an unresolved Issue or Incident with a Supported Application to its Vendor	P		AD	TR/TU/TC
3	Install minor updates on a Supported Application as per its vendor instructions.	P		AD	TR/TU/TC
4	Install major updates on a Supported Application as per its vendor instructions.	P		AD	TR/TU/TC
5	Responding to an Issue or Incident with a Supported Service.	P		AD	TR/TU/TC
6	Escalate an unresolved Issue or Incident with a Supported Service to its Vendor	P		AD	TR/TU/TC
	<b>Other devices (including but not limited to Printers, Scanners, TVs, Phones, NVR, Alarm panels)</b>				
1	Support on an In Scope Device	P		AD	TR/TU/TC
	<b>Out-of-Scope Device</b>				
1	Support for an Out-of-Scope Device	P		AD	TR/TU/TC
	<b>Project work</b>				
1	Effort perform as part of a Project	P		AD	TR/TU/TC



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### SCHEDULE 2.3: Managed by ALCiT

**1. General**

ALCiT shall provide the services described in this schedule (the “Managed by ALCiT” service). All capitalized terms defined and used in this schedule will have the meanings attributed to such terms in the Master Service Agreement.

**2. Third Party Application Support**

Vendor for all Applications and Services listed in Schedule 1.1 and 1.2.

- CUSTOMER must have a valid Application Support Contract for the Application/Service
- CUSTOMER must add at least two (2) ALCiT representative as authorized callers for application with vendor.
- Any costs linked to the Application Support Contract or inquiries made to Application Vendor by ALCiT will be paid by CUSTOMER.

**3. Device Backups**

All devices under “Managed by ALCiT” must be backed up.

**4. Roles and Responsibilities**

The respective roles and responsibilities of the personnel of ALCiT and CUSTOMER with respect to this service are set out in this Section.

ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
	<b>For all Devices covered by Managed by ALCiT</b>				
1	Uptime reporting for documentation, strategy planning, and regulatory compliance	M	U	ON	I
2	24/7 Monitoring of User Devices and Servers with automated alerts for events	M	U	ON	I
3	User access to a Service Desk ticketing system to create problem/incident tickets for covered devices	M / U	U	AD	I
4	Power User access to a Service Desk ticketing system to resolve problem/incident tickets and create change tickets	M / U	U	AD	OP
5	Support for an Out-of-Scope Device - Business Hours	P		AD	TR
6	Support for an Out-of-Scope Device - Extended Business Hours	P		AD	TU
7	Support for an Out-of-Scope Device - 24x7	P		AD	TC
8	Monitoring reports reviewed monthly and problem tickets will be created	P		M	I
9	3 days IMAC	P		AD	I
10	5 days IMAC	P		AD	I
11	Perform Minor Changes	P		AD	I
12	Perform Major Changes	P		AD	TR/TU/TC
13	Resolving issues with any applications or service not covered by “Managed by ALCiT” (as per list in Schedule 1.1 and 1.2)	P		AD	TR/TU/TC
14	Remove ALCiT management agent and tools	P		AD	TR/TU/TC
15	Attend Customer meetings	P		AD	TR/TU/TC
16	Perform/assist with Internet domain names transfers	P		AD	TR/TU/TC
17	Deploy a new device	P		AD	TR/TU/TC
	<b>User Device</b>				
1	Active patch management client with central management and reporting	P		ON	I



