



Effective November 6, 2025. These Service Descriptions supersede and replace all prior versions.

## **Schedule of Services**

### **MANAGED SERVICES**

The Services to be performed for Client by Provider are set forth in the Order. Additional Services may be added only by entering into a new Order including those Services.

Provider, through its Third-Party Services Providers will make its best effort to ensure the security of Client's information through third-party security software ("Security Software"). Client designates Provider as its agent to provide the Service to Client, and to enter into any third-party relationship to provide the Service to Client. Use of this Service is subject to the applicable Third-party Service Providers agreements regarding terms of use, which Client and Provider agree has been provided by Provider to Client. Client acknowledges that Third-Party Service Providers and their licensors own all intellectual property rights in and to the Security Software. Client will not engage in or authorize any activity that is inconsistent with such ownership. Client acknowledges and agrees to be bound by any applicable Third-Party Service Provider agreements regarding terms or use or end user licensing terms, and Client understands that any applicable agreement regarding terms of use or end user licensing is subject to change without notice.

### **Workforce Enablement**

Keep your team's technology secure and reliable so they can focus on serving your clients. Our offering includes:

- Standardized deployment of workstations
- Enforcement of security best practices across all devices
- Ongoing policy management and implementation of new standards
- Comprehensive protection with encryption, admin access control, patching, vulnerability management, and antivirus safeguards

### **User & Office 365 Administration**

Focus on your business while we handle the daily administration of your Microsoft 365 environment. Our service includes:

- Optimizing licenses for cost efficiency
- Managing user security and access
- Administering Microsoft Teams for smooth collaboration
- Overseeing Exchange Online for reliable email
- Securing and managing Entra ID

We take care of site and group creation, permissions, guest access, and respond to security alerts like risky sign-ins. User onboarding, changes, and terminations are all included.

### **Microsoft Office 365 Licensing**

Simplify your billing and management. We consolidate your Microsoft 365 licensing into one predictable monthly invoice, ensuring compliance and cost control.

### **Website hosting and Domain Name Management**

Keep your online presence secure and reliable. We manage:

- Domain renewals and DNS updates
- Hosting platform maintenance
- Coordination with your web developers for timely updates

### **Office 365 Backup**

Protect your critical Microsoft 365 data with automated backups for emails, files, contacts, and calendars. Our solution ensures quick recovery and peace of mind against accidental deletion or data loss.

### **Network Management**

ShiftIT can leverage your network assets to optimize reliability, maintainability, and security. Highlights of this service offering are:

- Monitoring of devices to detect and respond to outages
- Backup of current and historical configurations
- Proactive firmware updates to close security holes and fix bugs
- Day to day management including providing ports, adjusting security policies, and adding or removing users
- Move/Add/Change of subnets, VLANs, routes, wireless networks, etc.
- Management of wireless networks including channels, networks, signal strength, and security

### **Offsite Backup**

This service provides daily, after-hours, off-site backup of GVN business data to a secure location. This data would be highly accessible, allowing for rapid restoration in the case of hardware failure, data loss, or other disaster.

## **Secure Password Management**

Shift IT will set up and configure Keeper Security for your organization. This will utilize single sign on, granting you access to your secure passwords and credentials using your email address for access. This allows the sharing of credentials in a secure manner and the retention of records when someone leaves the organization.

**\*\*Provider does not provide internet connection. Client is responsible for providing internet connection to use the Service.**

**THESE DESCRIPTIONS ARE SUBJECT TO CHANGE ANY  
TIME WITHOUT NOTICE.**