

Minimum Technology Standards

Purpose

In order to ensure a successful relationship and ensure the maximum effectiveness of your Managed Services engagement, the following IT infrastructure standards must be met. Your account team will work with you to address any areas that may need to be worked on or replaced.

Desktop PCs/Notebooks/Laptops

All desktop PCs, notebooks, laptops, and tablets:

- ✓ must be genuine, licensed, and vendor supported.
- ✓ have Microsoft 64-bit operating system running Windows 10 or later.
- ✓ Operating systems have installed the most recent Microsoft service packs and critical updates.
- ✓ All Apple products must have High Sierra or later operating systems.
- ✓ have a minimum of 16GB Ram and 128GB hard drives.
- ✓ All non-Microsoft PCs, notebooks/laptops/tablets must have the most recent operating system and updates.

Servers

All Servers must have:

- ✓ genuine, licensed, and vendor-supported software.
- ✓ If Microsoft operating systems, running Windows Server 2016 or later.
- ✓ If Microsoft operating systems, have the most recent Microsoft service packs and critical updates installed.
- ✓ a minimum of 25% free space on all drives currently installed and partitioned.
- ✓ hardware must be under a maintenance contract with the manufacturer.
- ✓ All non-Microsoft operating systems must have the most recent operating system and updates.

General (unless otherwise covered under a separate agreement)

The environment must have a:

- ✓ currently licensed, up-to-date, vendor-supported server-based antivirus/malware solution protecting all servers, desktops, notebooks/laptops/tablets, and email.
- ✓ currently licensed, up-to-date, and vendor-supported anti-spam solution
- ✓ currently licensed, and vendor-supported server or network-based backup solution
- ✓ currently licensed, and vendor-supported Next Generation Firewall (NGFW) or Unified Threat Management firewall (UTM) firewall between the internal network and the internet.
- ✓ All wireless data traffic in the environment must be securely encrypted.
- ✓ All wireless traffic is segmented as public vs. private.
- ✓ All Line of Business applications must have active vendor support during all hours of business.
- ✓ Internet connection must have a minimum of 10mbs upload speed.

- ✓ All network equipment must be enterprise-grade and less than five years old.
- ✓ Adequate workspace, heat, light, ventilation, electric current and outlets, internet, and remote access for NFT staff.
- ✓ Server and core network equipment must be adequately vented and secured.
- ✓ BYOD devices utilizing company systems must be managed by the organization.
- ✓ Backup solutions must be approved or provided by PTC to be supported.