

## **NETWORK MANAGEMENT AGREEMENT (NMA)**

GateHouse SOFTWARE SUPPORT by TEM SYSTEMS, INC.

For GateHouse software to run properly, network and computer maintenance are extremely important functions that need to be performed on a regular basis. If a community does not want the burden of hiring personnel to administer these functions, TEM and GateHouse offer the Network Management Agreement (NMA).

With ever increasing cases of networks being infected by viruses and worms, it is critical that networks and computers have proper administration and regular system reviews to insure an efficient operating environment, safe from outside intrusions. The GateHouse NMA offers a wide range of personalized support options and can be conveniently tailored to a community's specific system and needs.

### **Typical agreements might include:**

#### **Initial Review and Implementation**

An initial review of the network and the computers to:

- Insure proper installation of firewall and virus protection.
- Eliminate any pre-existing problems on the network computers.

#### **Network Management**

Conduct a regularly scheduled monthly status meeting.

#### **Pro-Active Support**

Since TEM is already administering our own internal networks, as we receive alerts we can be pro-active in protecting your network. As specific alerts are received, we would take appropriate action to protect your network

#### **Weekly System Maintenance**

In addition to the pro-active alerts, the NMA provides the following weekly maintenance of all computers and networks:

- Keep Windows updates current.
- Ensure that anti-virus software is in place and updates are current.
- Perform anti-virus scans on each computer.
- Maintain the network firewall.
- Review the GateHouse database and compact where necessary.
- Review guard workstations for unauthorized software and unauthorized access to the Internet or block access to the Internet.