

## Schedule I - Pretech Best Practices and Compliance Standards

Any of the following that does not meet the minimum standards detailed below is considered non-compliant.

<b>Hardware</b>	All servers, workstations, and associated network storage devices run on industry standard, non-refurbished, business class hardware (e.g., Dell, IBM, and HP). White Box or custom built servers running a server operating system are considered non-compliant.
<b>Workstations/Laptops</b>	All Workstations/laptops have, at a minimum, i5 processor(s), 16GB Mem, and 256GB SSD.
<b>Lifecycle</b>	All servers and workstations are less than 60 months old. Any server or workstation greater than 60 months old is considered non-compliant.
<b>Warranty</b>	All servers have an active, comprehensive warranty for onsite same day or next business day parts replacement. Any server without an active warranty is considered non-compliant.
<b>Microsoft Operating System(s) and Applications</b>	All servers and workstations run Microsoft operating system(s) and applications which have active mainstream support. At a minimum, Microsoft operating system(s) and applications must have extended support. Any server or workstation running a Microsoft operating system or application with expired support is considered non-compliant. For Microsoft, mainstream lifecycle support dates are outlined at <a href="http://support.microsoft.com/lifecycle/search/default.aspx">http://support.microsoft.com/lifecycle/search/default.aspx</a> .
<b>Third-Party Software/Applications</b>	All third party applications have an active, comprehensive maintenance and support agreement in place as identified in Schedule III. In addition, in regards to non-Microsoft software, SSE services are limited to establishing connectivity up to login.
<b>Licensing</b>	All computers have current Microsoft workstation and server operating system security updates including cumulative updates applied that are not more than sixty (60) days out of date.
<b>Patching/Security Updates</b>	All computers have current Microsoft workstation and server operating system security updates including cumulative updates applied and are not more than sixty (60) days out of date.
<b>SMART Uninterrupted Power Supply and Management Software</b>	All servers are running software configured to gracefully shutdown servers in the event of an extended power outage and are connected to a SMART Uninterrupted Power Supply with adequate power to perform an orderly shutdown. Any unprotected server is considered non-compliant.
<b>Anti-Virus</b>	All servers and workstations run the latest, stable version of Anti-Virus. The Anti-Virus is managed by SSE.
<b>Back-Ups</b>	All servers are backed up to a Back-Up and Disaster Recovery device. The Back-Up and Disaster Recovery is managed by SSE.
<b>Firewall</b>	Business class firewalls are implemented and managed under an active support agreement.
<b>Switch</b>	Business class switches are implemented and managed under an active support agreement.
<b>Printer</b>	Commercial grade, multi-function copiers are managed under an active support agreement.
<b>Wireless Access Point</b>	Business class Wireless Access Points are implemented and managed under an active support agreement.
<b>Internet</b>	Business grade internet connection with sufficient bandwidth capabilities.
<b>Password and Lockout Policy</b>	Company-wide Active Directory password policies have as follows: complexity enforced, minimum age of 1 day, character length of at least 12 characters, and lockout of account after 5 failed logon attempts