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ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
2	Patches which do not install properly on the first try will be re-tried automatically	P		ON	I
3	Endpoint Detection Response client with central management and reporting	M		ON	I
4	Always up to date Endpoint Detection Response and Patching client	M		ON	I
5	Monthly asset reports with health status	P	U	M	I
6	Protection and updates also available when you are not in the office	M		ON	I
7	Tools to deploy software package	M / U		AD	I
8	Tools to deploy system settings	M / U		AD	I
9	Real time asset tracking (Specifications, Software inventory ...)	M	U	ON	I
10	Run monthly maintenance scripts to improve uptime and performance (defrag, empty cache ...)	P		M	OP
11	Advanced remote support tools for ALCiT	M / U		AD	I
12	Advanced remote support tools for CUSTOMER	M	U	AD	OP
13	Patches that cannot be installed automatically will be investigated and re-scheduled	P		AD	I
14	Remote End User Support via Service Desk Ticket for an Issue with In Scope User Device during Business Hours (does not include responding to Cyber Security Incident)	P		AD	I
15	Remote End User Support via Service Desk Ticket for other issues during Business Hours	P		AD	TR
16	Re-initializing (including but not limited to re-image, wipe, factory reset, re-assign) a User Device during business hours	P		AD	TR
17	Relocate a user device a User Device during business hours	P		AD	TR
18	Deploy a new a User Device during business hours	P		AD	TR
<b>Server</b>					
1	Active patch management client with central management and reporting	P		ON	I
2	Patches which do not install properly on the first try will be re-tried automatically	P		ON	I
3	Endpoint Detection Response client with central management and reporting	M		ON	I
4	Always up to date Endpoint Detection Response and Patching client	M		ON	I
5	Monthly asset reports with health status	P	U	M	I
6	Tools to deploy software package	M / U		AD	I
7	Tools to deploy system settings	M / U		AD	I
8	Real time asset tracking (Specifications, Software inventory ...)	M	U	ON	I
9	Run monthly maintenance scripts to improve uptime and performance (defrag, empty cache ...)	P		M	OP
10	Advanced remote support tools for ALCiT	M / U		AD	I
11	Advanced remote support tools for CUSTOMER	M	U	AD	OP
12	Patches that cannot be installed automatically will be investigated and re-scheduled	P		AD	I
13	Annual upgrades of firmware	P		Y	I



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ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
14	Missed "CloudBackup by ALCiT" backups will be investigated	P		AD	I
15	Investigating missed backups with other technologies	P		AD	TR/TU/TC
16	Changes performed by ALCiT will be reflected in CUSTOMER's existing Technical Standard Document and Disaster Recovery Document	P		AD	I
17	Responding to Service Desk Ticket for a Supported Application during Business Hours (does not include responding to Cyber Security Incident)	P		AD	I
18	Responding to Incident with device problems outside of Business Hours	P		AD	TU/TC
19	Re-imaging or re-initializing a Server during business hours	P		AD	TR
20	Recover virtual server from CloudBackup by ALCiT to its original location using vCenter	P		AD	I
21	Recover Server and/or data from other backup methods	P		AD	TR/TU/TC
<b>Network Switch / Firewall / Wireless Access Points</b>					
1	Monthly asset reports with health status	P	U	M	I
2	Annual upgrades of firmware	P		Y	I
3	Changes performed by ALCiT will be reflected in CUSTOMER's existing Technical Standard Document and Disaster Recovery Document	P		AD	I
4	Responding to an Incident with Device during Business Hours	P		AD	I
5	Responding to Incident with Device outside of Business Hours	P		AD	TU/TC
6	Regular configuration backup (for supported models)	P		AD	I
<b>Cybersecurity Incident Response Team (CIRT)</b>					
1	Investigate and resolve Cyber Security Incident	P		AD	TC
<b>Third Party Application Support</b>					
1	Responding to an Issue or Incident with a Supported Application during Business Hours.	P		AD	I
2	Responding to an Issue or Incident with a Supported Application outside Business Hours	P		AD	TU/TC
3	Escalate an unresolved Issue or Incident with a Supported Application to its Vendor	P		AD	I
4	Install minor updates on a Supported Application as per its vendor instructions.	P		M	I
5	Install major updates on a Supported Application as per its vendor instructions.	P		AD	TR/TU/TC
6	Re-imaging, re-initializing or re-installing the Application during Business Hours	P		AD	TR
7	Responding to an Issue or Incident with a Supported Service during Business Hours	P		AD	I
8	Responding to an Issue or Incident with a Supported Service outside Business Hours	P		AD	TU/TC



