

Computer Service Catalog

Operating System Administration - \$70 per system

What is this service?

Administration of Linux or Windows based systems are provided. The operating system is installed, configured and maintained for 72 hours by Astro Clare Technology Employees. After, management of your facility will be responsible for managing system applications and any further configuration.

What is included?

- Initial installation and configuration of the operating system and basic utilities
- Timely application subsequent patches to the system
- System owner will be granted limited privileges needed to manage their applications.
- Operating Systems readily available are: Windows (10 & 11), Kali Linux, Ubuntu, CentOS. Any others should be special requested.

What should you expect?

Fully updated and installed operating system according to your standards for facility use. Systems will receive 72 hour support (business hours), there after any issues will not be included under the same service plan and will receive a separate work order.

Provisioning Service Level Goals -

- Requests for new system installs will be handled within 15 business days
- Requests for patch application within 5 business days
- Installation of non-standard operating systems will be considered on a case-by-case basis and turn around time will depend on the OS involved and the complexity of the system.