

Exclusions and Minimum Standards Although an IT support programme from Bespoke Computing Ltd will cover most eventualities, there are some occasions where it is not practical to include something within the scope of the support programme.Â Specifically:

- I The cost of any parts, equipment or shipping charges of any kind.
- II The cost of any software, licensing, software renewal or upgrade fees of any kind.
- III The cost of any 3rd party vendor support, manufacturer support or incident fees of any kind.
- IV The cost of project services to add functionality, significantly change or enhance the Technology Environment, including major software upgrade or the installation of newly acquired hardware.
- V The cost to bring your technology environment up to minimum standards (see below).
- VI The cost to remove viruses or malware from a computer system where the primary user has Administrator privileges (the ability to install their own Equipment when it is not located at the locations identified within the support programme.
- VII Service or repair made necessary by the alteration or modification of the technology environment other than that authorised by Bespoke Computing Ltd, including changes made by you, your staff or any 3rd party other than Bespoke Computing Ltd.
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Â In addition to the exclusions, for you to receive an IT support programme from Bespoke Computing Ltd there are minimum standards from your technology environment that must be met:

- I All server or mission critical hardware must have cover for the replacement of faulty parts.
- II All software must be genuine, licensed and within the support lifecycle of the vendor.
- III The technology environment must have current anti-virus protecting all servers, computers and email " using a respectable, paid-for anti-virus product.
- IV The technology environment must have a current and vendor supported backup solution that can be monitored and is capable of sending notifications on job failures and

successes.

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All wireless data traffic in the technology environment must be securely encrypted, and wireless access restricted to trusted computers. Guest wireless access must be on a separate network to private wireless access.

Posted by: Matthew Parrott - Fri, May 13, 2016 at 9:17 AM.

Online URL: <http://kb.bcl.me/article.php?id=487>