

Administering services

Administering services are ordered per product unit or per a specific virtual machine (VM) as part of a pricing plan (for example, in the Managed OS pricing plan).

"Basic" administration pricing plan

All works listed below are performed within business hours.

List of works included in the pricing plan:

1

Basic analysis:

- Checking the server availability;
- Monitoring the computing capacity of a server;
- Checking the server system logs.

2

Supporting the hardware:

- Troubleshooting hardware components;
- Replacing components;
- Firmware update (BIOS, IPMI, RAID controller);
- Rebooting the server (on request, by a data centre technician, using the control panel (KVM), or by OS tools);
- Switching, re-switching.

3

Installation and commissioning (initial setup):

- Installing the OS;
- Setting up a network connection;
- Importing a virtual server icon (for IaaS);
- Setting up DNS zones (if a domain is registered in Colobridge);
- Installing SSL certificates;
- Installing a server control panel compatible with the operating system (VestaCP, cPanel, Plesk, ISPmanager);
- Migrating three sites (without optimisation and configuration) - sites on common CMS (WordPress, Drupal, Joomla, MODX, 1C-Bitrix).

4

Consulting

- Consultations on the functionality, configurations, capabilities, technical features of the services provided.

Administration pricing plan "Managed OS"

1

Extended analysis:

- Analysing server resource consumption;
- Analysing software logs to detect errors;
- Checking network activity on the server;
- Scanning the server for malware (scanning the server via clamav/maldet, analysing the scan results, drawing up a report and recommendations);
- Analysing website performance.

2

Supporting the hardware:

- Troubleshooting hardware components;
- Replacing components;
- Firmware update (BIOS, IPMI, RAID controller);
- Rebooting the server (on request, by a data centre technician, using the control panel (KVM), or by OS tools);
- Switching, re-switching.
- Administrating a RAID array and/or volume groups.

3

Administering operating systems (CentOS, Debian, Ubuntu, Windows Server):

- Installing/reinstalling/updating operating systems and preserving data; Налаштування мережевого підключення;
- Setting up a network connection;
- Setting up SSH/RDP connections;
- Managing the file system/configuring the disc subsystem;
- Connecting external network storages;
- Creating a backup/snapshot;
- Setting up scheduled backups (via BaaS service or script to an external storage, the storage is ordered additionally);
- Setting up firewall and antivirus protection (Iptables, Fail2ban, Linux Malware Detect, ClamAV);
- Proactive monitoring (server status, web server, database, computing resources availability);
- Helping to eliminate the causes of complaints/abuse (spam, DDoS, etc.).

4

Administering applications:

- Administering Apache, Nginx, IIS;
- Setting up LAMP to meet the client's web project requirements;
- Setting up and maintaining mail servers;
- Optimising settings;
- Setting up L2TP, PPTP, OpenVPN;
- Configuring mail server, anti-spam filters and associated DNS records;
- Administering terminal server;

Administration pricing plan "Managed OS"

4

Administering applications:

- Installing MS Windows roles (Active Directory, DNS, FileServer, IIS);
- Setting up access via FTP, WinSCP;
- Installing antivirus.

5

Installation and commissioning (initial setup):

- Setting up DNS zones (if a domain is registered in Colobridge);
- Installing SSL certificates;
- Installing a server control panel compatible with the operating system (VestaCP, cPanel, Plesk, ISPmanager);
- Migrating five sites (without optimisation and configuration) - sites on common CMS (WordPress, Drupal, Joomla, MODX,, 1C-Bitrix).

6

Consulting:

- Consultations on the functionality, configurations, capabilities, technical features of the services provided.

Administration pricing plan "IT-outsourcing"

The IT-outsourcing pricing plan includes an extended list of works on administering the client's infrastructure in accordance with the individual Terms of Reference (ToR) and the requisite SLA parameters. The ToR is developed together with the client and is an integral part of the service agreement.

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Here is a non-exhaustive list of the items we can perform under this pricing plan:

- Building and supporting virtualisation systems on Hyper-V, VMware, KVM, Proxmox platforms;
- Building and supporting mail systems on Microsoft Exchange, Postfix, Exim;
- Setting up terminal servers, application servers and 1C;
- Deploying and administering monitoring systems;
- Deploying and administering backup systems;
- Setting up corporate telephony systems such as Asterisk, FreePBX;
- Administering network infrastructure.