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ID	Description	ALCIT	CUSTOMER	FREQUENCY	CHARGE
9	Escalate an unresolved Issue or Incident with a Supported Service to its Vendor	P		AD	I
	<b>Other devices (including but not limited to Printers, Scanners, TVs, Phones, NVR, Alarm panels)</b>				
1	Support on an In Scope Device during Business Hours	P		AD	I
2	Support on an In Scope Device outside Business Hours	P		AD	TU/TC
	<b>Out-of-Scope Device</b>				
1	Support for an Out-of-Scope Device	P		AD	TR/TU/TC
	<b>Project work</b>				
1	Effort perform as part of a Project	P		AD	TR/TU/TC



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### SCHEDULE 2.4: Co-Managed by ALCiT

**1. General**

ALCiT shall provide the services described in this schedule (the “Co-Managed by ALCiT” service). All capitalized terms defined and used in this schedule will have the meanings attributed to such terms in the Master Service Agreement.

**2. Third Party Application Support**

Vendor for all Applications and Services listed in Schedule 1.1 and 1.2.

- CUSTOMER must have a valid Application Support Contract for the Application/Service
- CUSTOMER must add at least two (2) ALCiT representative as authorized callers for application with vendor.
- Any costs linked to the Application Support Contract or inquiries made to Application Vendor by ALCiT will be paid by CUSTOMER.

**3. Device Backups**

All devices under “Managed by ALCiT” must be backed up.

**4. Roles and Responsibilities**

The respective roles and responsibilities of the personnel of ALCiT and CUSTOMER with respect to this service are set out in this Section.

ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
	<b>For all Devices covered by Managed by ALCiT</b>				
1	Uptime reporting for documentation, strategy planning, and regulatory compliance	M	U	ON	I
2	24/7 Monitoring of User Devices and Servers with automated alerts for events	M	U	ON	I
3	User access to a Service Desk ticketing system to create problem/incident tickets for covered devices	M / U	U	AD	I
4	Power User access to a Service Desk ticketing system to resolve problem/incident tickets and create change tickets	M / U	U	AD	OP
5	Support for an Out-of-Scope Device - Business Hours	P		AD	TR
6	Support for an Out-of-Scope Device - Extended Business Hours	P		AD	TU
7	Support for an Out-of-Scope Device - 24x7	P		AD	TC
8	Monitoring reports reviewed monthly and problem tickets will be created	P		M	I
9	3 days IMAC	P		AD	PO
10	5 days IMAC	P		AD	PO
11	Perform Minor Changes	P		AD	PO
12	Perform Major Changes	P		AD	TR/TU/TC
13	Resolving issues with any applications or service not covered by “Managed by ALCiT” (as per list in Schedule 1.1 and 1.2)	P		AD	TR/TU/TC
14	Remove ALCiT management agent and tools	P		AD	TR/TU/TC
15	Attend Customer meetings	P		AD	TR/TU/TC
16	Perform/assist with Internet domain names transfers	P		AD	TR/TU/TC
17	Deploy a new device	P		AD	TR/TU/TC
	<b>User Device</b>				
1	Active patch management client with central management and reporting	P		ON	I



