Managed IT Services

Which IT Support Model is Right for Your Organization?

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**What do you hope to learn today?**

Please take a moment to fill out the yellow cards.

Our presenters will review the cards to ensure we cover topics of interest.

We will collect them before the session.

Agenda

- What clients tell us

- Managed Services basics

- How to pick a support model (x4)

- Setting expectations by support model

- Kaseya Tool Demonstration

- Gotchas

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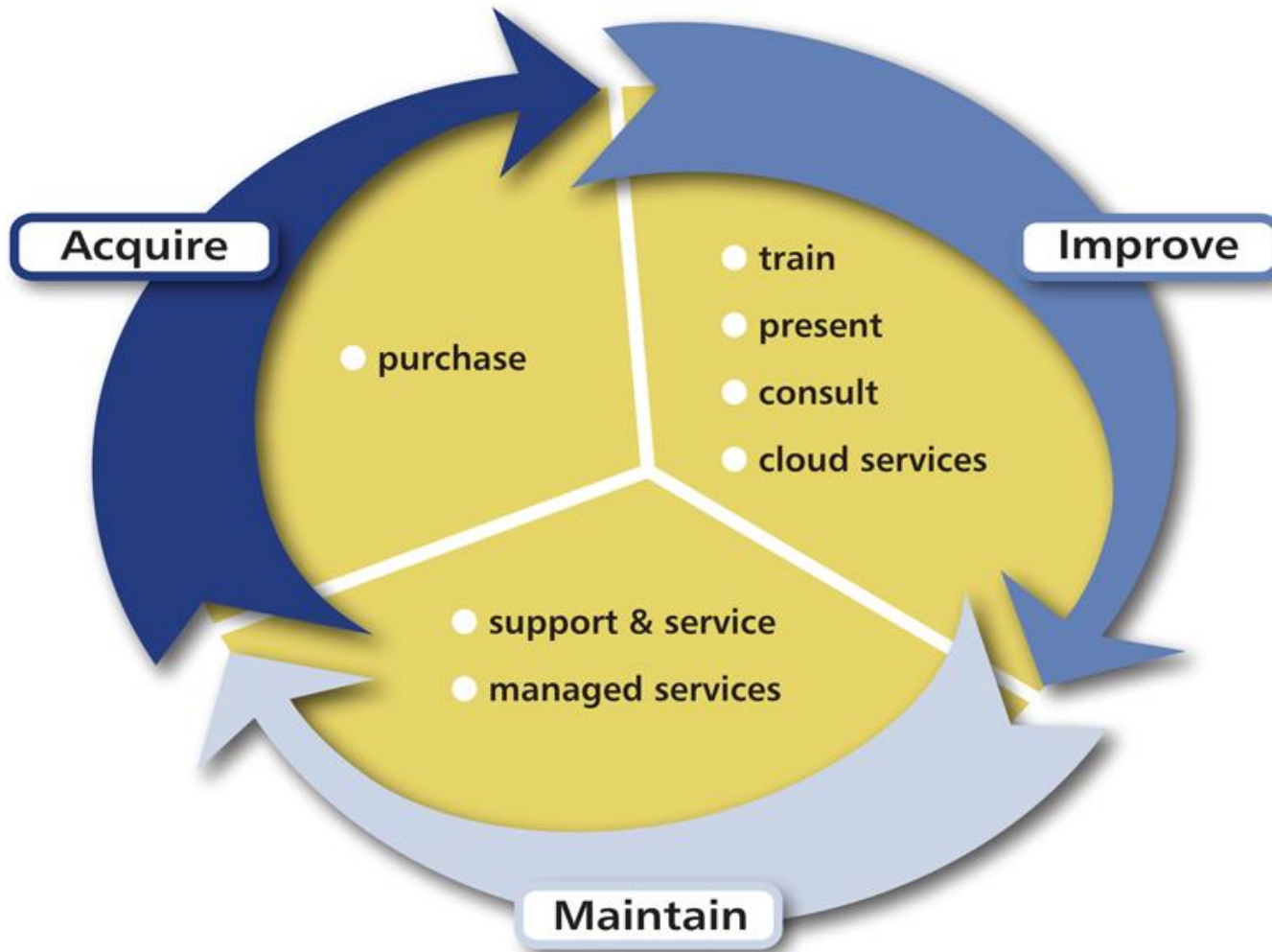
# Managed Services Basics

Managed Services Definition

- Full or partial IT services delivered:
  - With a service level agreement (SLA)
  - At a fixed price for easy budgeting
  - With technology for remote management

