



Service Catalogue

Your secure data centric guardians

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Anti-Virus and Anti-Malware Managed Service

1 Introduction

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO 20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL_v3 methodologies. As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

2 Objectives and Benefits

The objective is to ensure all implemented Anti-Virus (AV) and Anti-Malware (AM) strategies and solutions on the customer's IT infrastructure are continually monitored and verified at regular and frequent intervals. This ensures the effectiveness of the solutions meet the customer's security controls according to their security policies.

The benefits of this service are:

- Ensuring the customers investment in AV and AM solutions obtain optimum benefits
- Alignment of the AV and AM solutions with customers security policies
- Providing peace of mind to the customer regarding security threats
- Access to specialist engineers
- 24x365 management and response

3 Service

This service includes management of a common array of leading software solutions.

We offer our cloud-based endpoint, mobile and web protection through our specialist technology partners to reduce the total cost of ownership and allow simplified management through an online management portal with endless access to control policies. Features include:

- Security for Servers, VMs, PC and Mac computers
- Browser identity and privacy shield
- Android™ and iOS® protection
- Safe and secure browsing
- Web gateway protection
- HTTPS encrypted traffic scanning
- Real-time zombie detection and alerting
- Network support for guests

Anti-Virus and Anti-Malware Managed Service / Contd.....

4 Service Scope

ANTI-VIRUS AND ANTI MALWARE MANAGEMENT	Basic	Enhanced	Advanced
Regular monitoring and checks of the agents and End User Computing device status	✓	✓	✓
Validation of signature distribution process	✓	✓	✓
Installation and deployment of software and agents on supported End User Computing devices	Optional	✓	✓
Configuration, logging and remediation of alerts generated by the software	Optional	✓	✓
Cross-reference of End User Computing device coverage with CMDB, Active Directory and other configuration item resources	Optional	Optional	✓
Monitor the efficiency of the solution and identify ways to reduce risk to an acceptable level – project work*	Optional	Optional	Optional
Design a plan for mitigating security risks – project work*	Optional	Optional	Optional
Re-evaluate effectiveness and security requirements regularly with the customer – project work*	Optional	Optional	Optional

**These optional services will be treated as projects and priced accordingly, based on the anticipated efforts required to complete the works.*

5 Exclusions

- The service does not cover the protection of any system which is not included within the AV and AM solution by the customer, or during IMAC (Install, Move, Add or Change)
- The cost of licencing and renewals, unless sold as part of a complete managed solution with such costs included
- Threat response and mobilisation during an attack. Amicus ITS are nonetheless able to advise on necessary remediation steps to create a positive outcome for the customer in the event of a cyber attack.

6 How We Provide This Service

This service is primarily managed through the Network Operations Centre, working closely with the Service Desk, Change Management team and involves our Security & Compliance team.

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7 Service Reporting

- Monthly threat detection report
- Security incident report

8 Service Pricing

The service pricing will depend upon the number of end user devices to be managed.