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ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
2	Patches which do not install properly on the first try will be re-tried automatically	P		ON	I
3	Endpoint Detection Response client with central management and reporting	M		ON	I
4	Always up to date Endpoint Detection Response and Patching client	M		ON	I
5	Monthly asset reports with health status	P	U	M	I
6	Protection and updates also available when you are not in the office	M		ON	I
7	Tools to deploy software package	M / U		AD	I
8	Tools to deploy system settings	M / U		AD	I
9	Real time asset tracking (Specifications, Software inventory ...)	M	U	ON	I
10	Run monthly maintenance scripts to improve uptime and performance (defrag, empty cache ...)	P		M	OP
11	Advanced remote support tools for ALCiT	M / U		AD	I
12	Advanced remote support tools for CUSTOMER	M	U	AD	OP
13	Patches that cannot be installed automatically will be investigated and re-scheduled	P		AD	PO
14	Remote End User Support via Service Desk Ticket for an Issue with In Scope User Device during Business Hours (does not include responding to Cyber Security Incident)	P		AD	PO
15	Remote End User Support via Service Desk Ticket for other issues during Business Hours	P		AD	TR
16	Re-initializing (including but not limited to re-image, wipe, factory reset, re-assign) a User Device during business hours	P		AD	TR
17	Relocate a user device a User Device during business hours	P		AD	TR
18	Deploy a new a User Device during business hours	P		AD	TR
<b>Server</b>					
1	Active patch management client with central management and reporting	P		ON	I
2	Patches which do not install properly on the first try will be re-tried automatically	P		ON	I
3	Endpoint Detection Response client with central management and reporting	M		ON	I
4	Always up to date Endpoint Detection Response and Patching client	M		ON	I
5	Monthly asset reports with health status	P	U	M	I
6	Tools to deploy software package	M / U		AD	I
7	Tools to deploy system settings	M / U		AD	I
8	Real time asset tracking (Specifications, Software inventory ...)	M	U	ON	I
9	Run monthly maintenance scripts to improve uptime and performance (defrag, empty cache ...)	P		M	OP
10	Advanced remote support tools for ALCiT	M / U		AD	I
11	Advanced remote support tools for CUSTOMER	M	U	AD	OP
12	Patches that cannot be installed automatically will be investigated and re-scheduled	P		AD	PO
13	Annual upgrades of firmware	P		Y	PO



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ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
14	Missed "CloudBackup by ALCiT" backups will be investigated	P		AD	PO
15	Investigating missed backups with other technologies	P		AD	TR/TU/TC
16	Changes performed by ALCiT will be reflected in CUSTOMER's existing Technical Standard Document and Disaster Recovery Document	P		AD	PO
17	Responding to Service Desk Ticket for a Supported Application during Business Hours (does not include responding to Cyber Security Incident)	P		AD	PO
18	Responding to Incident with device problems outside of Business Hours	P		AD	TU/TC
19	Re-imaging or re-initializing a Server during business hours	P		AD	TR
20	Recover virtual server from CloudBackup by ALCiT to its original location using vCenter	P		AD	I
21	Recover Server and/or data from other backup methods	P		AD	TR/TU/TC
<b>Network Switch / Firewall / Wireless Access Points</b>					
1	Monthly asset reports with health status	P	U	M	I
2	Annual upgrades of firmware	P		Y	PO
3	Changes performed by ALCiT will be reflected in CUSTOMER's existing Technical Standard Document and Disaster Recovery Document	P		AD	PO
4	Responding to an Incident with Device during Business Hours	P		AD	PO
5	Responding to Incident with Device outside of Business Hours	P		AD	TU/TC
6	Regular configuration backup (for supported models)	P		AD	I
<b>Cybersecurity Incident Response Team (CIRT)</b>					
1	Investigate and resolve Cyber Security Incident	P		AD	TC
<b>Third Party Application Support</b>					
1	Responding to an Issue or Incident with a Supported Application during Business Hours.	P		AD	PO
2	Responding to an Issue or Incident with a Supported Application outside Business Hours	P		AD	TU/TC
3	Escalate an unresolved Issue or Incident with a Supported Application to its Vendor	P		AD	PO
4	Install minor updates on a Supported Application as per its vendor instructions.	P		M	PO
5	Install major updates on a Supported Application as per its vendor instructions.	P		AD	TR/TU/TC
6	Re-imaging, re-initializing or re-installing the Application during Business Hours	P		AD	TR
7	Responding to an Issue or Incident with a Supported Service during Business Hours	P		AD	PO
8	Responding to an Issue or Incident with a Supported Service outside Business Hours	P		AD	TU/TC



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ID	Description	ALCIT	CUSTOMER	FREQUENCY	CHARGE
9	Escalate an unresolved Issue or Incident with a Supported Service to its Vendor	P		AD	PO
	<b>Other devices (including but not limited to Printers, Scanners, TVs, Phones, NVR, Alarm panels)</b>				
1	Support on an In Scope Device during Business Hours	P		AD	PO
2	Support on an In Scope Device outside Business Hours	P		AD	TU/TC
	<b>Out-of-Scope Device</b>				
1	Support for an Out-of-Scope Device	P		AD	TR/TU/TC
	<b>Project work</b>				
1	Effort perform as part of a Project	P		AD	TR/TU/TC



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**SCHEDULE 2.5: Cybersecure PC by ALCiT**

**1. General**

ALCiT shall provide the services described in this schedule (the “Cybersecure PC by ALCiT” service). All capitalized terms defined and used in this schedule will have the meanings attributed to such terms in the Master Service Agreement. Device must be running a supported version of Microsoft Windows Desktop Pro or Enterprise (no Home version, no Mac, no mobile devices).