Easy Services Scope Definition

- Broadly - include services an in-house IT department provides other than cabling, out of warranty parts, moves and anything new
  - Managed Services grid defines services included
- User move, add and change monthly allowance for out of scope requests
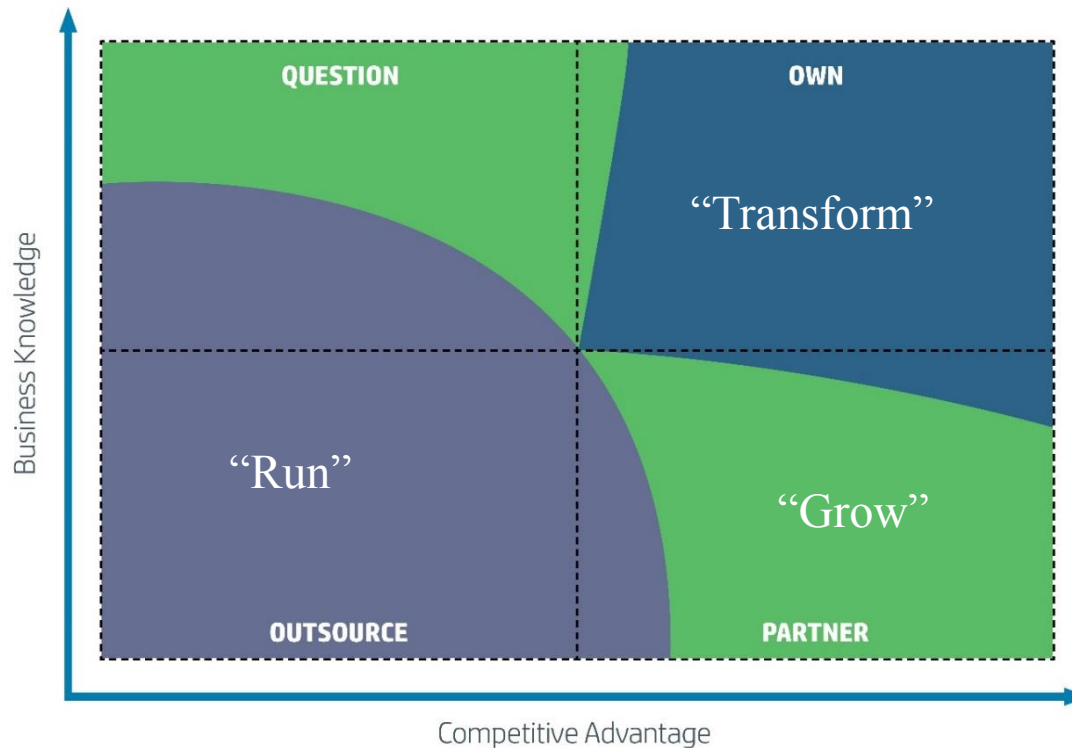 - 6 hours per 50 end user systems per month

How to Pick a Support Model

1) Run, Grow and Transform: Assigning Responsibilities
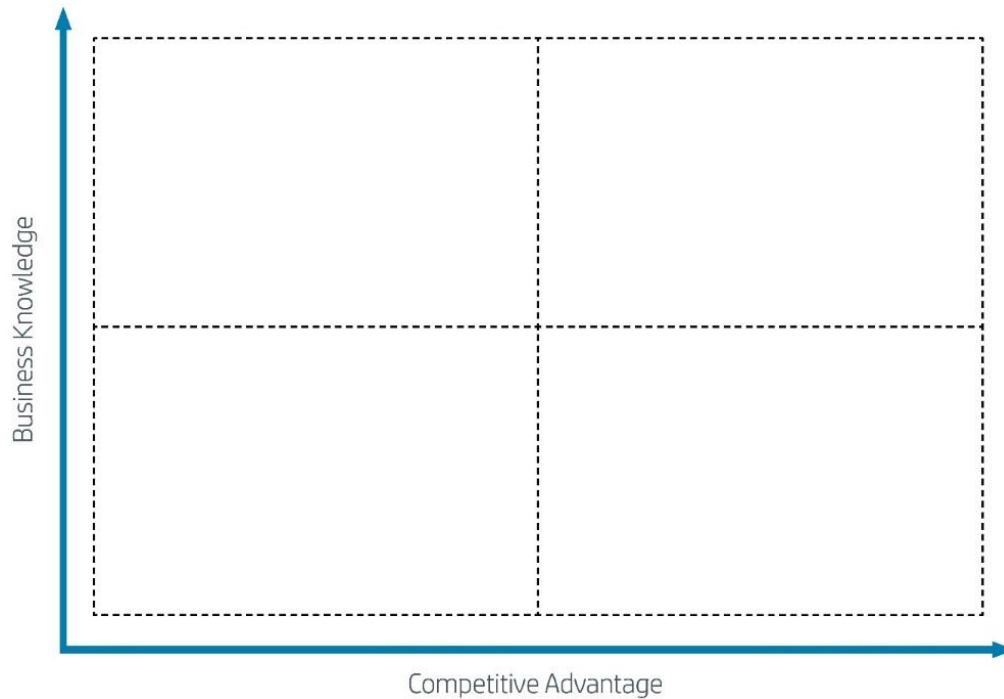
Outsource "Run" To "Grow" & "Transform"

"Run" Choices and Metrics

- Which alternative gives best price/performance including cost, quality and risk?

