

## Barnestorm Service Policy (Cloud-Hosted)

In the course of providing computing support under this program, Barnestorm staff in many instances provide support beyond what is described in this document. Such additional support is provided at the discretion of Barnestorm consultants. Some support functions depend on remote access and support may be refused due to technical difficulty if remote access is not available. Barnestorm reserves the right to make changes to this policy as needed.

### Customer Responsibilities

Barnestorm does not perform general computer, phone, smartphone, networking, configuration, security or printer tasks. The customer is responsible for these tasks:

- Configure, connect, troubleshoot, and maintain printers. \*If the computer can't print from any application, the printer issue is not a Barnestorm issue.\*
- Troubleshoot networking problems. \*If the computer can't access the internet through a browser, the connectivity issue is not a Barnestorm issue\*
- Configure, connect, troubleshoot, and maintain all office equipment, include computers, tablets, phones, and modems.
- Ensure that each machine has a unique machine name, as well as a unique username and password for each user.
- Ensure that each username is assigned the role of Administrator locally during Barnestorm installation (this can be removed after installation).
- Create all users and profiles for your local network.
- Document a user account that has local Administrative privileges to each machine.
- Provide user support on computer hardware, phones, tablets, peripherals, applications other than Barnestorm, and printers.
- Maintain a daily backup of local drives used to create billing files.
- Set up and manage network drives and file shares.
- Set up and maintain external interfaces used for billing, including transmitting.
- Secure computers and network with antivirus and firewalls.
- Troubleshoot network issues related to accessing external files, websites and firewalls.
- Configure operating systems for network connectivity. This may include opening ports.
- Configure, update, and maintain Active Directory if used.
- Install and configure network components, including routers and wireless routers.
- Install operating system patches or updates.
- Transfer data from an existing computer to a new machine.
- Maintain, configure, or update computer hardware or components.

### Barnestorm Responsibilities

When a customer purchases Barnestorm software or upgrades to a different version of Barnestorm software, Barnestorm will install/update computers at the customer site with Barnestorm software and required support software.

- Access the hosted server remotely and install the Barnestorm database.
- Access each local computer remotely and install Barnestorm software and required components.
- Manage data access and firewall/security.
- Perform all server windows updates and any other software upgrades as needed on hosted server.
- Create/remove users as needed.
- Scale server larger as your business grows.
- Set up and maintain hourly snapshot backup of your data in case of catastrophe.
- Set up and maintain local and remote nightly backups of Cloud docs for maximum redundancy.
- Troubleshoot issues with usability and function of Barnestorm software.
- Maintain database integrity and work through data issues.
- Troubleshoot connection issues with the Barnestorm program and the main database server.
- Train users on proper use of the software.
- Barnestorm will help users learn to perform their job functions using Barnestorm software but will not perform those functions repeatedly.
- Test each Barnestorm installation for functionality and database interaction.
- Test printing from Barnestorm software only, notify customer if printing capability needs to be checked by customer staff.
- Test networking as related to Barnestorm software only; notify customer if network capability needs to be checked.