



Server OS Management	Client	Dalechek
New Installation		
Installation of the Operating System		•
Initial tuning and hardening of the OS		•
Creation of Dalechek management users and groups		•
Configuration of network interfaces and connectivity		•
Configuration of DNS and NTP (time) service sources		•
Configuration of AD/domain membership where applicable		•
Configuration of any roles and features necessary for server's intended use		•
Installation and configuration of applicable Dalechek management tools related to:		•
Monitoring		•
Configuration Management		•
Backups	•	•
Patch Management		•
Documentation of the server		•
Installation of applications to be used on server		•
Existing Installation		
Physical to Virtual (P2V) conversion if applicable		•
Migration of files, users, and groups to a replacement server if applicable		•
Audit and normalization of the current OS to meet minimum standards for new deployments		•
Creation of Dalechek management users and groups		•
Configuration of network interfaces and connectivity if applicable	•	•
Configuration of DNS and NTP (time) service sources if applicable	•	•
Configuration of AD/domain membership where applicable	•	•
Installation and configuration of applicable Dalechek management tools related to:		•
Monitoring		•
Configuration Management		•
Backups		•
Patch Management		•



Documentation of the server		•
Monitoring		
Ping / Network monitoring		•
CPU	•	
Memory	•	
Disk Space / Usage	•	
Core System Services		
Custom Alerts		
Client Requests		
Management of storage (adding new drives, expanding existing drives)		•
Management and analysis of subsystems for performance review and capacity planning		•
Management of name resolution and network protocols (connectivity)		•
Management of security (users, groups, permissions, etc.)	•	•
Management of services and scheduled tasks	•	•
Review of event logs for root cause analysis and correlations		•
Submit requests for provisioning of new end-user accounts and de-activation requests	•	•
Management of additional Microsoft technologies such as IIS, fileshares, etc.		•
Identify a limited number of designated client personnel authorized to request end-user account changes and other related requests	•	
Provide first level support and troubleshooting for the end-user community through existing client Help Desk	•	
Upgrades		•