



# Managed Operating Systems Service Configuration

## **Managed Operating Systems**

Service Overview  
Service Operations  
Responsibilities Matrix

# Managed Operating Systems (OS)

SCTG's Managed Operating System (OS) is a fully managed service allowing customers to focus on additional aspects of their business. Managed OS includes the licensing, installation, configuration, administration, monitoring, maintenance and support for the SCTG-provided OS and AntiVirus (AV) software. Managed OS is delivered from SCTG data centers in multiple geographies, giving Customers the option to deploy utilize this service in the most appropriate locations. The Service can be used for servers deployed as part of an SCTG Managed Infrastructure service including, but not limited to, Enterprise Cloud, Amazon Web Services MSP, Dedicated Servers, Private Cloud or customer-owned servers installed in a SCTG-managed data center.

SCTG's Managed OS service that allows customers to move the tiresome, but important, work of maintaining and patching Operating Systems (OS) and maintaining AntiVirus (AV) Software to a trusted partner. With the high number of vulnerabilities and changes in operating systems, a competent approach to OS, patch management and AntiVirus protection is required to insure the safety and integrity of physical and virtual servers. Subsequently, the Managed OS and AV services are offered as a bundle as both are necessary to provide a comprehensive service and the best level of protection for your organization.

For OS Management, operating system updates and patches are managed and deployed through a centralized platform, insuring uniform, repeatable deployments. SCTG will work with the Customer to collect information about their server environment and develop a custom plan for their requirements. SCTG will implement an update and patching schedule based on the customer requirements/timelines and record this plan in a "runbook", which documents the Customer's preferred procedures and schedules for normal patching activities.

SCTG will follow the mutually agreed-upon release schedule for patches and follow all reboot/maintenance procedures as outlined by customer, providing pre- and post-maintenance notifications for each server.

Supported Operating Systems include:

- Microsoft Windows Server
- Red Hat Enterprise
- AmazonLinux
- Ubuntu
- CentOS

For additional operating systems, please contact a SCTG sales executive or your account manager.

As part of the Managed OS service, SCTG includes an AntiVirus Management Service to protect critical servers from infection. SCTG's AV Management provides a guest-based AntiVirus service with a central management & configuration, operated by our staff of trained engineers. The Service protects servers by scanning for and remediating viruses, malware, dangerous programs, spyware and many other threats. The Service includes regular signature updates and options for regular reporting. Supported Operating Systems for AV Management include Microsoft Windows Server and AmazonLinux, Ubuntu and CentOS when deployed on AWS. For protection of other operating systems, please contact your SCTG sales executive or account manager).

The Managed OS Service is governed by SCTG's Service Cloud Application Management Service Level Agreement (SLA) which is available at <https://www.servercentral.com/service-level-agreements>.

## Service Operations

Managed OS includes the licensing, installation, configuration, administration, monitoring, maintenance and support for the SCTG-provided OS and AntiVirus (AV) software as well as a dedicated account manager.

**Licensing.** For the Managed OS Service, SCTG provides all OS and AV licenses. Customers agree to use these licenses and the related software in accordance with all applicable licensing terms and conditions as set forth by the Manufacturer. Any violation by the customer of the licensing terms and conditions set for by the Manufacturer and SCTG may result in immediate termination of the service.

**Installation.** For the Managed OS Service, SCTG provides the installation of all OS and AV software, updates and patches. This includes, but is not limited to, OS validation, OS functionality confirmation, OS image creation with AV software and ongoing AV signature updates from AV and OS vendors.

**Configuration.** For the Managed OS Service, SCTG provides the configuration of all OS and AV software. This includes, but is not limited to, administrator creation, defining user policy, password policy / OS and AV governance policy creation and environment variable definitions.

**Administration.** For the Managed OS Service, SCTG provides the Administration of all OS and AV software. This includes, but is not limited to, maintaining sole access to OS-level software and AV software configurations, executing requests for new OS-level users and issuing required updates to password policy / OS and AV governance policy.

**Monitoring.** For the Managed OS Service, SCTG provides the Monitoring of all OS and AV software. This includes, but is not limited to, 24x7x365 real-time monitors and alerts for the OS and AV deployments, 24x7x365 notification and engagement of customer contact(s) should issues arise.