Support Services	IT Responsiveness	Systems Performance	IT Support Performance	
			Cost Index	
			Cost Index	

2) IT Maturity Model

Gartner levels 1-3 for Infrastructure & Operations:

- **Survival** — Little focus on IT infrastructure and operations
- **Awareness** — Critical to the business; beginning with people, process and tools to gain control
- **Committed** — Moving to a _managed_ IT support and improved project management to increase satisfaction

IT Maturity Model

Gartner levels 4-6 for Infrastructure & Operations:

- **Proactive** — Gaining efficiencies and service quality through standardization, policy and proactive processes such as change management

- **Service-Aligned** — Managing IT like a business; customer-focused; proven, competitive and trusted IT service provider

- **Business Partnership** — Trusted partner to the business for increasing the competitiveness of business processes

IT MATURITY MODEL

	Survival	Awareness	Committed	Proactive	Service Aligned	Business Partnership
People	No focus on IT infrastructure or operations	Technology-centric organization for IT infrastructure and operations	Technology-centric organization; investment in IT service desk	Process-centric organization	Customer and business focused IT service and delivery organization	Business optimization and entrepreneurial culture
Process	No formal process for IT infrastructure and operations	Ad hoc but aware processes are necessary	Defined processes for IT service, support and project management	Repeatable and automated; focus on IT service delivery processes	Integrated, automated; focus on service and business management processes	Dynamic optimization of IT services; implement processes fostering innovation
Tools	No formal strategy or execution on investments	Basic management tools; no formal hardware and software standards	IT support and project management tools; desktop hardware and software standards; begin infrastructure rationalization	Formal infrastructure standards and policies; management tools; virtualized infrastructure	Formal IT management process/tools architecture, shared services, aggregated capacity management	Proactively promoting new technologies to impact business
Support Method	Reactive – Time & Materials	Recurring Scheduled Hours (Professional Affordable IT)			Managed Services	

Setting Expectations by Support Model

- T&M and Recurring, scheduled hours revolve around personality, competency and professionalism of the individual assigned

- Managed Services provides <u>people</u>, <u>process</u> and <u>tools</u> necessary to support high operational maturity

3) Outsource vs Insource - Costs

Options	Internal IT salaries	Outsourcing fees	Overall IT expense (B+C)	System Source responsibility	Client responsibility
Option 1: Let Us Manage IT Hybrid	$ 4,630	$ 24,948	$ 29,578	Complete without onsite and AMC allowance	Oversight from client
Option 2: Manage Internally (includes software)	$ 44,524	$ -	$ 44,524		Full IT responsibility
Assumptions					
CIO 8+ years	$ 10,876				
Network Engineer 8+ years	$ 7,113				
Help Desk Specialist 1-3 years	$ 3,553				
Help Desk Specialist 4-7 year	$ 4,844				
Help Desk Specialist 8+ years	$ 5,104				
Insource startup costs (2 months)	$ 62,980				
Software tool costs per computer	$ 7.48				
salary load	27%				

4) Typical Managed Service Client Profiles

- Without IT personnel

- Unsuccessful in IT

- Those managing by outsourcing

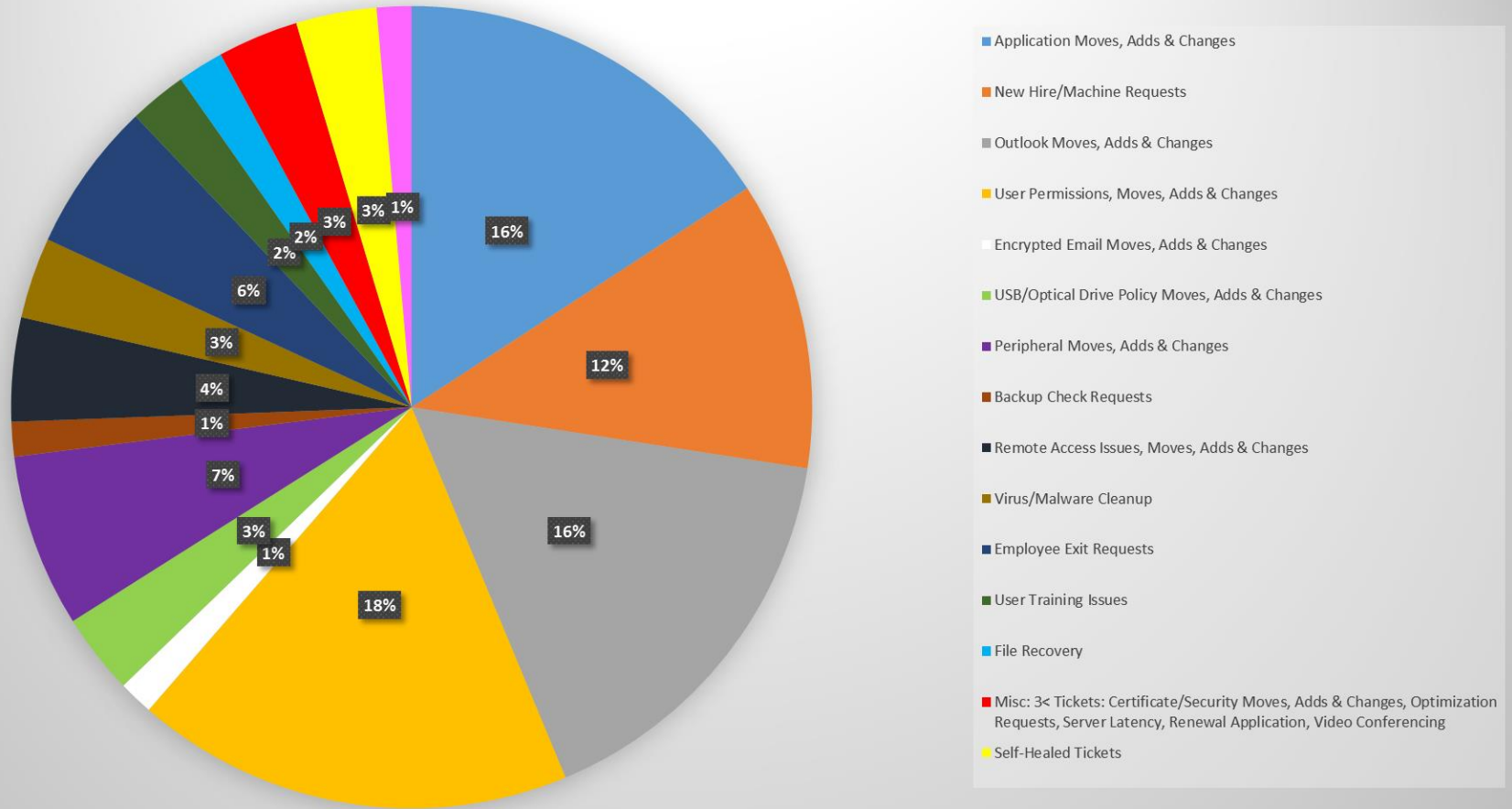- Lack people, process or tools for best practices

