



# WatchGuard Management Scope of Services

## NCA Security Services

WatchGuard Managed Services can provide your organization with the tools necessary to identify risks, respond quickly to security incidents and eliminate staff's administration time.

### Level 1 - Essentials

- 24x7x365 remote monitoring using our management platform.
- 24x7x365 email alerting of critical system events. NOC staff will call the Customer when critical systems are down or unavailable.
- 24x7x365 remote configuration changes for all current and supported WatchGuard XTM's.
- Updates to firebox firmware and OS
- The NOC will use commercially reasonable efforts to remediate all systems. If the issue cannot be resolved, the NOC Support team will escalate the issue to the Customer and NCA Professional Services Team.
- Security policy development and management
- Updates to IPS and AV signatures for supported WatchGuard XTM's.
- Backup and Recovery
- Monthly Reporting
- Subscription Management
- VPN Management

### Level 2 – Advanced

- All services and exceptions in Level 1
- Bi-annual security review that includes:
  - ◇ Log review and summary report of incidents and threats
  - ◇ Verification of current versions of all software updates on WatchGuard device(s)
  - ◇ Executive summary of network security findings and recommendations

For more information about NCA Security Services  
visit, [www.NCAnet.com](http://www.NCAnet.com)



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