



ENGAGEMENT AGREEMENT
Managed IT Services
City of Pataskala, Ohio

Headway Strategy LLC

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Summary

Managed Services is a service in which an external technology organization provides contracted technology services to a client organization. These services are generally specialized or standardized services that can be performed in a more cost-effective and productive manner by outsourcing the service. Headway Strategy provides managed services offerings to Clients

Headway Strategy provides prescribed services to clients based on the types of services that they request to use. Below outlines the high-level services that are provided under each offering. A detailed service guide can be found at <https://www.headway-strategy.com/mspserviceguide>. Additionally, the then-current version of the Managed Services Service Guide is included with each executed contract.

To state our understanding of the objectives that The City has for this contract, Headway Strategy will focus on key aspects of our service delivery. Our objectives for this contract include:

- Provide a fully managed service to manage and maintain a functional and highly available (24x7x365) environment, enabling the Client to properly and effectively do the critically important work that they are responsible for.
- Ensure that we are providing every professional at The City a superior, consistent, and constantly improving customer experience that aligns with their appropriately high expectations of a professional and experienced organization.
- Ensure that every interaction, service request, and change is a seized opportunity to innovate and improve at every level.
- Continuously improve the speed to resolution for users by implementing and leveraging key approaches and technologies including knowledge bases, omnichannel communications, artificial intelligence, machine learning, training, and spectacular people-based relationships.
- Bring improved availability, security, agility, performance, and productivity to the forefront while ensuring compliance, cost savings, risk avoidance, and continuity on the backend.
- Provide an infinitely flexible service model to the Client that can evolve over the life of the relationship to ensure constant positive impact and relevance for many years to come.
- Provide a data-driven engagement that uses past performance and experience to predict proper future outcomes in relation to operations, performance, user needs, and cost.
- Properly predict and maintain a consistent contract investment, free from unforeseen cost increases, overruns, and challenges.
- Assist The City in becoming a transformative and impactful change-agent leveraging modernized computing models, coding approaches, security focuses, and operational procedures.

Standard Managed Services Offering

Headway Strategy provides a standardized managed services offering that meets the majority of the needs of The City. Below, we have outlined these standard included items.

- Standard 8x5 support desk services to address issues that end-users may experience with PCs, peripherals (such as mice, monitors, printers, etc.), mobile devices (phones and tablets), desk phones, and conferencing hardware. Additionally, the support desk addresses changes to server systems, software, and cloud services.
- Deployment of replacement end-user devices.
- 24x7 monitoring of network hardware (switches, access points, controllers), network firewalls, internet connections, and servers and software.
- Ongoing upgrades, maintenance, and management of network hardware.
- Sentinel One EDR (Endpoint Detection & Response) and MDR (Managed Detection & Response) to provide endpoint cybersecurity and 24x7 monitoring via the Security Operations Center.
- Vendor management and support for third-party software, hardware, and internet connections.
- Patch management and software updates for Windows, Mac, and Linux platforms as well as supported software.
- The patching cadence is customizable by each individual client, or they can elect to adopt our monthly patching schedule.
- Asset Management.
- KnowBe4 Email Security and Phishing Training
- Onsite maintenance and delivery as necessary
- Monthly Technology Performance Reports
- Quarterly Business Reviews.
 - We use these reviews to discuss various items including recommendations of new technology and process implementations, security best practices, identifying new standards and specifications for hardware and software, and more.
 - This effort is always performed by a Partner in the firm

Phone-based Support

Phone support will be available to all users by calling (330) 676-5289. Phone support will not be limited to certain kinds of tech support but will most often be the initial step the majority of users will leverage to get assistance. Support requests that the team will triage will range from simple password resets and application installs to more complex engineering change requests and outages that occur.

Email-Based Support

Email-based support will be available to all users by sending email to support@headway-strategy.com. Support requests opened via email are automatically assigned a Priority 3 (low)

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priority. However, if a user has a unique situation requiring that an issue be address quicker, users may call and request a severity increase. Additionally, Headway Strategy has pre-defined rules in place to automatically increase the severity for items such as outages, various software issues, security issues etc., alleviating the need for a call.

Web-Based Support

All users will have access, if desired, to use the IT support portal to open tickets, see open tickets, view the devices assigned to them, and browse the knowledge base for self-help.

General and Curated Knowledgebase

All users will have access to the general knowledge base to utilize self-service troubleshooting.