Customer Segments

User Count	IT Dept.	Managed Services Scope	Complexity
~15 to ~75	None	Do it all	Just get it done
~75 to 500	Small	Do most	SLAs, Contracts, Processes
~500 to ~2000	National	Do a little	Heavily documented
>2000	Global	Do a little	Follow the Sun

Goal: Increasing User Productivity

Ticket Count Per User/Per Business Day
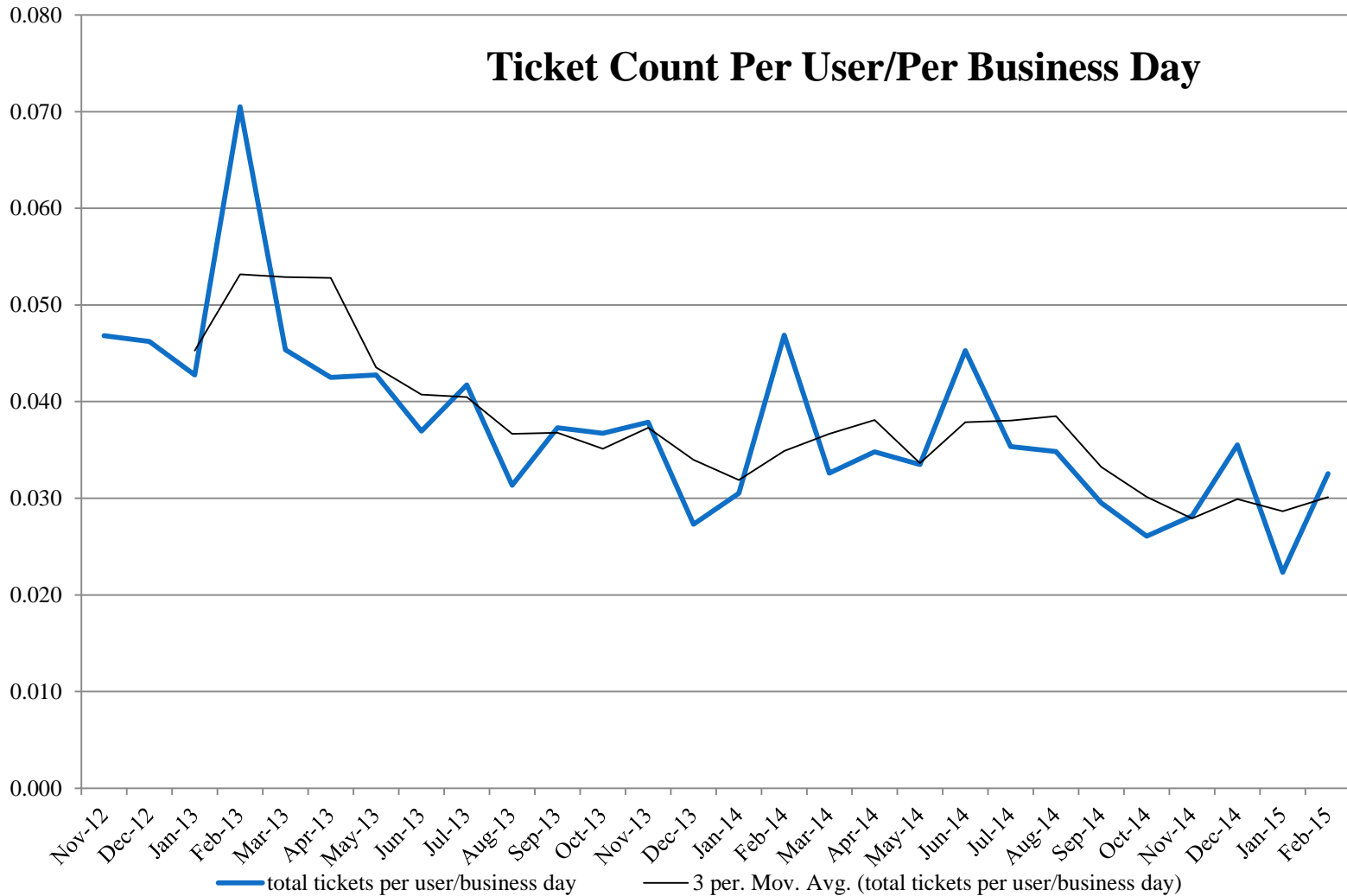
Ticket Causes by Number of Tickets

