SERVICE QUALITY CONTROL TERMS

- Firewall to control network traffic
  - A residential grade router for your business is no longer sufficient as certain compliance minimums cannot be met by these devices.
- Professional Email with owned domain
  - While RCR only supports Microsoft 365 products, any other professional email platform will allow us to check this box AS LONG AS it meets the requirements of:
    - Ability to send encrypted emails for emails with sensitive information
    - Additional Filtering of potential Spam
    - Multifactor Authentication Sign-In (2FA/MFA)
    - Mobile device management (If accessing email from a mobile device)
    - Backup of emails
    - Email Security Training and reports
- Proper Backup
  - All workstations should have files and folders on their User profile backed up for any files saved locally, at a minimum.
  - All servers should be backed up with system state and file and folder back up for disaster recovery.
  - Any workstation with critical company software installed should have a system state and file and folder backup on it.
    - Example: A workstation hosting Quickbooks Company Files
  - As stated above under the professional email section, email and file sharing solutions should have a backup.
    - RCR only offers third party backup services for Microsoft 365 products (email, SharePoint, OneDrive)
- All workstations password protected. Laptop hard drives should be encrypted as they are technically mobile devices. Active Directory with 2FA is recommended.
  - Multifactor authentication enabled.
- Risk Assessments should be done at least on a monthly basis with mitigation done as needed.
- Web filtering of potentially harmful sites to end users.
- Automated patching and security updates to workstations.
  - This is to prevent productivity issues from a lack of disk space or workstations that don't meet requirements for company software/workload.