

KITSAP NETWORKING SERVICES, INC. & SEQUIM I.T.

Professional IT Services for Kitsap County & Sequim

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Description of Services

Professional Services are all on-call, project based, break/fix scenarios and consulting services. Professional services are captured per visit or through remote appointments. Billing is charged hourly and delivered once a month on the 1st. Invoices can be delivered through client preference of either USPS or email. All appointments can be scheduled over the phone or through email.

Project Examples: Installation of a server, troubleshooting networking speed, internal computer issues, troubleshooting a failed hard drive, wireless set up, firewall installation and local area networking.

Consulting Examples: **Yearly IT Assessment and Planning** - we analyze your business's needs and objectives, and work with you to formulate a customized technology strategy and budget for the next 1-5 years. Our assessment and report will outline every area of IT your business will need to increase productivity, including quotes on hardware, software, backups, break/fix scenarios, recurring costs, and other budget items you will need to stay up to date.

Our **Online Backup** meets government standards for encryption, data protection, and is HIPAA (medical) compliant. Only the most essential data is backed up online. In the event of an emergency, your company's data will be preserved. Online backup is charged per GB with a minimum requirement of 25 GB.

Server Imaging Backup is a service that provides a routine backup of a server every four hours. By taking a quick "snapshot" of the server during a backup the data is then compressed and saved as an image. In the event of a crash, the most recent "image" is reloaded and can be used to continue as if nothing ever happened. This service is charged per month, per installation.

Managed Services is software running on each workstation and server within a network. This software compiles a variety of different I.T. tasks, streamlining multiple processes, while providing peace of mind for both office staff and owners. MSP is billed per workstation and server, per month.

The following items are included with Managed Services software:

- Managed Antivirus/Endpoint Support
- Patch management (Windows and Third-Party Updates)
- Server/Work Station Performance Management and Monitoring

KNS and Sequim I.T. also offer **I.T. Workshops** to our clients as well as to the general public. These classes consist of one to two hours of informational training sessions, typically with small class sizes, and personalized curriculum. Session pricing varies depending on class size and type.

Current workshops that are being offered:

- Microsoft Outlook 365 (Integration/Setup/Use)
- I.T. Essentials (Safeguarding Your Computing Experience)
- The Ransomware Virus (How to Respond to Cyberattacks)
- Excel Basics (Getting Started, Entering Data, Using Formulas, Formatting Worksheets)
- Other topics are available upon request – we will do our best to accommodate you!