Legend:
- Application Moves, Adds & Changes
- New Hire/Machine Requests
- Outlook Moves, Adds & Changes
- User Permissions, Moves, Adds & Changes
- Encrypted Email Moves, Adds & Changes
- USB/Optical Drive Policy Moves, Adds & Changes
- Peripheral Moves, Adds & Changes
- Backup Check Requests
- Remote Access Issues, Moves, Adds & Changes
- Virus/Malware Cleanup
- Employee Exit Requests
- User Training Issues
- File Recovery
- Misc: 3< Tickets: Certificate/Security Moves, Adds & Changes, Optimization Requests, Server Latency, Renewal Application, Video Conferencing
- Self-Healed Tickets

Pie chart values: 16%, 12%, 16%, 18%, 1%, 3%, 7%, 1%, 4%, 3%, 6%, 2%, 2%, 3%, 3%, 1%

Customer Satisfaction Results

Managed Services
All Clients

*Based on > 3000 responses annually

system source

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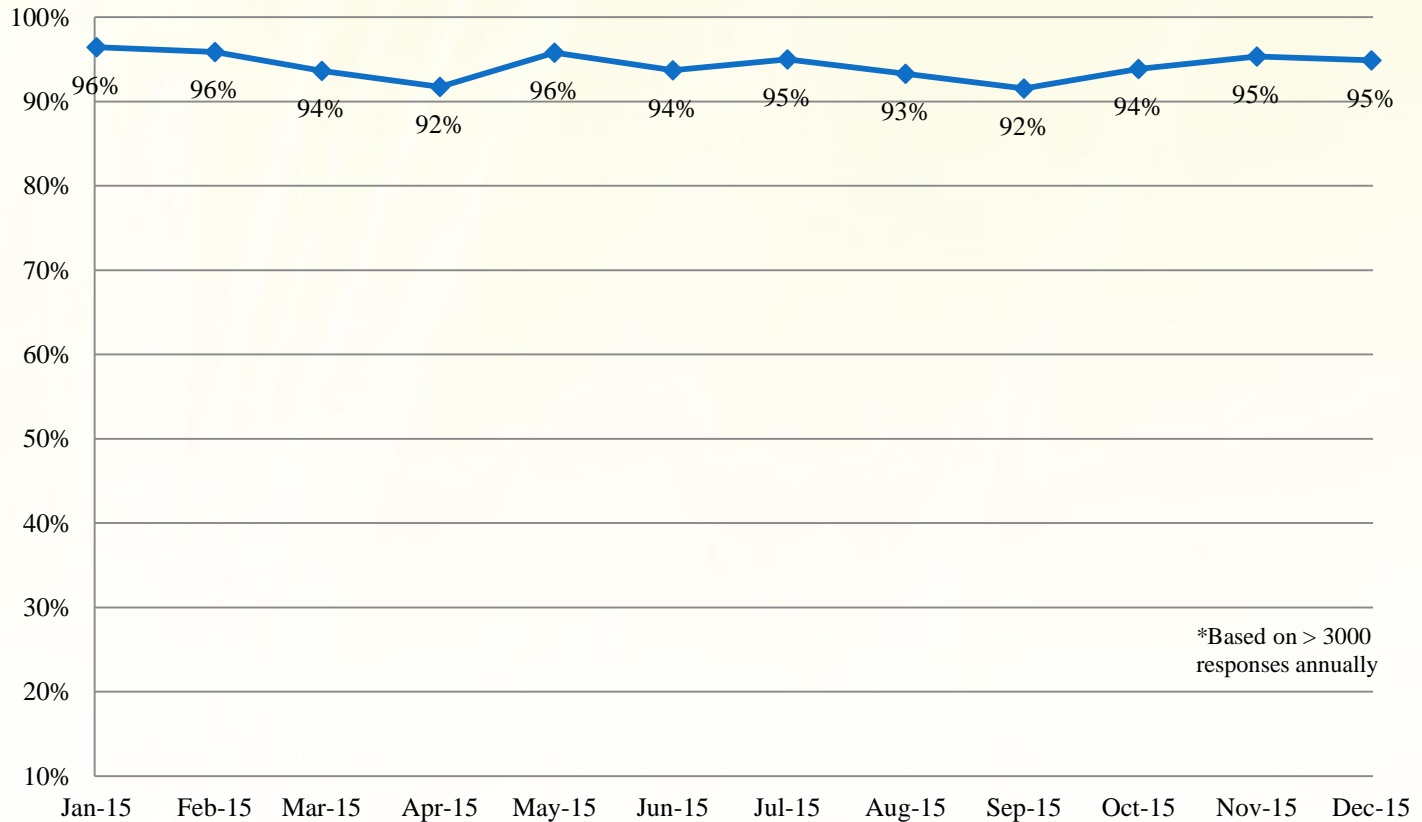
People, Process and Tools

Competent Staff

- Personnel testing including background
- Lots of certifications
- Consultants on standby for tough questions
- Strong where technologies meet
- Single point of contact

Client Satisfaction Results

"I rate Jackie a 5 on this one. She always makes me feel like she's waiting for me to call her just so she can do something for me. Extremely fast and competent."

