Table of Contents

1 ABOUT THIS GUIDE ..................................................................................................................3
  1.1 WHO SHOULD USE IT ............................................................................................................3
  1.2 TYPOGRAPHICAL CONVENTIONS .....................................................................................4

2 INTRODUCTION ..........................................................................................................................5
  2.1 PURPOSE ..................................................................................................................................5
  2.2 SCOPE ......................................................................................................................................5
  2.3 CHANGE LOG ............................................................................................................................6

3 NOC SERVICE MILES ....................................................................................................................7
  3.1 CALCULATING SERVICE CREDITS .........................................................................................7

4 DESKTOP PROJECTS ...................................................................................................................8
  4.1 CREATING A DESKTOP PROJECT .........................................................................................8

5 SERVER PROJECTS ....................................................................................................................14
  5.1 CREATING A SERVER PROJECT ...........................................................................................14

6 REPORTING ..................................................................................................................................16
  6.1 PROJECT MAINTENANCE .......................................................................................................16
  6.2 HISTORY ...................................................................................................................................19
  6.3 SEARCH ...................................................................................................................................19

7 APPENDIX ...................................................................................................................................20
  7.1 OFF HOURS DESKTOP MAINTENANCE ...............................................................................20
  7.2 WAKE-ON-LAN MANAGEMENT .............................................................................................20
1 About this guide

This document is divided into the following chapters:

- Chapter 1, “Introduction of Service Miles Process”.
- Chapter 2, “Key Features” gives an overview of the key features.

1.1 Who Should Use It

This guide is intended for administrative users of different degrees of knowledge and experience with monitoring systems:

- Administrators: The administrator will learn how to view reports and administer Desktop maintenance and Server monitoring using the ITS portal.

This guide assumes that you have some knowledge of Windows.
1.2 Typographical Conventions

This document uses the following typographical conventions:

- Command and option names appear in bold type in definitions and examples. The names of directories, files, machines, partitions, and volumes also appear in bold.

- Variable information appears in italic type. This includes user-supplied information on command lines.

- Screen output and code samples appear in monospace type.

In addition, the following symbols appear in command syntax definitions.

- Square brackets [ ] surround optional items.

- Angle brackets <> surround user-supplied values.

- Percentage sign % represents the regular command shell prompt.

- Pipe symbol | separates mutually exclusive values for an argument.
2 Introduction

NOC Service Miles is a premium service available to Zenith partners, allowing partners to leverage the expertise and manpower of Zenith’s NOC to perform projects. Once enrolled in the NOC Service Miles program, service credits are accrued for every desktop and server agent installed as well as monthly for being a member of the program. Service credits are redeemed to request projects from Zenith’s NOC.

Zenith’s NOC works on projects during non-business hours (8.00 PM EST – 8.00 AM PST) unless the project requires coordination with an on-site technician.

Project Examples
- Blackberry Server Installations / Migrations
- Exchange Installations / Migrations
- Active Directory Migrations
- Application Installations / Troubleshooting

2.1 Purpose

This chapter includes the following topics:
- About the Zenith ITS Portal’s Service Miles Process

2.2 Scope

We will learn how to use the Zenith ITS Portal’s Service Miles process.
## 2.3 Change Log

<table>
<thead>
<tr>
<th>Date</th>
<th>Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 July 2011</td>
<td>Document created</td>
</tr>
<tr>
<td>22 July 2011</td>
<td>Document reviewed</td>
</tr>
<tr>
<td>25 July 2011</td>
<td>Document Updated</td>
</tr>
<tr>
<td>4 Aug 2011</td>
<td>Document Updated</td>
</tr>
<tr>
<td>23 Aug 2011</td>
<td>Document Updated</td>
</tr>
</tbody>
</table>
3 NOC Service Miles

In order to gain access to “NOC Service Miles”, logon to the ITS Portal and follow the path.

