



BSL - IT RESOURCE MANAGEMENT DATA SHEET SERVICE PACKAGES

Service Group	Service	Level 1: Notify	Level 2: Resolve	Level 3 : Professional	Level 4 : Entrust	Bespoke Options
IT Resource Management - Core	End User Support Portal	X	X	X	X	
IT Resource Management - Core	Support Desk	X	X	X	X	
IT Resource Management - Core	Management Reports	X	X	X	X	
Desktop	Asset Inventory Management	X	X	X	X	X
Desktop	Security Patch Management		X	X	X	X
Desktop	System Log Monitoring	X	X	X	X	X
Desktop	Event Log Monitoring	X	X	X	X	X
Desktop	Application Addition and Change Notification		X	X	X	X
Desktop	Hardware Change Notification		X	X	X	X
Desktop	Security Log Monitoring	X	X	X	X	X
Desktop	Application Log Monitoring	X	X	X	X	X
Desktop	Spyware Removal and Management			X	X	X
Desktop	Computer Cleanup Wizard			X	X	X
Desktop	Virus Protection Management			X	X	X
Desktop	Monitoring	X	X	X	X	X
Server	Asset Inventory Management	X	X	X	X	X
Server	Security Patch Management		X	X	X	X
Server	System Log Monitoring	X	X	X	X	X
Server	Event Log Monitoring	X	X	X	X	X
Server	Application Addition and Change Notification		X	X	X	X
Server	Hardware Change Notification		X	X	X	X
Server	Security Log Monitoring	X	X	X	X	X
Server	Application Log Monitoring	X	X	X	X	X
Server	Spyware Removal and Management			X	X	X
Server	Computer Cleanup Wizard			X	X	X
Server	Virus Protection Management			X	X	X
Server	Monitoring	X	X	X	X	X
Server	User Account Management			X	X	X
IT Resource Management - Option	Application Deployment			X	X	X
IT Resource Management - Option	Bandwidth Usage Tracking			X	X	X
IT Resource Management - Option	Remote Management		X	X	X	X
IT Resource Management - Option	IT Policy Enforcement			X	X	X
IT Resource Management - Option	On-site Support			X	X	X
IT Resource Management - Option	Capacity Monitoring			X	X	X
IT Resource Management - Option	Anti-Virus , Anti -Spam, Web defence				X	X
IT Resource Management - Option	Backup and Disaster Recovery				X	X
IT Resource Management - Option	Server Hosting					X
IT Resource Management - Option	Hardware Procurement				X	X
IT Resource Management - Option	Software Procurement				X	X
IT Resource Management - Option	Hosted Desktop					X
IT Resource Management - Option	Virtualisation					X
IT Resource Management - Option	Consultancy				X	X
IT Resource Management - Option	Hardware Deployment				X	X
IT Resource Management - Option	System Configuration				X	X
IT Resource Management - Option	Individual Remote System Access					X
IT Resource Management - Option	Application Hosting					X
IT Resource Management - Option	Hosted E-mail					X
IT Resource Management - Option	Extended Service Coverage Hours 24/7					X
Network	Monitoring					X