



## PROFESSIONAL SERVICES

### Network Services

ITNU can assist our customers to design, implement and manage public and private networks and network components of varying size and complexity.

ITNU can also assist with ongoing network management and network monitoring as a managed service. Our network management and monitoring solutions includes proactive monitoring, fault diagnosis, configuration management, performance tuning, patch management and security assessments.

### Security Services

ITNU can provide the technical skill and expertise required to secure our customers network and infrastructure, either hosted with ITNU or externally, with a solution designed, documented, implemented, and various levels of ongoing support provided. Security infrastructure services include Authentication and Access, Security Architecture and Technology Implementation.

Our security services assist our customers in identifying and integrating secure technologies, such as Firewalls,VPNs, IDS, virus protection, content filtering and AAA solutions. These secure technologies combined with the appropriate operational processes and procedures will ensure that your computing infrastructure is maintained to industry best practices and is able to repel the barrage of new vulnerabilities and threats being continually discovered.

### KEY FEATURES

ITNU's network design & support capability includes:

- Routers
- Firewalls
- Switches
- Load-balancers
- IPS/IDS
- VPN
- Network Segmentation
- Private connections
- Encryption requirements
- Device configuration hardening
- Device backups & recovery
- Monitoring/logging requirements

### KEY FEATURES

ITNU's security services & support capability includes:

- Vulnerability & Penetration Testing
- Incident Response
- Intrusion Detection and Prevention
- Secure Support
- Software Security
- Infrastructure Security
- Managed Security
- Security Information & Event Management
- File Integrity Monitoring
- Operational Security
- Patch Management
- Processes & procedures
- Business Risk & Compliance

## PROFESSIONAL SERVICES

### Business Continuity & Disaster Recovery

Information Technology Disaster Recovery planning is a critical part of any organisation's IT infrastructure to ensure Business Continuity in the face of a data loss and/or significant disruption to technology services. As organisations rely more and more on IT infrastructure to perform critical business operations, a Disaster Recovery Plan has become more important than simply a part of IT infrastructure, it is a crucial component contributing to the overall health and longevity of the business.

ITNU understand that Disaster Recovery is all about risk mitigation against events that are outside the business' span of control. An inadequate Disaster Recovery plan could incur significant costs and lost time to the business when re-establishing normal activity, or in some cases it could prevent the business from restarting at all. Protecting your data and applications is critical as more than half of all companies who experience major data loss will be forced to close down within two years.

ITNU's Disaster Recovery consulting services are designed to offer advice that covers a wide range of potential problems and risks you may be facing. We can help you in the following ways:

- Assess business continuity plan against business requirements
- Review disaster recovery plans to ensure business needs are met
- Development of a business continuity strategy
- Analyse overall ability to meet business continuity plan
- Advise on how to reduce exposure to business risk by improving IT infrastructure & planning
- Assist with business continuity and disaster recovery planning processes
- A customised disaster recovery assessment of IT systems & procedures

Customers who utilise ITNU's various hosting services can elect to leverage off ITNU's multiple, geographically diverse Data Centres, both interstate and international. Other redundancy and business continuance options are available to ensure if a disaster strikes, the appropriate plans, processes and capabilities are in place to get the business up and running again.



## PROFESSIONAL SERVICES

### Enterprise Monitoring, Alerting & Reporting Services

ITNU's Enterprise Monitoring Services continuously monitors the availability of your company's business critical IT infrastructure, systems, applications and network services. With fully customised monitoring, alerting & remediation activities, our solution is able to meet the most stringent business requirements. We offer fully customised, complex monitoring rules specifically designed to intelligently monitor our customer's proprietary applications and associated infrastructure and take remediation action when pre-defined availability criteria is not being met.

The monitoring solution can be deployed and supported in a variety of models. The solution can be designed and tested by ITNU but deployed into the existing facility to be managed and supported on an ongoing basis by our customer's technical team. Alternatively, ITNU can host and provide ongoing management of the solution. This option can be extended even further to have ITNU technical personnel act as first point of call for system health alerts and initial corrective action. ITNU's monitoring capability covers most operating systems, middleware applications and database software, the majority of hardware platforms, various virtualisation environments.

### KEY FEATURES

The following features are available in the ITNU monitoring solution:

#### **Real-time monitoring**

- Performance monitoring
- Availability / Health monitoring
- Logging
- CPU utilization
- Memory utilization
- Network utilization
- Disk I/O
- Disk space availability
- File checksums
- Log file monitoring
- Service / daemon monitoring
- SNMP support
- Integration with third-party tools
- Web performance and availability monitoring
- Flexible URL scenarios
- Support of POST and GET methods
- End-to-end transaction validation

#### **Alerting & remediation**

- Automatic execution of remote commands
- Flexible notification conditions (e-mail, SMS, Jabber/ XMPP, SNMP)
- Escalation capability

#### **Security focus**

- Change detection and file integrity monitoring
- Privileged-user monitoring
- Log management, analysis and query-based forensics
- Security event correlation, forensic analysis and integrated response

#### **Reporting**

- Easy integration of third party tools
- Analysis of yearly / monthly / daily statistics
- SLA reports
- Trend analysis
- Capacity planning

## PROFESSIONAL SERVICES

### Project Management

As many organisations outsource their IT services (application development, hosting, technical support) to external organisations, they sometimes find it difficult to communicate with the external service providers as companies struggle to understand the technical jargon and culture of the external IT providers. This can lead to cost overruns and unsatisfactory outcomes. ITNU can assist here by providing project management capabilities to our customers and helping them in achieving the desired outcomes of their various projects, on time and on budget.

As a service provider ourselves, we have a complete understanding of the requirements and most efficient processes required to complete various IT related projects ranging from very small (days) through to large scale projects (months). Whatever your IT project management requirements, ITNU have the personnel, capability and industry experience to assist.

### Consulting Services

ITNU can assist our customers in all aspects of their IT consulting requirements. Some examples of consulting services ITNU can provide to our customers are:

- Solutions Architecture
- Data / Information Architecture
- Technical Architecture (applications)
- Technical Architecture (infrastructure)
- Applications Integration
- Data Warehousing
- Legacy Migration
- Automated / Functional / Performance Testing
- Service Management
- Release Management
- ITIL / COBIT