People, <u>Process</u> and Tools

2

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Process Produces More Uptime

Receive Exchange failure call, ticket or alert

Verify hardware running —Yes→ Services Operating System Databases Protocols running? —Yes→ Connect with end user software

Notify users via Kaseya message

Send email to "managed services group" and engagement manager

Re-boot, service re-start, manual mount working? —Yes→ Connect with end user software

No

Notify System Source management and establish vendor/customer contact points with after hours information. Brief on specific steps to recovery.

Start restore from backup

Communicate with client every two day-time hours unless negotiated otherwise

Secure backups

Set up imail for backup email system

Communicate with customer and then backup databases if recovery/ repair is attempted

Turn on imail message flow after DNS change

Begin repair process

Examine for full functionality/flaws

Update customer and select time to failover to imail

Cleanup

Your Recovery Time and Point Objectives?

Recovery Scenario:	Recovery Point Objective (RPO)	Recovery Time Objective (RTO) Short (hours)	RTO - Medium (less than 1 day)	RTO - Long (multiple days)
Single Server	to last backup	Virtual Machine backed up locally with Veeam Backup Exec to disk for VMDK	Backup Exec to disk for physical servers	Tape backup Cloud backup
	to last replication interval	Virtual Machine with vSphere Replication Veeam Replication SAN snapshot Zerto/Boomerang Replication to AWS	NA	NA
Multiple Servers	to last backup	NA	Backed up locally with Veeam Backup Exec to disk for VMDK	Backup Exec to disk for physical servers Tape backup Cloud Backup
	to last replication interval	Virtual Machines with vSphere SRM Veeam Replication SAN snapshot	vSphere Replication w/o SRM Zerto/Boomerang Replication to AWS	Cloud Backup
Individual Item	to last backup	Virtual Machine backed up with Veeam Enterprise Backup Exec with GRT and applicable agent to disk for virtual or physical servers Cloud Gateway	NA	Tape backup Cloud backup

Office 365 Exchange versus On-Premise ROI

					SAVINGS			
Initial Cloud Investment		**Year 1 Cloud Savings**		**Year 2 Cloud Savings**	**Year 3 Cloud Savings**	**Year 4 Cloud Savings**		**Year 5 Cloud Savings**
$ (11,386)	$	46,506	$	(360)	$ (360)	$	46,506	$ (360)
Savings Through Year X	**$**	**35,120**	**$**	**34,760**	**$ 34,400**	**$**	**80,906**	**$ 80,546**

					ANALYSIS			
		Year 1		**Year 2**	**Year 3**		**Year 4**	**Year 5**
Traditional On-Premise Deployment								
Hardware (Including Server Licensing)								
Exchange Server Hardware	$	8,934				$	8,934	
SharePoint Server Hardware	$	13,152				$	13,152	
Lync Server Hardware	$	-				$	-	
Licensing								
Exchange CALs	$	4,080				$	4,080	
SharePoint Standard CALs	$	5,700				$	5,700	
Lync CALs	$	-				$	-	
eCAL	$	-				$	-	
Office Pro Plus	$	-				$	-	
Support								
Exchange User Support	$	5,004	$	5,004	$ 5,004	$	5,004	$ 5,004
SharePoint User Support	$	5,004	$	5,004	$ 5,004	$	5,004	$ 5,004
Full Suite Support	$	-	$	-	$ -	$	-	$ -
Consulting and Migration								
Exchange Migration Costs	$	7,500				$	7,500	
SharePoint Migration Costs	$	7,500				$	7,500	
*Office Migration Costs**								
Administration								
Exchange Administration	$	4,500	$	4,500	$ 4,500	$	4,500	$ 4,500
SharePoint Administration	$	4,500	$	4,500	$ 4,500	$	4,500	$ 4,500
Lync Administration	$	-	$	-	$ -	$	-	$ -
Total	**$**	**65,874**	**$**	**19,008**	**$ 19,008**	**$**	**65,874**	**$ 19,008**
Cloud Based Deployment								
Microsoft O365 Fees	$	5,760	$	5,760	$ 5,760	$	5,760	$ 5,760
O365 Enhanced User Support	$	10,008	$	10,008	$ 10,008	$	10,008	$ 10,008
Enhanced Server Support	$	3,600	$	3,600	$ 3,600	$	3,600	$ 3,600
One-time Migration Costs- Exchange	$	3,886						
One-time Migration Costs- SharePoint	$	7,500						
One-time Migration Costs- Lync	$	-						
Total	**$**	**19,368**	**$**	**19,368**	**$ 19,368**	**$**	**19,368**	**$ 19,368**
$ (11,386)		46,506		(360)	(360)		46,506	(360)

User Count
60

Business Reviews

- Add advice and share expertise
- Review technology recommendations with [ROI](#)
- Evaluate futures
- Expense planning
- Satisfaction feedback
- Ticket analysis
- Prioritize needs
- Service metrics
- Contribute in non-IT ways

