



Workplace Hub Management – Statement of Services [Company]

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CONTRIBUTORS

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MS NOC Document

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All Covered Workplace Hub Management Services

All Covered's Workplace Hub Management Services provide proactive and preventative monitoring and management of a client's WPH server and the environment. These services are key components of All Covered's CORE package. All Covered leverages expertise in Windows and Linux OS, as well as advanced tools and methodologies to manage clients' WPH server and environments.

Service Elements

Workplace Hub	Hardware/ Project only	WPH Standard	Business Assurance
HPE Server	✓	✓	✓
HPE Support/Vendor management	<i>Reactive support</i>	✓	✓
Wireless Controller		✓	✓
Wireless Access Points		✓	✓
Wireless Monitoring		<i>Up/down only</i>	<i>Up/down only</i>
Host OS		✓	✓
KVM Hypervisor		✓	✓
Windows/Linux Guest VMs		✓	✓
Virtualized environment Monitoring		✓	✓
Virtualized Environment Patching		✓	✓
Application Monitoring		✓	✓
Managed Backup		✓	✓
Backup Appliance		✓	✓
Managed Backup Service		✓	✓
Firewall		✓	✓
Firewall Monitoring and Management		<i>Up/down only</i>	<i>Up/down only</i>
Firewall Definition Updates		✓	✓

Infrastructure Management	Hardware/ Project only	WPH Standard	Business Assurance
Foundation Infrastructure Management			
Firewall		Optional in client mode	✓
Switches/Routers		Optional in client mode	✓
Wireless		Optional in client mode	✓
Additional Servers		Optional in client mode	Optional in client mode

All Covered Security	Hardware/ Project only	WPH Standard	Business Assurance
Basic Web Filtering		✓	✓
Custom Web Filtering			
Create and manage custom web filters			✓
External Vulnerability Scanning (Up to 10 IPs)			
Proactive monitoring of External Vulnerabilities			✓

All Covered Endpoint Management	Hardware/ Project only	WPH Standard	Business Assurance
Email Protection Services			✓
Endpoint Security			✓
Patch Management			✓
3rd Party Patching			✓
Mobile Device Administration			✓

All Covered Knowledge Worker	Hardware/ Project only	WPH Standard	Business Assurance
Service Desk	<i>Hardware only</i>	<i>WPH & HW only</i>	✓
Security Awareness Training			✓
Productivity Training			✓

Workplace Hub

The Workplace Hub is a Konica Minolta platform running on a HPE server. It comes in two form factors, the Workplace Hub where the server resides inside an MFP. The second which is called the Edge is just the HPE server. Either version can be setup in either Gateway or client mode. Gateway mode is where the Workplace hub acts as the gateway for the client and utilizes the built in Firewall as their UTM. In Client mode the Workplace Hub is a node on the client's existing network, and they have their own firewall acting as the gateway.

HPE Server

The HPE server is a customized DL180 inside the WPH and a DL380 in the Edge server.

Service Level	Service Element	Description
Server/ Project only	HPE Support/Vendor Management	Reactive support. The client calls in if they have hardware issues. We work with the vendor to get parts sent and replaced. Each server comes with HPE Foundation care 24X7 365 with 4 hour response
Standard	HPE Support/Vendor Management	Managed support. We monitor the hardware and we remotely troubleshoot if possible or dispatch a resource. We work with the vendor to get parts sent and replaced. Each server comes with HPE Foundation care 24X7 365 with 4 hour response
Business Assurance	HPE Support/Vendor Management	Managed support. We monitor the hardware and we remotely troubleshoot if possible or dispatch a resource. We work with the vendor to get parts sent and replaced. Each server comes with HPE Foundation care 24X7 365 with 4 hour response

Wireless Controller

The Sophos Firewall has a built in Wireless controller. In the WPH there is also a built in Wireless Access Point. The Edge does not come with an access point.

Service	Service Element	Description
Server/ Project Only	N/A	N/A
Standard	Wireless Controller	Manage the Wireless Controller
	Wireless Access Points	Manage the Wireless Access Point/s
	Wireless Monitoring	Monitor Wireless for Up/Down
Business Assurance	Wireless Controller	Manage the Wireless Controller
	Wireless Access Points	Manage the Wireless Access Points
	Wireless Monitoring	Monitor Wireless for Up/Down

Host OS

The Workplace Hub is based on the Ubuntu Linux Operating system. It uses containers to run different applications that make up the platform. This also includes the KVM Hypervisor as well as databases.

Service	Service Element	Description
Server/ Project Only	N/A	N/A
Standard	Management	We are responsible for managing the OS, patching the OS and upgrades of the OS when new versions are released
	Monitoring	We monitor the OS and containers running inside it
Business Assurance	Management	We are responsible for managing the OS, patching the OS and upgrades of the OS when new versions are released
	Monitoring	We monitor the OS and containers running inside it

KVM Hypervisor

The Workplace Hub utilizes KVM as its hypervisor to host virtual guests.

