

	Self Managed	Semi Managed	Fully Managed
Initial Setup			
Initial Server Provisioning	✓	✓	✓
Initial OS Install	✓	✓	✓
Server Administration			
Operating System updates/patches	x	✓	✓
Software installation using OS (yum, easy apache, , Windows Installer)	x	x	✓
Software Updates and Security patches	x	x	✓
Server Reboots (on request)	x	x	✓
Control Panel			
Installation and Basic Configuration	✓ (only when a control panel is bundled with the server)	✓	✓
Domain, Email Delivery, MySQL troubleshooting	x	✓	✓
Control Panel Updates and Security Patches	x	✓	✓
Control Panel Optimisation	x	x	✓
Apache/Litespeed/NginX Optimisation	x	x	✓
Monitoring			
Server Monitoring	x	✓	✓
24x7 network monitoring	x	✓	✓

24x7 disk space monitoring	X	✓	✓
24x7 CPU load monitoring	X	✓	✓
24x7 memory monitoring	X	✓	✓
Monitoring Action	N/A	Reactive: Receive alert, investigate and inform client.	Proactive: Immediate investigation and remediation.
Remediation Action	N/A	X	✓
Firewall & Security			
Firewall Installation	X	X	✓
Firewall Configuration	X	X	✓
Firewall Management	X	X	✓
Server Hardening	X	X	✓
Vulnerability Scanning	X	X	✓
DDOS protection (through ISP)	✓	✓	✓
Support Priority			
Support Response Priority	Standard	Medium	High
Remote Hands			
Discount off Standard Remote Hands Rate (<i>remote hands is any work requested and completed outside your management level inclusions</i>)	No Discount	10% off Standard Rate	20% off Standard Rate