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People, Process and Tools

3

Performance Reports Address Risk

Network Health Score

Patch Score	91%* 1/4		
OS Score	96%* 1/4		**94%**
Disk Score	90%* 1/4		
Server Uptime Score	100%* 1/4		

Client A

SonicWall CDP / Acronis

SonicWall CDP	CDP-MIB/CDP-RESTON	S S S S S S S
M-F Full Backup (xxxFILE1)	xxxFILE01	S S S S S
M-F Full Backup (xDC1)	xxxDC1	S S S S S

Managed Services Data Collection

Device Type	Manufacturer	Model	User Name	Password	Enable Password	ISP Name	IP (Labeled on Device)	Support Account	Name - Account User	Account Password	Location	Support Contract Vendor	Serial Number	Contract Type	Contract Number	Last Backup Date	Backup Location
Firewall	SonicWall	TZ170					12.4.210.196 (WAN) 10.10.3.1 (LAN)										
ISP Router	TrendNet						--------										
Switch	SMC		N/A				10.10.10.5										
Switch	SMC		N/A				10.10.10.6										
Switch	SMC		N/A				10.10.10.3										
Switch	SMC		N/A				10.10.10.4										
Device	NetGear	ProSafe Dua IWAN VPN GB Firewall	admin				10.10.10.1				Server Room						

Submitter Information

Name:

Email:

Phone:

Date Created:	4:59:23 pm 29-Oct-11
Closed:	9:59:23 am 31-Oct-11
Date Due:	4:59:23 pm 16-May-12

Assignee:

Category:

Status:

Priority:

Billable:

What the end user sees

Summary:

Click to **attach file** (such as screen shots of problem).

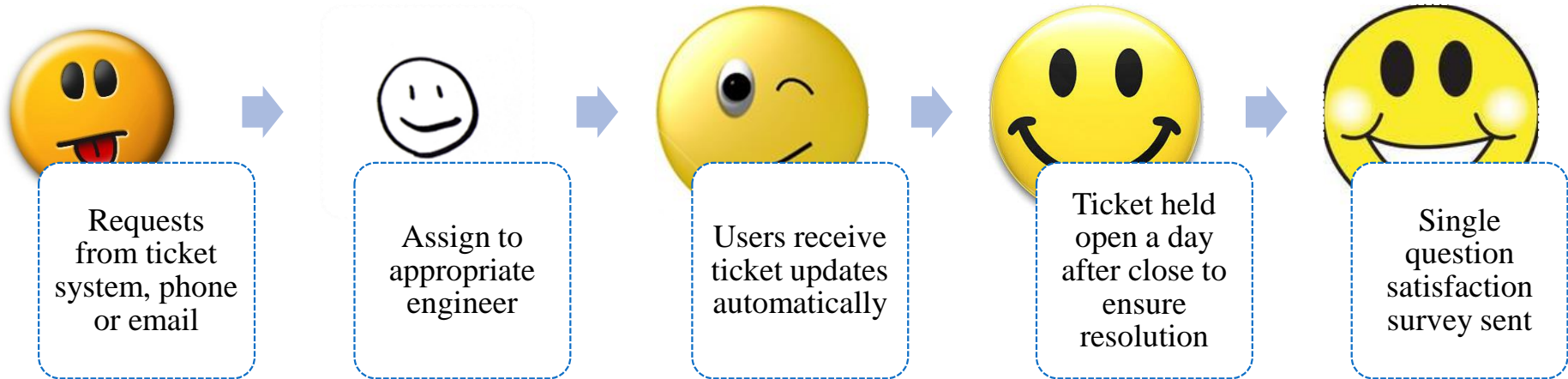| Time/Admin	Note
9:59:18 am 31-Oct-11 **pbrowne**	iPhone is now working and I have tested the WAPs on another device.
4:59:23 pm 29-Oct-11 **Maury Weinstein**	My new iphone 4s doesn't work with sscorp. Bob's droid could see our webpage on sscorp but then couldn't. The classroom network works.

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Resolution Path

Requests from ticket system, phone or email

Assign to appropriate engineer

Users receive ticket updates automatically

Ticket held open a day after close to ensure resolution

Single question satisfaction survey sent

I know which computer has a virus!

https://kaseya.syssrc.com/vsaPres/Web20/core/KHome.aspx?first

Kaseya ... ✕   Report: 61...   Magic Qua...

File   Edit   View   Favorites   Tools   Help

3 | 0 | 1225 | 418 | 0

system source   Kaseya **SYSSRC Wiki**

Search Navigation

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Navigation Mode: ► Tree-Based

