IBM K-12

Highlights

- Improve overall availability and security

- Leverage IBM K-12 expertise to lower cost of ownership

- Convert CapEx into OpEx to gain agility and free up capital for other strategic needs

Managed Services for Cloud and Security

Accelerate efficiency and consistency with Managed Services

Over the last several years, the business world has been examining the concept of Managed Service Providers (MSP) in the areas of certain IT functions, particularly email hosting, storage, backup and recovery, and network monitoring.

Today, school districts are looking at managed services for a multitude of reasons. Previously, cost savings were seen as the primary benefit of MSPs, but now clients are looking for:

- Improved efficiency and dependability of their IT operations
- Enhanced security and compliance
- A proactive approach to maintenance
- Cost effectiveness
- Freed up IT staff to work on strategic projects
- Help where they lack in-house IT capabilities
- A shift to operating expenses from captial expenses
- Predictable pricing and manageable costs

Solution Overview

The 3 K-12 managed services announced in 2019 are:
- Proofpoint Security Awareness and Training Managed Service
- Azure Site Recovery (DR) Managed Service
- Palo Alto Firewall Managed Service

In keeping with the significant trend toward managed services, IBM K-12 has formalized 3 additional managed service offerings.

1. Azure Hybrid Cloud Managed Service

IBM K-12 will provide proactive monitoring, patching, and reporting of your Azure hybrid cloud environment, including services to:

- Monitor your Azure CSP subscription for events and notify the district and assist in resolving Azure alerts

- Apply Windows updates on a monthly or quarterly basis

- Provide a quarterly report detailing tickets generated and an issues summary

- Analyze your Azure environment once each year and provide recommendations to optimize your environment (e.g. how to reduce cost, improve availability, enhance security, etc)

- Provide up to 40 support hours for "how to" questions and issue resolution

2. Cloud Backup Managed Service

(for Veeam, Data Protection Manager (DPM) or Azure Backup)

IBM K-12 will provide proactive monitoring, patching, and reporting of your cloud backup environment, which includes services to:

- Monitor the backup environment for events, notify the district and assist in resolving Azure alerts
- Apply updates to the backup server and agents on a monthly or quarterly basis
- Provide quarterly reports detailing the tickets generated and an issues summary
- Perform annual testing of 5 backups
- Perform an annual assessment of the backup environment and provide recommendations to optimize your environment
- Provide up to 40 support hours for "how to" questions and issue resolution

3. Vulnerability Assessment Managed Service

With the increasing number of successful cyber attacks in education, its critical to keep continuous focus on your IT vulnerabilities. This service will:

- Perform an initial scan of internal and external systems to identify current vulnerabilities
- Assess and categorize the severity of identified vulnerabilities
- Analyze and document findings and recommendations to address security weaknesses
- Assist your district in resolving "critical" and "high" risk vulnerabilities
- Re-scan systems on a quarterly or semi-annual basis to validate that vulnerabilities have been resolved and identify new vulnerabilities

Note: All services can be customized based on your specific needs (ex. frequency of scans, severity of vulnerabilities to report on/remediate, etc.)

Typical Length of Engagement: 1 - 3 Years

Why IBM?

Managed IT services allow organizations to focus on core projects and strategic initiatives, instead of the day-to-day operations. School districts that use IBM K-12 Managed Services have access to K-12 IT employees that are experts in multiple areas of IT methodologies. These Subject Matter Experts have the expertise, experience, methodology and technology to provide consistent, high quality service quickly and cost effectively with minimal business risk or impact on ongoing operations.

For more information

To learn more about **IBM K-12 Managed Services for Cloud and Security**, please contact your IBM Marketing Representative.

For more information on all our IBM K-12 Consulting and Professional Services, visit:
www.ibm.com/industries/education/canada-k-12-service-briefs

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