



IT Management Services

Service Definition

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1 INTRODUCTION

This Service Definition is subject to all terms and conditions of the Service Order to which it was attached. This Service Definition describes and contains additional terms that apply to Synoptek's IT Management Services (the "Service").

The service definitions found herein reflect Companies standards at the time the Service Order(s) was issued. Company reserves the right to change any particular standard herein to reflect the current company's best practices or industry standards at its sole discretion with or without notice.

2 SERVICE OFFERINGS

Synoptek's IT Management Services provide technical and business consulting through our Client Advisory services to help meet a customer's needs. IT Management is a recurring service provided by Client Advisory. Specific customer deliverables are defined per a specific IT Management service. Customers can choose additional services, which are generally billed on a Time and Materials basis.

Currently, Synoptek offers Virtual CIO, vCIO, as an IT Management Service.

2.1 VCIO

vCIO gives the customer a qualified Client Advisor to help define, execute, and report on a comprehensive IT strategy.

The service assumes the Client Advisor can meet these needs within a budgeted set of hours per month. If the Client Advisor needs more time to successfully meet the customer's needs, the Client Advisor may increase the billing to the customer with customer approval.

There are three core fundamentals to Synoptek's vCIO Service:

1. Manage all the Synoptek resources that are servicing an account.

This includes all the Shared services a customer has, any Designated Consulting Engineers, and/or any Professional Services. Managing the resources means making sure the customer is satisfied with the work that is being done and that the work is billed timely and accurately.

2. Formulate and document customer's IT goals.

The Client Advisor will work with the customer to understand their business and how their IT department can contribute to and enhance customer's business objectives. Client Advisor will document customer's current state of IT, and then develop a roadmap to evolve their IT to a defined, and customer agreed upon, future state. This includes walking the customer through an IT maturity model as showing in Figure 1 below, and evolving their IT so it is less reactive and more strategic in nature.

3. Provide proactive monitoring and measurement of progress against the agreed upon IT goals.

Synoptek recognizes that measuring and documenting progress is key to evolving a customer through an IT maturity model. Defined metrics help customers understand their risks, as well as help measure success within an organization. Metrics can also be used to communicate progress internal to an organization. Synoptek will perform a periodic Business Review with the customer to report on progress and adjust IT plan accordingly.