⟳ Refresh Endpoint Info   ⬆ Run Command

Machine Id: 🔍   Machine Group: < All Groups >   View: < No View >   ➕ New   ✏ Edit   Reset

|◄ ◄ 9 of 10 ► ►| | 100 ▼   Selected: 1 | Viewing: 801-900 of 994

System Name	Organization	Role	Prot...	Infection S...	Install St...	Content...	Last Suc... Scan	Managed By	Client Software Version
JOANNE-PC	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/...4 10:10 AM (EI	SSAPP	12.1.4013.4013
CRMSQL-08	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/21/2014 10:38 AM (EI	SSAPP	12.1.3001.165
ANDERSON81	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	10/8/2013 12:00 PM (EI	SSAPP	12.1.3001.165
SROBINSON-NEW	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/28/2014 9:55 PM (EDT	SSAPP	12.1.4013.4013
AVCONFERENCE	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/28/2014 6:19 PM (EDT	SSAPP	12.1.4013.4013
DC08VM02	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/28/2014 6:25 PM (EDT	SSAPP	12.1.2015.2015
TCRAIG	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/28/2014 9:59 AM (EDT	SSAPP	12.1.4013.4013
MWEINSTEIN-HP	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/28/2014 6:19 PM (EDT	SSAPP	12.1.4013.4013
EXCHCH10	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/28/2014 6:12 PM (EDT	SSAPP	12.1.2015.2015
ELIEENTOPPING	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/28/2014 6:15 PM (EDT	SSAPP	12.1.4013.4013
CORPBACKUP	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/28/2014 6:28 PM (EDT	SSAPP	12.1.2015.2015
SKLEINWIN7-PC	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/28/2014 11:39 PM (EI	SSAPP	12.1.4013.4013
SSXEN2	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/28/2014 6:25 PM (EDT	SSAPP	12.1.2015.2015
DC12	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/28/2014 6:24 PM (EDT	SSAPP	12.1.2015.2015
HREBSTOCK-HP	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/28/2014 6:11 PM (EDT	SSAPP	12.1.4013.4013
SSAPP	SYSTEM SOURCE	Server	Enabled,	✅	Installed	Out-of-date.	3/28/2014 6:12 PM (EDT	SSAPP	12.1.4013.4013
SYSSRCSQL	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/28/2014 6:26 PM (EDT	SSAPP	12.1.2015.2015
DCVM1	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/29/2014 12:02 AM (EI	SSAPP	12.1.2015.2015
JBENNETT2013	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/28/2014 6:10 PM (EDT	SSAPP	12.1.4013.4013
EXECSECRETARY	SYSTEM SOURCE	Endpoint	Disabled	✅	Installed	Out-of-date.	9/10/2013 10:26 AM (EI	SSAPP	12.1.2015.2015
BOBOFFICE-NEW	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/29/2014 12:06 AM (EI	SSAPP	12.1.2015.2015
SYSSRCCRM-08	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/21/2014 10:39 AM (EI	SSAPP	12.1.3001.165
CBRZOZ_WIN7	SYSTEM SOURCE	Endpoint	Enabled,	✅	Installed	Out-of-date.	3/28/2014 11:26 PM (EI	SSAPP	12.1.4013.4013

| **Endpoint Info** | Organization Info | Endpoint Log | Audit Log |

Endpoint Summary

Details about the individual endpoint.

Managing Printers

Mobile Device Management

	OS ▲	Model	RAM	Connectivity	Name	Disk % used	CPU	Tags	Public IP	LAN IP	Phone #	Disk capacity
@gmail.com	Android 4.4.2	Samsung Galaxy S III	-		@gmail.com	95%		employee	76.103.244.38	192.168.1.102	5103881580	12 GB
@gmail.com	Android 4.4.4	XT1080	-		@gmail.com	49%		employee	71.57.60.176	192.168.128.243	4014654007	25 GB
@gmail.com	Android 4.4.4	XT1060	-		@gmail.com	42%		employee	67.161.2.112	192.168.1.50	2622217505	26 GB
	OS X 10.6.6	MacBook	2 GB		normal-name	26%	Intel Core 2 Duo	devel	184.23.135.130	192.168.128.2	-	149 GB

Security Risk Reduction

- Actionable reporting
- Research based recommendations
  - Based on Verizon Data Breach Investigation and Gartner Reports
  - Security "Quick Wins" from SANS
- Highest level of confidentiality

Actionable Security Reports

1. User accounts with escalated administrative privileges
2. User accounts not logged in within the last 90 days
3. Computers not connected to the domain in >90 days
4. Computers running outdated OSs (Server 2003 and XP)
5. McAfee spam filtering and spooling report
6. SEP risk report
7. Report showing passwords not changed in 90 days
8. Password policy
9. Log retention policy settings
10. Account lockout monitoring
11. Bad password attempt monitoring
12. Office O365 last logon
13. Screen lock settings

Prioritize Security Purchases

Critical Security Controls (SANS Institute)		Accommodation [72]	Administrative [56]	Construction [23]	Education [61]	Entertainment [71]	Finance [52]	Healthcare [62]	Information [51]	Management [55]	Manufacturing [31,32,33]	Mining [21]	Other [81]	Professional [54]	Public [92]	Real Estate [53]	Retail [44,45]	Trade [42]	Transportation [48,49]	Utilities [22]
Software Inventory	2.4																			
Standard Configs	3.1																			
	3.2																			
	3.8																			
Malware Defenses	5.1																			
	5.2																			
	5.6																			
Secure Development	6.4																			
	6.7																			
	6.11																			

Management Oversight

- <u>Management Dashboard</u>
  - Have you systematized your SLAs?

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Under the Hood:
Lifecycle Management Software Tool Demonstration

Summary

- Select IT support model based on:
  - Maturity level goal
  - Costs
  - Gartner's Run, Grow, Transform model
  - Typical client profile
- Make sure <u>people</u>, <u>process</u> *and* <u>tools</u> are in place for highest probability of success

system|source

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