



Service Contract Agreement

"The good news about computers is that they do what you tell them to do. The bad news is that they do what you tell them to do". Ted Nelson

IT systems are fantastic at helping to produce a timely profitable product for any business and can make a cohesive and smooth working environment, but like all systems when errors occur it can have devastating and detrimental consequences on your business and on the people who use it. Over time you will have staff come and go that will require new set up's, the business will grow and need to meet new specifications and problems are bound to arise from user error to environmental impact, all will require more interaction with the system than the daily use for business procedures. Regular servicing and maintenance on your system can help ease the impact and downtime this can have on your business as well as knowing that once a month you will have someone on site that you can ask to find a tailored solution for your needs and wants.

Servicing will include but not be limited to:

- Check the back up's are working and current
- Check internet security and fix any issues
- Check and remove malware
- Cleaned prefetch data
- Clear internet cache
- Disk clean
- Registry clean
- Defragment hard drive
- Check and install updates from Microsoft
- Check and install updates from other software vendors
- Set current system recovery point

As with all equipment used you will incur wear and breakages, maintaining the equipment not just on the software side but as well as the physical can be just as important, for instance do you know how long it has been since the computers were cleaned of dust? Items can be cleaned, fixed or completely replaced being conscious of the environment, cost and critical business procedures. I will offer you choices to what needs to be done in order to give you the most beneficial and financially viable outcome.

Equipment maintenance will include but not be limited to:

- Cleaning
- Fixing
- Upgrading
- Reconfiguring
- Commissioning and decommissioning
- Recycling



With the development of the systems requirements and equipment, thorough record keeping needs to be maintained in order to help lower the time spent looking for answers. My goal is to have one point of contact and reference to your whole system so in the event of a major disaster I can have you up and running in the least amount of time possible and get you back to running your core business.

Record maintenance will include but not be limited to:

- Asset lists
- Network details and configuration
- User and password information
- User guides and manuals
- Protocols and procedures
- Software and hardware disks, tools and accessories

Once the basic ground work is in place I will have a better understanding of your system and how you use it, from there we can look at where there are deficiencies and possible weaknesses are in the system and the future requirements that you will need. I will then provide you with information on industries best practices for the IT system framework to offer you a solution that can be scalable and measurable to the future success of the business.

Due to the ongoing nature of the systems lifecycle I offer a contract service rate of \$88.00 per hour instead of the ad hoc rate of \$110.00 per hour this will become your base service rate for work in to the future. In order to retain the contract service rate consecutive regular service appointments must be made and kept whether this being monthly or bi-monthly. A detailed account will be raised at the end of the month and payment will be required within 7 days to avoid any inconvenience.

I would like to thank you for the opportunity to let At Your Service ICT quote on servicing your technology, for assistance please call me on my mobile 0410 613 129 or email me.

I look forward to hearing from you.

Regards,

Michael Oakley

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