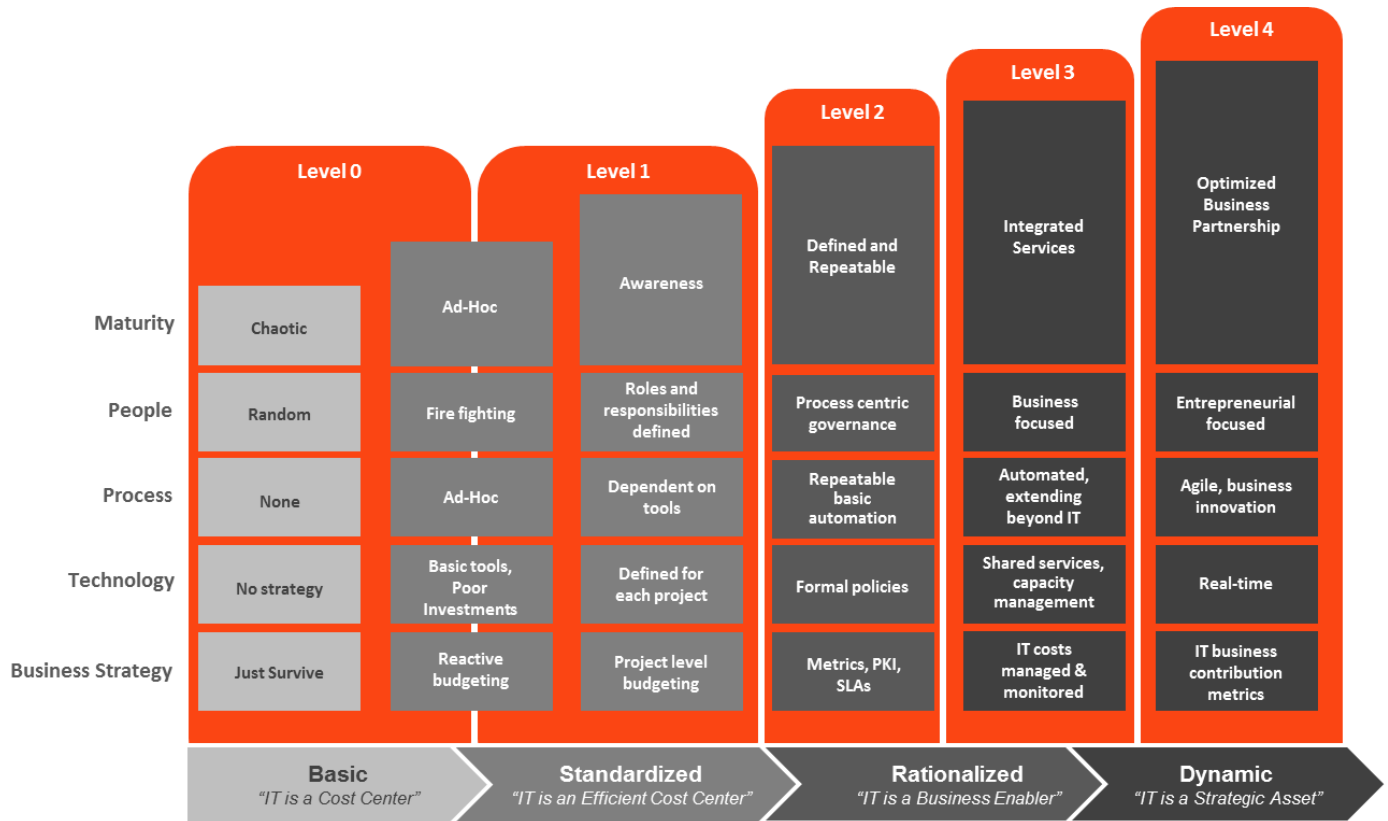


Figure 1

IT Management Plan

Core to the vCIO service is the creation of an *IT Management Plan* for the customer. This document is typically completed for the customer within the first 90 days of service. Table 1 below shows the elements of the customer IT Management Plan and what is included in each section. The actual contents may differ depending on mutually agreed customer needs.

The IT Management Plan is built in conjunction with the customer. It is updated quarterly and is used as a reference point to measure progress and IT success for the customer.

SECTION	DETAIL
CUSTOMER OVERVIEW	<ul style="list-style-type: none"> • Explanation of customer business inclusive of how they are differentiated in the marketplace • Includes the role of IT in the organization, including benchmarking IT spend

CURRENT IT ORGANIZATION	<ul style="list-style-type: none"> • Includes how customer’s IT is organized today • Describes org chart and functional responsibility
CURRENT STATE OF IT	<ul style="list-style-type: none"> • Describes customer’s current state of IT. This is important as a baseline as Synoptek evolves a customer’s IT function <ul style="list-style-type: none"> ○ Where are they on the current IT Maturity Model? ○ What are their biggest risks? ○ What is the current ticket volume? ○ What is their current CSAT? (internal reputation of IT)
3 YEAR TARGET OF IT	<ul style="list-style-type: none"> • Documentation of customer’s goals • Documentation of customer’s metrics to meet those goals
SYNOPTEK SERVICES	<ul style="list-style-type: none"> • Documentation of Synoptek Services to meet the goals listed above
REPORTING	<ul style="list-style-type: none"> • Documentation of how Synoptek is going to track customer’s success <ul style="list-style-type: none"> ○ Determination of reported metrics ○ Delivery method and frequency of metrics ○ Frequency of Business Reviews

2.2 TIME AND MATERIALS

In addition to the base price and deliverables with Synoptek’s IT Management Services, the Client Advisor may determine more hours are needed to meet a customer’s needs. With customer approval, Synoptek may request more hours for a Client Advisor to perform the necessary work to meet a customer’s needs.

3 SUPPORT

Included in IT Management Services, Synoptek will manage all resources that are servicing a customer's account. The Client Advisor will act as a point of escalation for the customer.

In addition, for customers using Synoptek's shared services, a Client Delivery Manager will also be assigned to an account. The Client Advisor will make the necessary introductions to introduce the Client Delivery Manager to the customer.

Client Advisors and Client Delivery Managers are available Monday-Friday during normal business hours. Depending on the services that are purchased, most customers have access to 24 X 7 service desk.

Synoptek will provide the resources with the necessary skills to effectively meet the customer's IT Management requirements. Any dissatisfaction with the resource should be communicated in writing to Synoptek within 1 week of dissatisfaction. Synoptek will attempt to address the situation by improving the resource or in some cases switching out the resource.