

Re: Proactive or Reactive service?

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-03/5178.html>

From: TK – M/T Box Computers (*terry_at_remove_this.mtboxcomputers.com*)

Date: 03/18/05

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The backup logs and test restores are good, and as you mentioned should be looked at. I'm comfortable with the AV every 30 days because we have Trend Micro at all of our SBS sites. Basically this is just a look to make sure things are still working correctly. If virus activity were to dramatically go up, we would receive an automatic email letting us know.

Thanks for your input, and maybe with lots of input it will help all of us with providing proactive service to our clients (or our own systems for the business owners out there that monitor this NG).

–TK
M/T Box Computers

<wedor> wrote in message news:uRKG0T8KFHA.2952@TK2MSFTNGP10.phx.gbl...

> *How about testing the back-up by restoring random files and checking the logs. I check the back-up logs daily.*

>

> *I don't know that I would want to wait a month to look at some things like A-V, a lot can happen in 30 days if someone's system isn't updating properly or the server program isn't functioning correctly*

>

> *I do updates when they come out, waiting doesn't always seem prudent.*

>

> *I think proactive is superior but it is difficult to sell to some clients as they just can't or won't see the advantage. I had a client who would have accused me of wasting their money if I patched for possible problems, they had no issue with paying me for emergency calls to fix the damage when they got hit by something that could have easily been prevented. I also find it easier to prevent than to try to clean up all the little odds and ends that keep popping up later if you don't find all of the damage right away.*

>

> *I forget which bug it was but in the summer of 2003 I patched most of my clients against a possible bug except the one that would have accused me of wasting their money, they were the only company affected when it hit and paid far more to fix it than they would have if I had patched them first, they never even consider the cost of downtime for their own*

> *employees.*
>
> *You can lead these people to logic but you can't make them think.*
>
> *"TK – M/T Box Computers" <terry@removethis.mtboxcomputers.com> wrote in*
> *message news:%23w01XF8KFHA.2796@tk2msftngp13.phx.gbl...*
>> *I'm working on a proposal for some of our SBS clients that are not*
>> *currently under a support agreement. In the proposal I want to outline*
>> *some of the things that should be done on a consistent basis to*
>> *prevent/avoid small issues becoming major issues. I was curious how many*
>> *of you simply respond to client issues as they arise, or how many are*
>> *proactively taking care of the client networks.*
>>
>> *Ideally I would like to outline some of the services that should be*
>> *addressed on a monthly basis. Some of the things I've listed are:*
>> *Daily review of server performance reports and usage reports*
>> *Monthly service packs/updates/security fixes on the servers and*
>> *workstations*
>> *Monthly review of the server AV console (check for patterns, updates are*
>> *okay, etc.)*
>> *Monthly checks/updates of antivirus software for all machines*
>> *Monthly checks/cleanup of spyware / malware / adware for all workstations*
>> *Software updates and support as-needed (custom software like tax*
>> *programs, etc.)*
>> *Hardware maintenance and cleanings (every 6 months, depending on*
>> *environment)*
>> *Network security analysis (every 6 months)*
>> *Intranet & website design and updates (as requested / needed)*
>>
>> *Is there anything else that some of you are doing that I have not listed?*
>>
>> *Thanks for your input.*
>>
>> *-TK*
>> *M/T Box Computers*
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