

## 24x7x365 Remote Monitoring Enhancement

Advisory Date:	26 September 2011 1525 (UTC-5:00)
Product Advisory Number & Version:	PA1098 VER 01 FIRST NOTICE
Date of Deployment:	01 October 2011 or Soon After
High Level Description:	Enhancement to Georgia Technologies Remote Monitoring Applications
Impact Summary:	Georgia Technologies will begin implementing a new 24x7x365 Remote Monitoring Application
Reason for Advisory Issue:	To advise new Remote Monitoring Application
Client Impact:	Clients with a Georgia Technologies Managed Services Subscriber Agreement with 24x7x365 Remote Monitoring
System Impact:	All systems defined in Client's Managed Services Agreement

### Overview

Georgia Technologies will soon implement a new and enhanced 24x7x365 remote monitoring platform that will be deployed to all clients with remote monitoring as part of their Managed Services Subscriber Agreement.

In accordance to the provision set forth in Article XII of Client's Managed Services Subscriber Agreement regarding "Enhancements and Modifications of Services", no Client action is required. In addition, the enhanced Remote Monitoring Application is being provided to Client at no extra cost.

For additional details, contact the Georgia Technologies Service Desk:

[www.georgiatechnologies.com](http://www.georgiatechnologies.com)

### Client Benefit

Client will benefit from the enhanced 24x7x365 Remote Monitoring application as this tool is directly integrated with the Georgia Technologies Service Desk. Client will notice improved support and response from the Service Desk relating to individual Client devices as the enhancement provides critical information regarding Client devices and the operation of Client's systems including their network.

Client will also benefit from automatic Service Order submissions via the enhancement when the new Remote Monitoring application detects device or system trouble. Client will be able to communicate directly with the Service Desk and review the status of trouble tickets conveniently from their desktop.

## Details & Examples

When the enhancement is made to Client's devices and systems, a new icon will appear in the lower right-hand corner of their computer monitor. (see figures 1 & 2)

A new icon will appear on the monitor of Client devices once the enhancement is loaded into production.

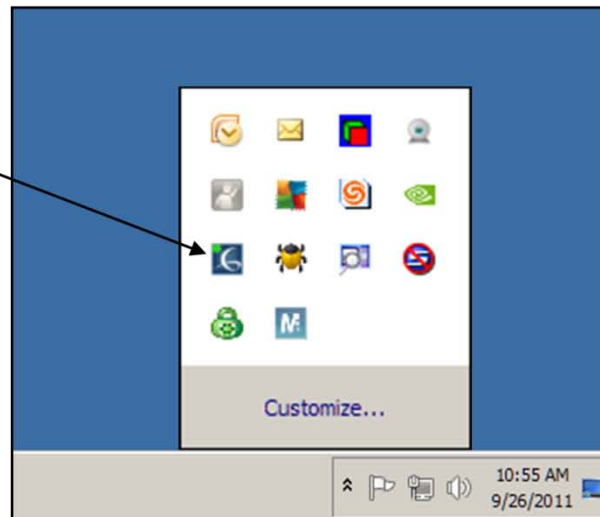


figure 1

Enlarged view of icon.



figure 2

When a user clicks on the icon shown in figure 2, a list of options will appear. (see figure 3)

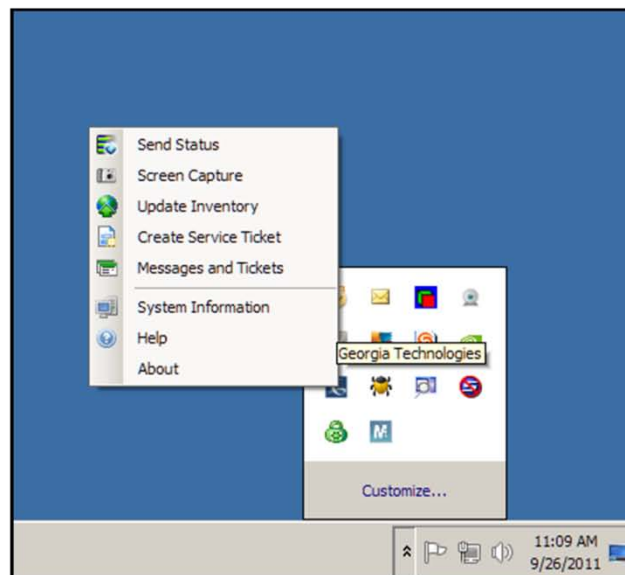


figure 3

## Details & Examples Continued

The list of options that appear when a user clicks on the icon include (*note: these options subject to change*):

- Send Status
- Screen Capture
- Update Inventory
- Create Service Ticket
- Messages and Tickets
- System Information
- Help
- About

These options are communications tools that assist the Georgia Technologies Service Desk in providing important information about the performance of Client's computer system. Additional features assist end users in receiving the most rapid support available when trouble occurs on Client's computer systems and certain networked devices.

**Georgia Technologies will provide Client with additional information on using the features of this enhancement once it has been fully installed on Client's systems.**

## Your Questions Answered

### **Why is this enhancement being installed on my devices and computer systems?**

This enhancement is a replacement of the current 24x7x365 monitoring application provided by Georgia Technologies that is currently running on your devices and systems covered under your Managed Services Subscriber Agreement. The new Remote Monitoring application was developed to provide you with better support and more rapid service.

### **Do I have to use this enhancement to request support?**

No. This enhancement does not prevent you in any way from seeking support through other means allowed by your Managed Services Subscriber Agreement. You may continue to contact the Georgia Technologies Service Desk by phone or on [www.georgiatechnologies.com](http://www.georgiatechnologies.com) to request support. The enhancement is made to assist the Service Desk when trouble occurs on your computer systems and certain networked devices. Georgia Technologies may ask you to send information to the Service Desk by clicking on the options found when clicking on the icon (see figure 3 on page 2) so that Service Desk representatives can analyze and correct problems with your computer systems more rapidly.

### **Will I still be able to receive support by phone?**

Yes. Georgia Technologies will continue to provide support to you no matter the means you choose to contact the Service Desk. The enhancement will improve the service that Georgia Technologies provides to you.

## Your Questions Answered Continued

### **If I ask for support by using the enhancement, will others in my organization know I requested service?**

A record of your service requests are always available to the primary contact associated with your organization's account and other persons as your organization allows.

### **When will the enhancement be available on my computer?**

Georgia Technologies will be implementing the enhancement beginning October 1, 2011 and it is expected to be fully functional prior to November 1, 2011.

### **When will I begin to use the enhancement?**

A Georgia Technologies Service Desk team member will instruct you when to use the enhancement.

### **Will the installation of this enhancement disrupt my business?**

No. This enhancement is installed in the background of your computer and no disruption from its installation should occur. In addition, the current monitoring application will be removed from your systems and the enhancement will not affect the performance of your networked devices and computer systems.

### **Will I be billed for this enhancement and for its installation on my systems?**

No. This enhancement is a replacement for your current system monitoring and you will not incur charges of any kind associated with the installation of this enhancement.

### **What type of information is monitored and collected by the enhancement?**

The information that is monitored on your systems and network devices by the enhancement is limited to the performance and the health of your organization's IT infrastructure. No personal files, internet browsing histories, and any other non-system related information is monitored. The purpose of monitoring your systems and devices is to prevent problems and to detect trouble.

### **How can I find more information about the enhancement?**

Contact the Georgia Technologies Service Desk:

By email: [support@georgiatechnologies.com](mailto:support@georgiatechnologies.com)

By phone: 912-489-9857

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