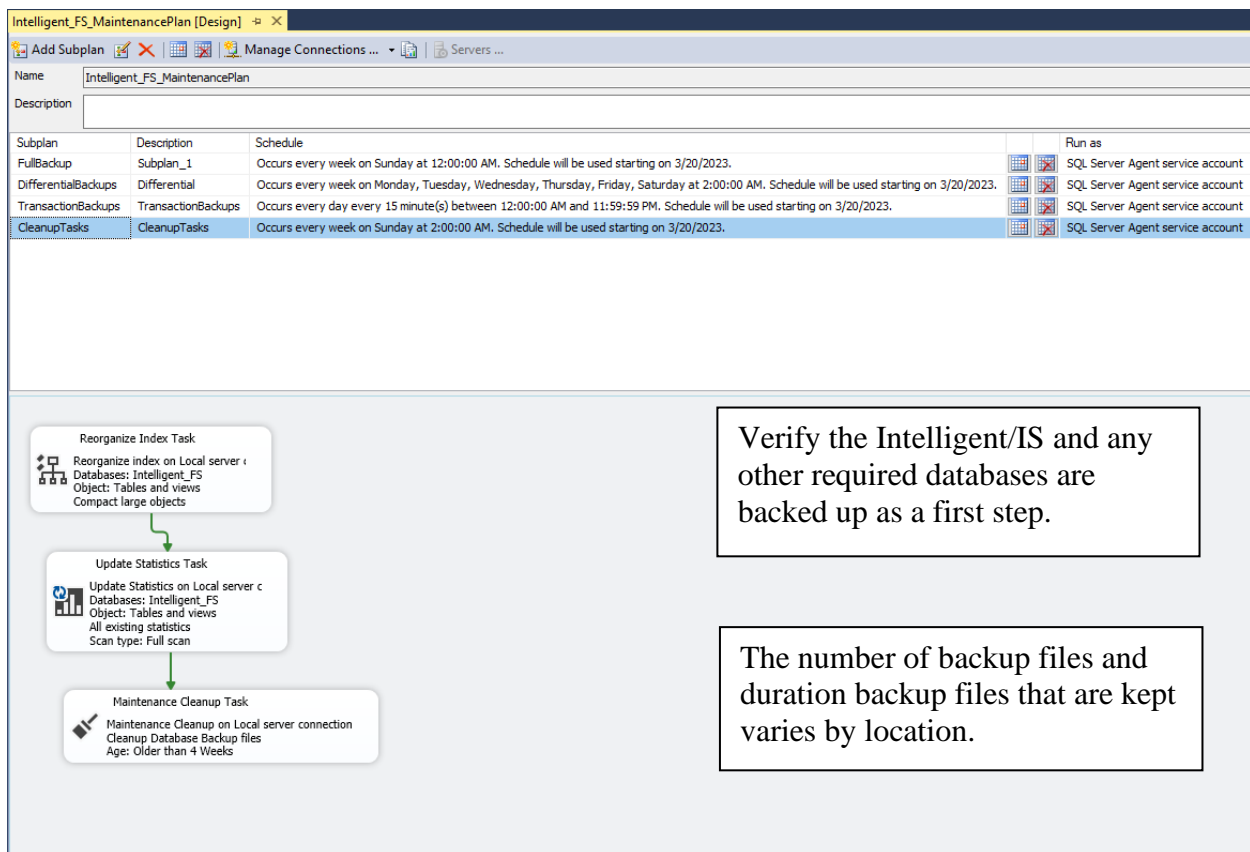


IS Server and Genesis Based Systems Maintenance Recommendations

Suggested Daily Tasks:

- SQL maintenance plan (generally scheduled with SQL Management Studio)
 This should be scheduled during a very slow traffic period!



Subplan	Description	Schedule	Run as
FullBackup	Subplan_1	Occurs every week on Sunday at 12:00:00 AM. Schedule will be used starting on 3/20/2023.	SQL Server Agent service account
DifferentialBackups	Differential	Occurs every week on Monday, Tuesday, Wednesday, Thursday, Friday, Saturday at 2:00:00 AM. Schedule will be used starting on 3/20/2023.	SQL Server Agent service account
TransactionBackups	TransactionBackups	Occurs every day every 15 minute(s) between 12:00:00 AM and 11:59:59 PM. Schedule will be used starting on 3/20/2023.	SQL Server Agent service account
CleanupTasks	CleanupTasks	Occurs every week on Sunday at 2:00:00 AM. Schedule will be used starting on 3/20/2023.	SQL Server Agent service account

Reorganize Index Task
 Reorganize index on Local server c
 Databases: Intelligent_FS
 Object: Tables and views
 Compact large objects

Update Statistics Task
 Update Statistics on Local server c
 Databases: Intelligent_FS
 Object: Tables and views
 All existing statistics
 Scan type: Full scan

Maintenance Cleanup Task
 Maintenance Cleanup on Local server connection
 Cleanup Database Backup files
 Age: Older than 4 Weeks

Verify the Intelligent/IS and any other required databases are backed up as a first step.

The number of backup files and duration backup files that are kept varies by location.

Suggested plan example

Suggested Daily Tasks:

- Archive messages. (Scheduled with IS Supervisor)
- Purge messages. (Scheduled with IS Supervisor)
- Archive OnCall. (Scheduled with IS Supervisor)
- Purge OnCall. (Scheduled with IS Supervisor)
- Archive voice logs. (Scheduled with IS Supervisor)
- Purge voice logs. (Screen captures included if enabled) (Scheduled with IS Supervisor)
- Purge stats. (Scheduled with IS Supervisor) Statistical (stats) data may need to be kept for a number of years. This value varies by site.

Suggested Monthly or Quarterly Tasks:

- If virtual servers are being used, server backups should be made. (Snapshot, checkpoint, or AMI)
 - IS application server
 - Genesis server
 - Web servers
 - SQL server
 - Additional peripheral servers
- ISS database for the Genesis server should be backed up. (Genesis admin page)
 - Provide Amtelco Service with a copy of the ISS database or contact Amtelco Field Service to retrieve a copy of the ISS database
- Windows operating system and security updates
- Virus and malware protection checked and updated
- Review event notification, verify events are properly configured for notification and notification e-mail/number is validated

- Check for Amtelco updates
 - IS Server
 - Soft Agent
 - Web Agent
 - IS Supervisor
 - miTeamWeb
 - Genesis
 - Reports update
 - Zip code update
 - miSecureMessages
- Review available disk space:
 - Server storage
 - SQL storage
 - Data location
 - Log location
 - Long term storage for archive, logger and screen capture files
 - Genesis server storage
 - Monitor database growth and size

Additional recommendations:

- SQL recommendations
 - SQL backups should be tested on a regular basis. (Restore on test server or in a test database)
 - Backup files (especially tested copies) should be kept offsite!
 - Offsite backup locations should require authentication to prevent ransomware access should the network be compromised.
 - Use of the SA user should be restricted. Create unique users for SQL access.