

## Maintenance and Support Plan Contract Appointment

Customer \_\_\_\_\_

Date \_\_\_\_\_

Address \_\_\_\_\_

Technician \_\_\_\_\_

### Overview of Services and Inspections Performed

#### Maintenance

Complete technical maintenance and review of computer equipment, servers, and printers, to ensure proper function and performance. Provides safeguarding assessments to increase workstation / infrastructure uptime, decrease downtime and secures that all support requirements are integrated.

#### Support

Recommend services and upgrades to promote network health and equipment longevity. Proactive focused assessments for short and long term development and changes. Provide additional remote support for duration of contract, as included in Maintenance Plan.

<p><b>Workstation(s)</b> _____</p> <p><b>Server(s)</b> _____</p>	<p><b>Printer(s)</b> _____</p>																								
<table border="0"> <tr> <td style="width: 50px;"><b>W</b></td> <td><b>S</b></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Check hard drive memory space</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Defrag hard drive – review data recovery and process speed</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Check and review data backup usage and schedule; resolve immediate issues; additional work is to be scheduled if needed</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Test data backup and restore procedure; resolve immediate issues; additional work is to be scheduled if needed</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Update Windows – update patches and latest fixes from Microsoft</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Review &amp; configure Windows – review and set startup options to maximize efficiency</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Clean up Windows – delete temporary internet files, cookies, cache, browser activity, internet history</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Virus scan – test scan process and resolve issues</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Review and optimize network and security settings</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Create latest system image</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Assess Internet connectivity – resolve immediate issues; additional work is to be scheduled if needed</td> </tr> </table>	<b>W</b>	<b>S</b>	<input type="checkbox"/>	<input type="checkbox"/> Check hard drive memory space	<input type="checkbox"/>	<input type="checkbox"/> Defrag hard drive – review data recovery and process speed	<input type="checkbox"/>	<input type="checkbox"/> Check and review data backup usage and schedule; resolve immediate issues; additional work is to be scheduled if needed	<input type="checkbox"/>	<input type="checkbox"/> Test data backup and restore procedure; resolve immediate issues; additional work is to be scheduled if needed	<input type="checkbox"/>	<input type="checkbox"/> Update Windows – update patches and latest fixes from Microsoft	<input type="checkbox"/>	<input type="checkbox"/> Review & configure Windows – review and set startup options to maximize efficiency	<input type="checkbox"/>	<input type="checkbox"/> Clean up Windows – delete temporary internet files, cookies, cache, browser activity, internet history	<input type="checkbox"/>	<input type="checkbox"/> Virus scan – test scan process and resolve issues	<input type="checkbox"/>	<input type="checkbox"/> Review and optimize network and security settings	<input type="checkbox"/>	<input type="checkbox"/> Create latest system image	<input type="checkbox"/>	<input type="checkbox"/> Assess Internet connectivity – resolve immediate issues; additional work is to be scheduled if needed	<p><input type="checkbox"/> Check paper</p> <p><input type="checkbox"/> Replace toner if needed (provided by customer)</p> <p><input type="checkbox"/> Address printer issues at customer request; additional time and work is to be scheduled if needed</p> <p><b>Additional work performed:</b></p> <p><input type="checkbox"/> _____</p> <p><input type="checkbox"/> _____</p> <p><input type="checkbox"/> _____</p> <p><b>Recommendations:</b> reviewed with customer</p> <p><input type="checkbox"/> _____</p> <p><input type="checkbox"/> _____</p> <p><input type="checkbox"/> _____</p>
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Total appt. time \_\_\_\_\_

Suggested next Maintenance appt. \_\_\_\_\_

Services complete

Need additional services not included in Maintenance Plan – schedule appt. \_\_\_\_\_

\_\_\_\_\_  
Customer signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Tech initials