- ITS Portal > Configuration > Service Miles

NOC Service Miles is a premiere partner program provided by Zenith. Partners that enroll will receive service credits for being enrolled in the program and additional credits for agents installed under nearly all Zenith service levels.

- If you use more service credits than you currently have credited to your account, you can purchase additional credits. Charges for additional credits will show up on your next invoice.

- Multiple projects can be assigned to a desktop or server, but the NOC Service Miles wizards will only allow you to assign one project per submission.

**Note:** Service credits are based on monthly invoices. Partners cannot use unearned service credits.

**Note:** Before submitting desktop or server projects, make sure administrator credentials are entered into the Secure Information Store’s Password Vault and Off-Hours Desktop Maintenance.

3.1 Calculating Service Credits

<table>
<thead>
<tr>
<th>Service</th>
<th>Total Desktop Care +</th>
<th>Remote Server Care</th>
<th>Proactive Server Care</th>
<th>Remote Server Watch</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credits</td>
<td>3</td>
<td>15</td>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>

\[ \text{#TCD+ Agents * 3 } + \text{#RSC Agents * 15 } + \text{#PSC Agents * 5 } + \text{#RSW Agents * 5} \]

12
4 Desktop Projects

Once enrolled in NOC Service Miles, partners have the option to submit desktop projects to Zenith’s NOC. Desktop Projects allow Partner to leverage the Zenith NOC’s expertise and manpower to perform time consuming tasks usually during off-hours. Project examples include:

- Microsoft software installations
- Third-party software installations
- Fixing corrupted antivirus definitions
- Microsoft patch installations
- Microsoft patch troubleshooting
- Service pack Installs

4.1 Creating a Desktop Project

- On the NOC Service Miles screen, select the Desktop Projects tab.
- Then select the Create Desktop Projects link to create a new project.

- You can create a desktop project by desktop or by NOC service (i.e. project). The only difference is a slightly different UI through the wizard. If you are doing large deployments, 50+, we recommend Per NOC Service.
- Next select an available time slot. Time slots are first come first serve. You can fine tune the time slot later on in the wizard.
Note: Maintenance windows are in Pacific Time Zone.

- After selecting a time slot, you will need to select the Site the desktops are located at. Please ignore the Select Operating System option at this time.

- Once the list of desktops loads, you can use the Select Operating System drop down to further filter the list.
- Select the desktops you would like to add to this project.
- Next select the project you would like performed from the drop-down menu. A list of prepopulated projects is available. If you have a project not listed, please select Other.
- You can use the Copy Work Selected option on the far right. This allows you to configure a single selected desktop, but copy all the project information, so you do not have to configure each desktop separately.

- If you had selected Per NOC Service, the screen would resemble the following.
• On the next screen you can further configure the time slot selected for the local time zone. You can limit the time slot by making a configuration change either in the center Time Zone section or under the Maintenance Window section. Making a change to either section automatically updates the other.

• Next if you have any specific comments or directions for the NOC, you can enter them per desktop. If the comment applies to all desktops you can use the Copy Comments to All option on the right.

• If a user account is already logged onto the desktop when the NOC goes to perform the project work, you have the option to have the NOC either log the user off or abandon the project. If the project is abandon because a user was logged on the task will be updated to include that information.
If the desktops support Wake-on-LAN, and if Wake-on-LAN is configured on the desktop, you can schedule the desktops to power on before the project time slot.

You can designate a person to coordinate this project with the NOC during the project time slot.

To use Wake-on-LAN, you must select a management system (Desktop or Server). For more information on configuring Wake-on-LAN, please see the @@@ guide section ###
Note: The Wake-on-LAN manager is required so the appropriate commands can be sent to power on the machines. Those commands cannot be sent directly from the ITS Portal.

