

MINIMUM TECHNOLOGY STANDARDS

Updated 8/2022

Hardware

Reliability of hardware decreases over time and the following table outlines the age of hardware that is covered under this agreement;

Hardware that remains under manufacturers original or extended warranty

Desktop Computers and Laptops - 4 years

Mobile and Tablets - 2 years

Server Infrastructure - 5 years

Networking Infrastructure - 5 years

A 12 month grace period beyond the above prescribed age limits is provided at the discretion of Dirigo Technology dependent on the specific device use, condition and location.

Any hardware issue that is not critical which is raised by Dirigo Technology to the Client in writing requires resolution within 30 days, and in the event that the Client declines to resolve that issue then the hardware is deemed unsupported.

Workstations

All desktop PCs and notebooks/laptops/tablets:

- must be genuine, licensed and vendor-supported
- have Microsoft 64-bit operating system running Windows 10 or later
- with Microsoft operating systems have most recent Microsoft service packs and critical updates installed
- All Apple products must have High Sierra or later operating systems
- have a minimum of i5 processor, 8GB Ram and 128GB hard drives or equivalents
- All non-Microsoft PCs and notebooks/laptops/tablets must have most recent operating system and updates

Servers

All Servers have:

- genuine, licensed, and vendor-supported software
- If Microsoft operating systems, running Windows Server 2016 or later
- If Microsoft operating systems, have most recent Microsoft service packs and critical updates installed

- a minimum 25% free space on all drives currently installed and partitioned
- hardware must be under a maintenance contract with the manufacturer
- All non-Microsoft operating systems must have most recent operating system and updates

General (Unless provided as part of service package outlined in this Statement of Work.)

The environment must have a:

- currently licensed, up-to-date and vendor-supported server-based antivirus/malware solution protecting all servers, desktops, notebooks/laptops/tablets, and email
- currently licensed, up-to-date and vendor-supported anti-spam solution
- currently licensed, and vendor-supported server backup & cloud-based disaster recovery solution
- currently licensed, and vendor-supported Next Generation Firewall (NGFW) or Unified Threat Management firewall (UTM) firewall between the internal network and the internet.
- All wireless data traffic in the environment must be securely encrypted.
- All wireless traffic segmented public vs. private.
- All Line of Business applications must have active vendor support during all hours of business.
- Internet connection must have a minimum of 100/20 Mbps download/upload speed.
- All network equipment must be business grade and less than five years old.
- Adequate workspace, heat, light, ventilation, electric current and outlets, internet, and remote access
- Server and core network equipment must be adequately vented and secured.

Where a serious issue or potential issue or problem matter arises relating to the age, configuration or implementation of any supported equipment that has been identified and brought to the attention of the Client in writing and it is the opinion that said equipment is requiring additional support or support beyond the scope of the obligations under the Agreement due to its age, configuration or implementation, Dirigo Technology reserves the right in its sole discretion to cease support of that item of equipment under the Agreement or provide support on the time and material basis until such times as the said equipment is brought up to a standard in the opinion of Dirigo Technology is acceptable to agreed Generally Accepted IT Standards.

Dirigo Technology will work with the Client to proactively identify appropriate replacement solution options and to assist the Client to procure such solution. The Client

hereby expressly agrees to indemnify, release, and hold harmless and blameless Dirigo Technology for any consequential, economic, business or opportunity, direct or indirect loss or damage or harm of any type whatsoever (including negligence and in contract or tort) arising out of or incidental to any interruption to service, support or maintenance of the Clients operating network howsoever arising by Dirigo Technology having ceased support of the said equipment.

As technology continues to evolve our minimum technology standards are subject to change at any time.

Contact us for more information or questions related to minimum technology standards.

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