

Inclusions and Exclusions

October 2024

We follow the principle of “professional judgment”. While we will always assist where we can, any remedial services that fall outside the scope of the Contract will be invoiced at the time and materials rate as per the contracted rates.

Inclusions

Computer Remote Monitoring and Management service

Remote monitoring and management of computers

CyberGuru’s computer remote monitoring and management service covers the maintenance of the operating system as well as selected hardware and software. If work is outside of maintenance, this is charged separately. This may include special projects, adds/moves/changes or hardware and non-maintenance labour.

As per our Contract, we will keep the underlying infrastructure operational through the following:

- Conducting security updates to installed software including Adobe Acrobat Reader, Datto AV/EDR or ESET Endpoint Security, Google Chrome, Java Runtime Environment, Microsoft 365 Apps for Business, Mozilla Firefox, Skype, VLC Media Player and Zoom (Please note that this does not include third-party software not supplied or installed by CyberGuru Pty Ltd as support is provided in separate service agreements).
- Monitoring for system reliability concerns, such as antivirus found not running or not updated, failed updates, as well as high CPU or memory utilisation and disk usage.

The monthly management fee excludes any work outside of the above scope such as adds, moves and changes, including the onboarding and offboarding of employees, setup and configuration of new devices and project-based work. Quotations for such work will be provided separately.

Monitoring:

- Reviewing device status
 - (including mentioned in Computer Monitoring and Management)
 - In addition, device uptime, disk health, laptop battery cell health and system restore status for Windows devices

- Performing automated remediations
 - for low disk space, such as performing a safe disk cleanup and reporting of current disk space utilisation for review
- Reviewing security status
 - Conducting always-on scanning of devices for internet security threats (eg viruses and other malware) using AV/EDR
 - Investigating alerts and reports received through Microsoft Lighthouse, SOC and other sources advising attention is required (provided required licences have been purchase)
- Reviewing notifications
 - AV/EDR notifications (as occurs)
 - backup notifications (every weekday)
 - DMARC notifications (weekly)
 - domain name expiration
 - computer warranty expiration
 - BitLocker drive encryption

Management:

- Conducting scheduled maintenance
 - Regular scheduled backups (up to three times per day) – requires backup licence
 - Regular scheduled endpoint security scans (weekly) – requires AV/EDR licence
 - Regular scheduled maintenance of computers (weekly)
 - Regular scheduled DMARC notifications (weekly)
- Performing updates to remote monitoring and management and endpoint security software (upgrades are included)
- Performing updates to new versions of antivirus/endpoint detection and response software
- Performing updates to firmware/hardware of computers supplied by CyberGuru *
- Performing updates to operating system (does not include significant upgrades such as to Windows 11 23H2 to Windows 11 24H2, or from Windows 10 to Windows 11)
- Performing updates to Microsoft 365 applications (ie. Microsoft 365 Apps for business)
- Documenting important information (asset register, drive encryption details and administrator passwords as appropriate).
- Preparing quarterly reports for review meetings (Silver and above)

- Holding quarterly review meetings (Silver and above)
- Managing vendor relationship with backup, security and other providers *
- Managing website backups, security updates and testing * (Limit of one website restore per year)
- Managing website hosting (where applicable) *
- Managing domain names *
- Managing domain name server (DNS) *
- Managing website hosting *
- Renewing domain names *
- Renewing website hosting *
- Renewing software licences *

* If supplied/provided by CyberGuru

Microsoft 365 Monitoring and Management service

Remote monitoring and management of Microsoft 365 tenancy

CyberGuru's Microsoft monitoring and management service covers the Microsoft 365 tenancy. If work is outside of maintenance, this is charged separately. This may include special projects, adds/moves/changes or hardware and non-maintenance labour.

- Ensuring services are operational, required backups are functional and performing as scheduled.
- Responding to automated security alerts and notifications.
- Conducting security uplifts to implement Microsoft's recommended best practices.
- Managing Microsoft licences purchased through CyberGuru's cloud service provider.
- Escalating to Microsoft support involving Microsoft 365 services when required.

The monthly management fee excludes the cost of licences. These services are limited to where the appropriate licences have been acquired and tailored to the clients' business operations. Some products and services, such as Data Loss Prevention will be conducted as a separate chargeable project and will require involvement with staff within the clients' organisation.

