Schedule I - Pretecht Best Practices and Compliance Standards

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

Hardware	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
Workstations/Laptops	All Workstations/laptops have, at a minimum, i5 processor(s), 16GB Mem, and 256GB SSD
Lifecycle	All servers and workstations are less than sixty (60) months old. Any server or workstation greater than 60 months old is considered non-compliant
Warranty	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
Microsoft Operating System(s) and M365 Products, Applications, and Services	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 https://learn.microsoft.com/en-us/lifecycle/products/
Third-Party Software/Applications	All third party applications have an active, comprehensive maintenance and support agreement in place. In addition, in regards to non-Microsoft software, SSE services are limited to establishing connectivity up to login
Licensing	All Microsoft software has a fully paid-up license. Unlicensed software/devices shall be licensed or removed from the network
Patching/Security Updates	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
SMART Uninterrupted Power Supply and Management Software	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
Anti-Virus	All servers and workstations run the latest, stable version of Anti-Virus. The Anti-Virus is managed by SSE
Back-Ups	All servers are backed up to a Back-Up and Disaster Recovery device. The Back-Up and Disaster Recovery is managed by SSE
Firewall	Cisco Meraki firewalls (or equivalent firewalls approved in advance by SSE) are implemented and managed under an active support agreement
Switch	Cisco Meraki switches (or equivalent firewalls approved in advance by SSE) are implemented and managed under an active support agreement
Printer	Commercial grade, multi-function copiers are managed under an active support agreement
Wireless Access Point	Cisco Meraki Wireless Access Points (or equivalent firewalls approved in advance by SSE) are implemented and managed under an active support agreement
Internet	Business class internet is implemented with 20Mbps upload / 50Mbps download. Recommended solution, if available, is full fiber with synchronous 50Mbps up and down
Password and Lockout Policy	Company-wide Active Directory or one or more company-wide third party password policies have as follows: complexity enforced, minimum age of one (1) day, character length of at least twelve (12) characters, and lockout of account after five (5) failed logon attempts