Thank you for choosing Norvado IT Service!

With Norvado IT Service you can rest assured knowing that your IT equipment is being properly managed and maintained.

In order to initiate this service, please complete the following form. Once completed and submitted to the Norvado Network Operations Center (NOC), a member of the NOC team will call you to go over the information provided. If there is something in the form you do not understand, please leave it blank and when the NOC calls you, you can complete it together.

If you have selected IT Help Desk with Proactive Network Monitoring, we will need a way for our tools to connect and monitor your network devices. If you are using a Norvado provided router, we can make the necessary configuration changes to allow our tools visibility into your Network. If you are not using a Norvado provided router you will have to make the configuration changes. Of course, if you are unfamiliar with making these changes, the Norvado NOC team can assist. Please refer to Appendix A for the specific changes.

Thank you for choosing Norvado IT Service. With Norvado managing your IT, you'll have more time to discover the possibilities of the Northwoods.

Customer Name _____   Address _____

Main Phone Number _____   Main Point of Contact _____

Service (check one)   ☐ IT Help Desk   ☐ IT Help Desk with Proactive Network Monitoring

Are you a current Norvado IT Service Customer?   ☐ Yes   ☐ No

If yes, please select your current technical support lead.   ☐ Grant Kolwitz   ☐ Jeremiah Bietka

Norvado Account Name _____   Norvado Account Number _____

Do your business critical applications utilize local storage or cloud-based storage?   ☐ Local   ☐ Cloud

Recurring Maintenance Window for Network, Workstations & Server Software Updates (Service Affecting):

☐   2nd Friday of the month, 12AM - 8AM CST

☐   Alternate maintenance window required (please specify) _____

Point of Contact for Server & Domain:

Name _____   Phone _____   Email _____

On premise active directory?

☐ Yes   ☐ No

Authorized Users

Name	Phone Number	Email Address

*These are individuals that are authorized to call into the Norvado NOC to request service. In addition to being able to call into the NOC, these individuals will be given Portal Access to View, Create, Update, and Close Trouble Tickets/Requests.

Desktops/Computers/POS

Manufacturer/Brand	Host Name

Pre-Existing Issues or Challenges

Please provide a description of any issues you are currently experiencing and our team will work through these during the onboarding process.

Description of Pre-Existing Issues

Network Equipment

Unifi	
UNMS/UISP	

Host Servers

Manufacturer	Model	IP Address	Logon Creds	Function

Microsoft Hyper-V Guests & Third Party Applications

Host Name	Function

Our collectors can gather data from customer equipment via several methods if the appropriate ports are open and credentials and/or community strings are supplied. Those methods include the following.

Service	Protocol/Port	Types of Devices
Ping	ICMP	All
SNMP	UDP161	All that support SNMP
SSH	TCP 22	Network elements
Telnet*	TCP 23	Network Elements
WMI	TCP5985	All Microsoft devices
VMWare	TCP 443	ESXi hosts

For security, using SSH instead of Telnet is recommended whenever possible!

In many cases an internal collector will be desired, as this allows monitoring data to be gathered from multiple devices on a private network without direct exposure to the Internet. For those cases where a device must be monitored through a public interface, the relevant ports from above must be forwarded and permissioned to allow traffic coming from (at least) one of our static cloud collectors:

Data Center Location	Hostname	Static IP
Texas	nf-auv-cloud-01	138.128.242.237
California	nf-auv-cloud-02	78.138.24.235

Important Caveat: If monitoring via public interfaces, 1 public IP address = 1 monitored device. If multiple devices need to be monitored behind a single public IP address, there will have to be a collector deployed inside that network.