



Exchange Management	Client	Dalechek
<b>New Installation</b>		
Application of Patches/Hardening of the Operating System		•
Creation of the Users/Groups required for the service		•
Active Directory Schema extension for Exchange 2007/2010		•
Installation of Exchange server with the roles required		•
Connection of the Exchange server to the current organization and sites		•
Configuration of SMTP/IMAP/OWA		•
Client settings configuration documentation		•
Security policy definition and implementation	•	•
Initial tuning of the service		•
Monitoring setup		•
Configuration management agent setup		•
Creation of "Database Availability Groups" if applicable		•
Configuration of Microsoft Exchange Archiving/Retention policies if applicable	•	•
<b>Monitoring</b>		
Availability of Exchange related ports (SMTP, POP, IMAP, LDAP, HTTP)		•
Exchange Processes		•
Mail loop execution		•
Server log messages		•
Exchange counters SMTP – Remote Retry Queue Length		•
Storage availability / free space available		•
<b>Client Requests</b>		
Management of users/groups	•	•
Management of alias, redirections, and permissions at the mailbox and public folder level	•	•
Management of performance parameters of the server		•
Configuration of connectors between sites		•
Configuration of the Internet connectors		•
Management of OWA, POP and IMAP connectors		•
Mailbox exports		•
Script creation for administrative tasks		•
Replication configuration of public folders		•



<b>Installation of additional software packages for AntiSpam and similar service</b>		•
<b>Tuning of the server</b>		•
<b>File system / Mailbox/database restore using Dalechek supported Exchange aware backup service</b>		•
<b>The client provided cloud or server-based spam and antivirus will be supported only as a best effort in conjunction with the client</b>	•	•
<b>Maintenance</b>		
<b>Patch Review</b>	•	•
<b>File system and Exchange Database Backups using Dalechek supported Exchange aware backup service</b>		•
<b>Provide first level support and troubleshooting for the end-user community through existing Client Help Desk.</b>	•	
<b>Maintain and upgrade Email server application software and underlying server infrastructure</b>	•	•
<b>Ensure maintenance and upgrades are coordinated and communicated with the client.</b>	•	•
<b>Manage and plan Email application and infrastructure capacity. Work with the client to ensure adequate resources to accommodate for growth.</b>	•	•
<b>Define, publish, and enforce corporate policies regarding appropriate use of email service and related features and functions.</b>		
<b>Upgrades</b>		•