**Maintenance.** For the Managed OS Service, SCTG provides the Maintenance of all OS and AV software. This includes, but is not limited to, regularly scheduled updates to OS and AV software, ad-hoc updates to OS and AV software should emergency updates be necessary, communication of regularly scheduled maintenance and coordination of emergency maintenance.

SCTG completes regular maintenance on the following schedule:

- Production: Declared Saturday of Every Month: 4:00am - 8:00am CST/CDT
- Other Environments: Remaining Saturdays: 4:00am - 8:00am CST/CDT

Based on the Managed OS configuration, SCTG will perform scheduled maintenance activities on the infrastructure, OS and AV software included as part of the service in accordance with the schedule noted above. Customers will be notified in advance for all scheduled maintenance. Emergency maintenance may be required and performed without advance notice. Should a service-impacting emergency maintenance be required, SCTG will use commercially reasonable efforts to notify Customer upon execution of the maintenance.

**Support.** For the Managed OS Service, SCTG provides support for all OS and AV software. This includes, but is not limited to, testing of OS and AV updates and patches provided by OS and AV vendors to create official, customer-approved images, 24x7x365 response to customer support inquiries, and provides confirmation of all successful OS and AV software updates.

Customers may also view real time and historical information regarding the Service via the SCTG Customer Portal located at <https://portal.servercentral.com>.

# Responsibilities

The following section outlines the scope and limitation of support that SCTG offers for this Service.

SCTG RESPONSIBILITIES
SCTG is responsible for all Operating System and AntiVirus software licensing including OS License Keys, SPLA License Management with OS vendor and maintaining OS and AV licensing in good standing with the software manufacturer.
SCTG is responsible for Installation of all Operating System and AntiVirus software including OS and AV installation, OS and AV functionality validation, creation of master (hardened) OS images with AV software.
SCTG is responsible for Monitoring of all Operating System and AntiVirus software including 24x7x365 alert management, real-time customer notification of issues and issue resolution.
SCTG is responsible for Configuration of all Operating System and AntiVirus software including administrator creation, defining user policy, password policy / OS and AV governance policy creation and environment variable definitions
SCTG is responsible for the Administration of all Operating System and AntiVirus software including maintaining OS patches and updates, maintaining ongoing virus signature updates and execution of requests for new OS users.
SCTG is responsible for the Maintenance of all Operating System and AntiVirus software including monitoring and testing of OS patches and AV patches and the update of hardened, coordination of OS and AV updates and maintenance windows, providing confirmation of successful testing and deployment OS and AV updates.
SCTG is responsible for the Support of all Operating System and AntiVirus software including completion of all break/fix services required to repair and/or replace OS and AV versions and master (hardened) images, provides real-time 24x7x365 issue management and resolution services and responses to customer support inquiries.
CUSTOMER RESPONSIBILITIES
Customer is responsible for providing SCTG with a list of active OS administrator users and maintaining this list.
Customer will designate and maintain a Technical Contact who can be made available to SCTG for troubleshooting or questions.
Customer is responsible for reporting service disruptions or changes to SCTG using the SCTG Customer Portal.
Customer is responsible for the installation, configuration, administration, management and support of all applications loaded onto the master (hardened) OS-enabled servers.
Customer is responsible for requesting OS patches when known to be applicable to or required by customer's core applications.
Customer is responsible for maintaining the list of authorized personnel on the SCTG Customer Portal.

## Additional Questions

For more information, visit <https://www.servercentral.com> or contact us at (312) 829-1111 and [sales@servercentral.com](mailto:sales@servercentral.com).

## About ServerCentral Turing Group (SCTG)

SCTG offers [cloud-native software development](#), [AWS consulting](#), managed [cloud infrastructure](#), and global [data center](#) services. We work with companies, large and small, that see IT as their critical success factor.

SCTG is a Type II AT-101 SOC 2 audited company and PCI-DSS compliant. We are proud to be an 8-Time Inc. 5000 Honoree.

Learn more at [www.servercentral.com](http://www.servercentral.com) or call us at (312) 829-1111.