- The final screen will show you a summary of the desktop project.
Note:  You have five days to review after the NOC has completed a project. During that time you can send the request back to the NOC if you believe the project is not fully completed.
5 Server Projects

Once enrolled in NOC Service Miles, partners have the option to submit server projects to Zenith’s NOC. Server Projects allow Partner to leverage the Zenith NOC’s expertise and manpower to perform time consuming tasks usually during off-hours. Project examples include:

- Blackberry Server Install
- Blackberry Server Migration
- Active Directory Install
- Active Directory Migration
- Exchange Server Install
- Exchange Server Migration
- VIPRE Console Install
- Microsoft Service Pack Install

**Note:** Migrations have a variable cost depending on the number of users involved.

5.1 Creating a Server Project

- On the NOC Service Miles screen, select the Server Projects tab.
- Then select the Create Server Projects link to create a new project.
• First select an available time slot. Time slots are first come first serve. You can fine tune the time slot later on in the wizard.

• You can only select one server and one project per request. You will need to submit another request if you want to submit another project for this server.

• Select the server by clicking the radio button on the left.

• Next select the project from the drop-down menu. Server projects are predefined. If you select a migration, you will need to enter in how many users will be migrated.

• The next configuration screen varies depending on the project requested. Once completed, select Confirm.

**Note:** For projects that have a monetary charge in addition to service credits, the charge will show on next month’s invoice. Invoices are created during the first week of the month for the previous month.

**Note:** You have fifteen days to review after the NOC has completed a project. During that time you can send the request back to the NOC if you believe the project is not fully completed.
6 Reporting

On the NOC Service Miles screen, you can click on any of the blue numbers to generate a report. Reports available include:

- Service Credits Earned
- Server Credits Purchased
- Total Service Credits Used

6.1 Project Maintenance

Under the Desktop Projects and Server Projects tabs, you can click on any of the blue numbers to view project information and perform ticket maintenance.

6.1.1 Scheduled

Scheduled projects are ones that you have submitted but the NOC has not begun working on the project. You can edit the project to make changes or can cancel the project.
6.1.2 In Progress Locked

The NOC has begun working on the project. Changes cannot be made and the project cannot be cancelled at this time.

6.1.3 Not Accepted

A Team Leader has decided the NOC is unable to work on this project. Usually this occurs because information is missing or a prerequisite is required for the project to be completed. Service credits will be returned.

6.1.4 Desktop Offline / Info Required

The desktop was unreachable or more information is required by the NOC in order to complete the project. You have five days to reschedule this project in another time slot. If you do not respond within five days, the project will be closed and service credits refunded.
6.1.5 In-Complete

The NOC was not able to finish the project in the time specified. The reasons will be included in the project. You can reassign the project to the NOC for them to try again during an available time slot. If you do not respond within five days, the project will be closed and service credits returned.

6.1.6 Completed

The NOC considers the project completed and is waiting for you to review the work. You have five days to review the work before the project is considered Work Completed. During the five days you can send the project back to the NOC if you believe more work needs completed. Once the project moves to Work Completed, no additional work will be done for this project.

6.1.7 Work Completed

You have either noted that the NOC has successfully completed the project. Also, if you do not respond to a NOC Completed project within five days, the status will default to Work Completed.
6.2 History

You can view information on any project you have submitted under NOC Service Miles.

6.3 Search

You can search for any project submitted under NOC Service Miles.
7 Appendix

7.1 Off Hours Desktop Maintenance

The Off Hours Desktop Maintenance system allows Partners to schedule time from the NOC Preventative Maintenance Team and NOC Service Miles Team. These teams then work to resolve remotely Antivirus Definition problems and Microsoft Security Patch installation failures as well as project work submitted for desktops or servers. Partners will need to provide remote access through LogMeIn or SAAZ Remote Control and a local or domain admin account.

7.2 Wake-on-LAN Management

The Wake-on-LAN Management tool can be used to wake up compatible systems that may have been turned off by users. Still it is best to inform users of Maintenance Windows and tell the users to leave their machines running.