



# ICS HARDWARE / IT SUPPORT AGREEMENT

This document is a Hardware/ IT support agreement between [CUSTOMER NAME] and International Computer Service.

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## Usage

This IT Hardware support agreement has been produced by ICS to help businesses when choosing an IT support company.

For more information about choosing and working with ICS, please visit the ICS website [www.icsjet.com.au](http://www.icsjet.com.au)

or the ICS Facebook page at [www.facebook.com/InternationalComputerService](http://www.facebook.com/InternationalComputerService)

## Activity Outline

The following tables outline the activities ICS Hardware/IT Support covers:

Description	Frequency
<b>General</b>	
Document software and hardware changes	As performed
Test backups with restores	Monthly
Monthly reports of work accomplished, work in progress, etc.	Monthly

<b>Systems</b>	
Check print queues	As needed
Ensure that all server services are running	Daily/hourly
Keep Service Packs, Patches and Hotfixes current as per company policy	Monthly
Check event log of server and identify any potential issues	As things appear
Monitor hard drive free space on server, workstations	Daily/hourly
Reboot servers if needed	As needed
Run defrag and chkdsk on all drives	As needed
Scheduled off time server maintenance	As needed
Install software upgrades	As needed
Determine logical directory structure, Implement, MAP, and detail	Revisit Monthly
Set up and maintain groups (accounting, admin, printers, sales, warehouse, etc.)	As needed
Check status of backup and restores	Weekly
Alert office manager to dangerous conditions -Memory running low -Hard drive showing sign of failure -Hard drive running out of disk space	As needed
Educate and correct user errors	As needed

<b>Disaster Recovery</b>	
Disaster Recovery of Server(s)	As Needed

<b>Networks</b>	
Check router logs	Weekly
Performance Monitoring/Capacity Planning	Weekly
Major Software/Hardware upgrades to network backbone, including routers, WAN additions, etc.	Ongoing (As needed to maintain office connectivity to the Internet)

## Security

Check firewall logs	Monthly
Confirm that antivirus virus definition auto updates have occurred	As Needed
Confirm that virus updates have occurred	As Needed
Confirm that backup has been performed on a daily basis	Weekly
Create new directories, shares and security groups, new accounts, disable/delete old accounts, manage account policies	As Needed
Permissions and file system management	As Needed
Set up new users including login restrictions, passwords, security, applications	As Needed
Set up and change security for users and applications	As Needed
Monitor for unusual activity among users	Ongoing

## Applications

Exchange user/mailbox management	As Needed
Server application management	As Needed
Overall application disk space management	As Needed
Ensure ICS supplied applications are functioning as designed	As Needed

## Mobile Devices

Android / iPhone / Windows Mobile Management	As Needed
Android / iPhone / Windows Mobile Configuration	As Needed

## Minimum Requirements

The following table shows the minimum requirements for ICS Hardware/IT Support:

<b>Business Server(s): MS Server 2019 / 2021 &amp; min. 1 system running AM-Win Software. Workstation(s) and P2P Server(s): MS Win 11 PRO OS</b>
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*Non-Business / Non-Pro OS's charged at casual rates.*

## Inclusions

The following table shows what is included with ICS Hardware / IT Support:

ONSITE CHECKUPS	CASUAL LABOUR DISCOUNT (%)
Inc. a 6 Monthly and Annual Onsite Check-up* <i>Onsite Checkups include system clean (as required)</i>	100% for calls up to 1 hour in length 50% for calls over 1 hour 25% for additional onsite visits

***Onsite Check-up Includes Travel & First 2 Hours Labour<sup>#1</sup>.***

***Any extra labour or travel will be charged at the appropriate rate.***

## Billing Structure

### ICS Hardware / IT Support Agreement Cost (per month)

# of Systems ( ) x	\$40 per Business Server
( ) x	\$30 per P2P Server
( ) x	\$20 per Workstation
<b>TOTAL COST =</b>	<b>\$xx per month</b>

All prices are ex GST

ICS Standard Operational Hours: Monday-Friday 8:30AM-5:00PM

Any issues outside the listed ICS HW/IT Support Activities charged at casual rates

Any PCs not covered under the ICS HW/IT Support Agreement charged at casual rates.

## Casual Labour Rates

CASUAL LABOUR RATES	\$/hr	Charge Per	Min. Charge
Remote / Workshop (Remote PC Management / ICS Help Desk / RDS*)	\$120 per hour	¼ hr	¼ Hour
Onsite	\$140 per hour	½ hr	1 Hour
Travel Charge	\$140 per hour.	½ hr	½ Hour

All prices are ex GST

\*Please see RDS Disclaimer

### AFTER HOURS LABOUR RATES

AFTER HOURS LABOUR RATES	\$/hr	Minimum Charge
Monday – Friday AH*	\$150 per hour	1 Hour
Saturdays	\$180 per hour	1 Hour
Sundays	\$240 per hour	1 Hour

All prices are ex GST

\*AH = After Hours, outside ICS Standard Operational Hours: Monday-Friday 8:30AM-5:00PM

## Response and Resolution Times

The following table shows the targets of response and resolution times for each priority level during standard operational hours:

TROUBLE	PRIORITY	RESPONSE TIME	RESOLUTION TIME	ESCALATION THRESHOLD
Service not available (all users and functions unavailable)	1	Within 1 Hour	ASAP – Best Effort	2 Hours
Significant degradation of service (large number of users or business critical functions affected)	2	Within 2 Hours	ASAP – Best Effort	4 Hours
Limited degradation of service (limited number of users or functions affected, business process can continue).	3	Within 4 Hours	Within 8 working Hours	8 Working Hours
Small service degradation (business process can continue, one user affected).	4	within 8 Hours	Within 8 Working Hours	8 Working Hours

*Incidents will be escalated to a higher priority level once the escalation threshold has expired.*

# Signature Page

This agreement is made between [ Customer ] as represented by [ Name ], [ Role ] and International Computer Service, commencing on the date this agreement is signed on.

This agreement shall become effective commencing on the date this Agreement is signed by [ Customer ] and shall remain in effect for [ x ] year(s) from that date.

Effective Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Expiration Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

### TOTAL Monthly Charge:

[ \_\_ x Business Server ] + [ \_\_ x P2P Server ] + [ \_\_ x Workstations ]  
= \_\_ x \$40 + \_\_ x \$30 + \_\_ x \$20 = \$ \_\_\_\_\_ **+GST / month**

### PCs UNDER CONTRACT

Computer Name: \_\_\_\_\_  
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### INTERNATIONAL COMPUTER SERVICE

\_\_\_\_\_  
DIRECTOR

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
WITNESS

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

### [ CUSTOMER ]

\_\_\_\_\_  
DIRECTOR / MANAGER

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
WITNESS

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

