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| NZ Govt Logo | Server Management and Administration Services Service Framework: Managed Services: Infrastructure Managed Services: Server Management and Administration Services | Company logo |

**Service Definition**

Server Management and Administration Services provide for the:

* provision / de-provision,
* configuration,
* monitoring and management,
* patching, security and lifecycle management,
* support and maintenance

of the Participating Agency’s on or off premise server infrastructure (physical, virtual, cloud or IaaS) to service levels and outcomes and provides recommendations for improvements and optimisation.

**Service Contact Details**

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| Contact Name: |  |
| Contact Number: |  |
| Contact Email: |  |

**Service Summary**

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| Service Description | Please provide a summary of this service.  This is an opportunity for you to market your service to agencies. |

**Server Management and Administration Services Available** (tick all that apply):

Server design and implementation/provisioning

Real-time and proactive monitoring

Cloud server security management and administration

Server platform patching

Operating system patching technology

SOE configuration and lifecycle management

Server lifecycle management (e.g. business impact, communications, team design)

Disaster recovery services

Migration activities

Server testing services

Domain and LAN services (e.g. DNS/DHCP)

Proxy servers (e.g. Microsoft, Unix)

FTP servers

Directory services (AD/LDAP)

Web servers infrastructure support (e.g. Microsoft IIS, Apache)

Web and email filtering

File and print server services

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| Other Server Management Services | Please identify any other relevant server management services available which are not included above. |

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| Benefits and Outcomes | Please describe the benefits and outcomes a subscribing agency will realise from this service. |
| Service and Personnel Availability | Provide information on the lead-time to provision this service following procurement by an agency. |
| Case Studies | Please provide at least one case study (in PDF format or URL link) as supporting evidence.  If you do not have case studies, then please provide at least one use case. |

**Supplier Experience**

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| General experience in delivering and supporting this service locally in the New Zealand market | Please provide information on local experience relevant to this service. |

**Business Environment Experience for this Service** (tick all that apply):

Small scale business and enterprise environments (less than 500 users)

Medium scale business and enterprise environments (500 – 2500 users)

Large scale business and enterprise environments (2500+ users)

New market entrant (no existing experience)

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| Specific industry and/or sector experience for this service | Please provide information on relevant sectors and industries that you have delivered this service to. |

**Server Management Experience for this Service** (tick all that apply):

High performance servers with heavy speed demands, processing workloads or large quantities of distributed server systems

Medium performance servers with moderate speed demands, processing workloads and/or servers and operating systems

Low performance servers with relative speed demands, processing workloads and/or operating systems

**Infrastructure Environment Experience for this Service** (tick all that apply):

Customer owned ‘on premises’ infrastructure

Private cloud infrastructure (supplier owned/operated)

Private cloud infrastructure (3rd Party owned/operated)

Multi-cloud infrastructure

Hybrid cloud

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| Public cloud experience | Please provide information on your experience with public cloud environments relevant to this service. |

**Delivery Methodology and Processes** (tick all that apply):

Traditional delivery methodology and processes (e.g. ITILv3/ITSM/SDLC etc)

Modern service management delivery methodology and processes (DevOps, Lean/Agile, ITILv4)

**Accreditation, Certifications and Competencies**

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| Organisational Quality Management Systems Certification | Please provide information on any certifications held by your organisation (e.g. CMMI -Capability Maturity Model Integration). |
| Managed Services Provider (MSP) Certifications | Please provide information on any MSP certifications held by your organisation. |
| Other Relevant Accreditations and Certifications | Please provide details |

**Pricing Model**

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| Standard Rate Card | Please provide your standard rate card or pricing model |
| Pricing Model | Please note that this pricing is indicative and final pricing will be negotiated when you conclude the SOW.  Agencies will look at pricing to decide initial shortlist, so please provide meaningful info, such as   * Rate card * Blended rates * Volume discounts * Outcome based pricing options |