**2. Third Party Application Support**

Vendor for all Applications and Services listed in Schedule 1.1 and 1.2.

- CUSTOMER must have a valid Application Support Contract for the Application/Service
- CUSTOMER must add at least two (2) ALCiT representative as authorized callers for application with vendor.
- Any costs linked to the Application Support Contract or inquiries made to Application Vendor by ALCiT will be paid by CUSTOMER.

**3. Device Backups**

No devices under “Cybersecure PC by ALCiT” are backed up. Only the data that has been successfully replicated to Microsoft 365 will be backed from Microsoft 365.

**4. Device Restoration**

Devices that suffer a catastrophic failure or are having persistent issues (solely determine by ALCiT) will be restored to factory default using the device vendor tools.

**5. Roles and Responsibilities**

The respective roles and responsibilities of the personnel of ALCiT and CUSTOMER with respect to this service are set out in this Section.

ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
	<b>For all devices subscribed to Cybersecure PC by ALCiT</b>				
1	User access to a Service Desk ticketing system to create problem/incident tickets for covered devices	M / U	U	AD	I
2	Perform Minor Changes	P		AD	I
3	Perform Major Changes	P		AD	TR/TU/TC
4	Active patch management client with central management and reporting	P		ON	I
5	Patches which do not install properly on the first try will be re-tried automatically	P		ON	I
6	Endpoint Detection Response client with central management and reporting	M		ON	I
7	Always up to date Endpoint Detection Response and Patching client	M		ON	I
8	Advanced remote support tools for ALCiT	M / U		AD	I
9	Microsoft patches that cannot be installed automatically will be investigated and re-scheduled	P		AD	I
10	Support via Service Desk Ticket for Issue with an In Scope User Device	P		AD	TR/TU/TC
11	Support via Service Desk Ticket for other problems	P		AD	TR/TU/TC
12	Re-initializing (including but not limited to re-image, wipe, factory reset, re-assign) an In Scope User Device during Business Hours	P		AD	TR
13	Investigate and resolve Cyber Security Incident	P		AD	TC



**Schedule 3**  
**Standard Models and Configuration Minimums**



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### Standard Models

End User Devices	Operating System	CPU/Core	Memory	Disk
Standard Desktop	Windows 10 Pro or Enterprise (n-1 release or higher)	4 x 2.0Ghz or higher	16GB or higher	256GB SSD or higher
Standard Laptop	Windows 10 Pro or Enterprise (n-1 release or higher)	4 x 2.0Ghz or higher	16GB or higher	256GB SSD or higher
Standard MacBook	Supported macOS version as per Apple	4 x 1.6Ghz or higher	16GB or higher	256GB SSD or higher

Servers	Operating System	CPU/Core	Memory	Disk
Server	Windows Server 2019 or higher	2 x 2.0Ghz or higher	8GB or higher	100GB or higher on Hardware RAID

- Devices must be covered by warranty or a maintenance contract

### Configuration Minimums

End User Devices	Operating System	CPU/Core	Memory	Disk
Standard Desktop	Supported Windows OS Pro or Enterprise	2 x 2.2Ghz or higher	16GB or higher	128GB or higher
Standard Laptop	Supported Windows OS Pro or Enterprise	2 x 1.7Ghz or higher	16GB or higher	128GB or higher
Standard MacBook	Supported macOS version as per Apple	2 x 1.4Ghz or higher	16GB or higher	128GB SSD or higher

Servers	Operating System	CPU/Core	Memory	Disk
Server	Supported Windows OS	2 x 2.0Ghz or higher	8GB or higher	100GB or higher

- Devices must be covered by warranty or a maintenance contract