Monitoring:

- Reviewing Microsoft 365 service notifications

- Reviewing Microsoft 365 status
 - Investigation and remediation of risky users (those whose accounts are currently or were considered at risk of compromise)
- Reviewing backup notifications
 - Reviewing backups have been completed successfully

Management:

- Conducting regular scheduled backup/restore tests (quarterly)
- Improving tenant by undertaking various measures to increase Microsoft Secure Score
- Responding to licence enquiries
- Escalating to Microsoft support involving Microsoft 365 services when required

As an ongoing managed client, other services may include:

- Discounted on hourly rate and invoiced in smaller increments
- Discounted on block hour purchases for ad-hoc or project-based work
- Priority is given to clients on contracts
- Complementary temporary increase of bandwidth (twice per year) for website hosting clients
- Complementary webinar/face-to-face training on prepared topics as Microsoft Copilot for Microsoft 365

Website Monitoring and Management service**Remote monitoring and management of website**

CyberGuru's website monitoring and management service covers the website. If work is outside of maintenance, this is charged separately. This may include special projects, adds/moves/changes or and non-maintenance labour. In addition, restores of backups are not included.

Monitoring:

- Reviewing uptime/downtime (availability of website)

Management:

- Conducting backups of WordPress onto separate server, retained for one week (Silver) to three months (Gold) (daily).
- Conducting updates to theme, plugins and translations (providing theme is supported by developer and renewal fees of theme or plugin are not overdue or have expired) (monthly)
- Conducting testing to ensure that the updates have been applied correctly

The monthly management fee excludes the cost of theme and plugin licences. These services are limited to where the appropriate licences have been acquired and tailored to the clients' business operations. Some products and services, such as WooCommerce stores will be conducted as a separate chargeable project.

Exclusions

The exclusions listed below are a guide and are not intended as an exhaustive list. If there is any doubt, please refer to the Inclusions above. Anything not listed as an inclusion, is considered an exclusion.

- Hardware, software and services purchases:
 - Hardware purchases including but not limited to servers/NASs, desktops, laptops, switches, routers, modems, wireless access points and data cabling
 - Software purchases, renewals or subscriptions including but not limited to such as Microsoft 365 subscriptions, security and backup licences
 - Service purchases, renewals or subscriptions including but not limited to domain names, website hosting, security (SSL) certificates, content delivery network (CDN) and other services.
 - Other purchases including WordPress themes and plugins, as well as third-party products including images, videos and other content.
 - Orders and renewal costs not included in the contract
- Installation, setup and configuration:
 - hardware (including servers/NASs, desktops, laptops, printers, photocopiers and multi-function devices)
 - software (including Microsoft 365, Xero/MYOB and line of business applications)
 - non-Microsoft software (we will work with the software vendor to render assistance. However, any time spent on reconfiguration or application support is considered out of scope.)
 - services (including domain names, website hosting and security certificates)
 - remote monitoring and management and endpoint security software (upgrades to supported endpoint security software are included)
 - mobile devices (tablets, phones and headsets)
 - employee-owned personal devices (including computers and printers, tablets and phones)
- Adds/moves changes:
 - Set up and configuration of new users and devices
 - Moving users between devices
 - Decommissioning of devices
 - Migration of user data
 - Office relocations and closures
 - Reformatting of computers/erasure of data

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- Troubleshooting:
 - mobile devices and employee-owned personal devices
 - home internet, network or wireless connectivity
- Backup and restores:
 - Restoration of files from backup
 - Conducting full backup and restore tests
 - Conducting backup and restore tests beyond what is listed in the contract
- Recoveries:
 - User data not backed up on OneDrive for Business or SharePoint
 - Password protected documents
 - Corrupted disk drives
- Domain names, website hosting and website management:
 - Domain name server (DNS) systems, initiating change of registrant and processes and updating contact details
 - Updating DNS records
 - Updating DMARC records
 - Website content management
 - PHP updates *
 - Recovery of compromised website (if not under 'website monitoring and management')
- Repair of existing devices (desktops and laptops) not purchased through CyberGuru that are out of warranty
- Repair of existing devices (desktops and laptops) that have been updated to preview/pre-release versions of the operating system or applications
- A significant change in business operation requiring a redesign of your infrastructure, including SharePoint sites
- Recovery or restoration due to ill intent (eg. restore of files due to employee deletion)
- Recovery or restoration of data files due to corruption or device failure, and the device is out of warranty
- Recovery or restoration of device and the device is out of warranty
- Preparation of handover documentation and/or transition out processes
- Consultancy services including assessments and training
- Conducting project-based work such as Copilot Readiness Assessments, Microsoft Purview/Data Loss Prevention (DLP), Microsoft Intune and Defender deployments.
- Review, remediation and reporting of a cyber threat or other possible incident
- Reports unless otherwise specified

Exclusions (undertaken by third-parties)

- Installation, configuration and management of:
 - servers, storage arrays and other server equipment
 - telephone systems including phone and VoIP
 - network equipment (including modems, firewalls, switches, routers and wireless access points)
 - physical security and CCTV systems
- Testing of faulty cabling for network/data and phone ports
- Development of SharePoint sites, Power BI or Power App environments
- Vulnerability/penetration scanning/testing