Service	Service Element	Description
Server/ Project Only	N/A	N/A
Standard	Windows/Linux Guest VMs	Managed using All Covered Server Management SOS
	Virtualized environment Monitoring	Managed using All Covered Server Management SOS
	Virtualized Environment Patching	Managed using All Covered Server Management SOS
	Application Monitoring	Managed using All Covered Server Management SOS
Business Assurance	Windows/Linux Guest VMs	Managed using All Covered Server Management SOS
	Virtualized environment Monitoring	Managed using All Covered Server Management SOS
	Virtualized Environment Patching	Managed using All Covered Server Management SOS
	Application Monitoring	Managed using All Covered Server Management SOS

Managed Backup

Acronis is the tool used to backup and manage the backups on the WPH. It comes with onsite to a NAS as well as backup to the cloud. The managed backup Statement of Services is a separate document.

Service	Service Element	Description
Server/ Project Only	N/A	N/A
Standard	Acronis managed backup	Managed using WPH Managed Backup SOS
Business Assurance		Managed using WPH Managed Backup SOS

Firewall

The Workplace Hub includes a firewall. It is a Sophos XG firewall. In Gateway mode it protects the client's environment including the WPH. In Client mode it protects only the WPH OS.

Service	Service Element	Description	
		Gateway Mode	Client Mode
Server/ Project Only	N/A	N/A	
Standard	Firewall Monitoring	Up/Down only	
	Firewall Management	The firewall can be fully Managed	
	Definition Updates	Firewall definition updates are automatically downloaded and Managed	
Business Assurance	Firewall Monitoring	Up/Down only	
	Firewall Management	The firewall can be fully Managed	
	Definition Updates	Firewall definition updates are automatically downloaded and Managed	

Infrastructure Management

The Workplace Hub fits into a client’s infrastructure in either mode. It can be the only physical server onsite as well as provide wireless but the need for switching and a router do not go away. In client mode the WPH is just another node on their network. This means the client still needs a full infrastructure. In that case we can manage it.

Service	Service Element	Description	
		Gateway Mode	Client Mode
Server/ Project Only	N/A	N/A	
Standard	Firewall	Managed using All Covered firewall Management SOS	Optional
	Switches/routers	Managed using All Covered Switch/router SOS	Optional
	Wireless	Managed using All Covered Wireless Management SOS	Optional
	Additional servers	Managed using All Covered Server Management SOS	Optional
Business Assurance	Windows/Linux Guest VMs	Managed using All Covered firewall Management SOS	Managed using All Covered firewall Management SOS
	Virtualized environment Monitoring	Managed using All Covered Switch/router SOS	Managed using All Covered Switch/router SOS
	Virtualized Environment Patching	Managed using All Covered Wireless Management SOS	Managed using All Covered Wireless Management SOS
	Application Monitoring	Managed using All Covered Server Management SOS	Managed using All Covered Server Management SOS

All Covered Security

Even with the security inside the WPH security is still needed in environment. We will use the All Covered standard security services as well as leverage the Sophos firewall for the web filtering in Gateway mode.

Service	Service Element	Description	
		Gateway Mode	Client Mode
Server/ Project Only	N/A	N/A	
Standard	Basic Web Filtering	Manage basic web filtering in Sophos	Manage basic web filtering in client's firewall
	Custom Web Filtering		
	External Vulnerability Scanning (up to 10 IPs)		
Business Assurance	Basic Web Filtering	Manage basic web filtering in Sophos	Manage basic web filtering in client's firewall
	Custom Web Filtering	Manage customized web filtering in Sophos	Manage customized web filtering in client's firewall
	External Vulnerability Scanning (up to 10 IPs)	Complete external vulnerability scanning per SOP	Complete external vulnerability scanning per SOP

All Covered Endpoint Management

The client may need endpoint management. We will use the All Covered standard security services to cover this.

Service	Service Element	Description
Server/ Project Only	N/A	N/A
Standard	Email Protection Services	
	Endpoint Security	
	Patch Management	
	3 rd Party Patching	
	Mobile Device Administration	
Business Assurance	Email Protection Services	Managed using EPS SOS
	Endpoint Security	Managed using Endpoint Security SOS
	Patch Management	Managed using Patch Management SOS
	3 rd Party Patching	Managed using 3 rd party patching SOS
	Mobile Device Administration	Managed using Mobile Device Management SOS

All Covered Knowledge Worker

The client may have issues in their environment not related to the WPH. We will use the All Covered standard services to cover these.

Service	Service Element	Description
Server/ Project Only	Service Desk	We will reactively work with the vendor to diagnose and rectify hardware issues with the WPH server.
	Security Awareness Training	
	Productivity Training	
Standard	Service Desk	We will proactively monitor, manage and rectify WPH issues and WPH server hardware issues
	Security Awareness Training	
	Productivity Training	
Business Assurance	Service Desk	We will proactively monitor, manage and rectify issues whether hardware or software in the client's entire environment
	Security Awareness Training	We will provide Security awareness training based on the Security Awareness Training SOS.
	Productivity Training	We will provide Security awareness training based on the Productivity Training SOS.