Service Level Agreement

Headway Strategy provides end-user services on a "standard" 8am to 5pm ET Monday through Friday coverage. Understanding that there are, at times, issues outside of business hours, we understand that there may be end-user support needed outside of that standardized timeframe on a limited basis. During this standard coverage time, Headway Strategy follows the following service levels:

- Within 15 minutes of submitting a service request to support, the user will receive a service request confirmation providing the assigned service request number and a summary of their request.
- Within 4 business hours of submitting a service request, a technician will be assigned to the service request and the user will receive a confirmation that it has been assigned and reviewed, the name of the technician assigned, and an estimated time of engagement from the technician. The target time to begin working on a specific issue is within that 4 hour time frame.

Cybersecurity and Compliance

24x7x365 Endpoint Cybersecurity Monitoring

Headway Strategy will provide the software for and the monitoring of the City's cybersecurity landscape. Sentinel One Complete will be used to provided antivirus, antimalware, behavior-based analytics, proactive protections, and reactive isolation and remediation.

24x7x365 Security Operations Center

While standard support is provided during business hours, the security operations center operates on a 24x7x365 basis, constantly monitoring the landscape for issues.

The Security Operations Center provides the following service levels:

- MDR Initial Threat Analysis SLO: Completed within 1 hour of alert. - Includes initial investigation, containment (if necessary) and escalation (if necessary).

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- CW SIEM Initial Threat Analysis SLO: Completed pursuant to SLO applied to supported site - Includes initial investigation and escalation (if necessary).
- Client Created Ticket Initial Response SLO: Varies by ticket priority (Low – 4-hour, Medium – 4-hour, High – 2-hour, Urgent – 1-hour). All email-initiated tickets originate as low priority.
- Voicemail Response: All voicemails to the SOC are classified as Urgent tickets with a 1-hour initial response goal

SIEM Integration with External Services*

Any available integrations with the Singularity SIEM can be leveraged to enhance and expand the offering. The Singularity Marketplace can be accessed to identify available integrations. Examples of valuable integrations are Microsoft Entra ID, Microsoft 365, Azure Log Service, Cloudflare, Okta, and much more.

Desktop Management, Monitoring, & Security

Standards Development

Headway Strategy and the City of Pataskala will work to develop both hardware as well as software and operating system standards for the organization. These standards will drive budgeting, operations, as well as compliance throughout the effort.

Inventory Tracking*

Headway Strategy tracks all hardware as well as software licensing within its management tools to ensure an accurate inventory exists as well as to manage and maintain a proper IT lifecycle. This is available to the City at any time. This also includes to-be-deployed (or “reserved”) hardware being prepared for deployment.

End-User Device Preparation, Deployment, & Replacement

New and Replacement User Device Preparation and Deployment

The Headway Strategy team will prep and ship new and replacement end-user computing devices such as desktops and laptops. Shipping costs will be expensed back as needed.

Network Device Management & Monitoring

24x7x365 Network Device Monitoring (Non-Cyber)

Network devices, as supported, will be monitored through SNMP on a constant basis. Network device monitoring includes network routers, firewalls, switches, access points, the SASE/SD-WAN environment. Additional types of hardware can be added as agreed between Headway Strategy and MCE Automation.

Server Management & Monitoring

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24x7x365 Server Monitoring (Non-Cyber) *

Headway Strategy will provide monitoring at both a hardware and software level including services, functionality, and statistics.

Software Deployment and Removal *

Headway Strategy will perform software upgrades as needed as well as maintain a clean software landscape across servers.

Recurring System Maintenance Tasks *

Headway Strategy will performance standard recurring maintenance on all server systems including but not limited to defragmentation, temp file removal, disk cleanup, software cleanup, and more.

Managed patching is provided and follows a standardized application process. End-User devices (desktops and laptops) Windows patches are applied on the second and third Wednesday of each month. Third-party managed software updates are applied on the third Thursday of each month.

A list of applicable monitors and alerts is available in the Appendix titled "[Standard Monitors & Alerts](#)."

Data Backup

Headway Strategy offers several different backup offerings that are beneficial to clients. Below, we list the systems that can be backed up. There are no licensing fees for the backup software and tools. Backup storage is billed separately on a per terabyte per month basis based on consumed storage. Please see the pricing table to view specific pricing and estimates.

The timing and recurrence of backups will be configured to the client's requirements as determined in the initial kickoffs and may be adjusted at any time moving forward. Headway Strategy will make recommendations of backup frequency during the initial kickoff meeting based on information type, etc.

Backup job success and failure records will be recorded as tickets within the system to ensure that not only the failures are being identified, but the success is logged as well. Headway Strategy will address any backup failures on the next business day and will perform remediation up to and including re-running the failed backup job.

Restore requests can be made through the standard ticketing process and Headway Strategy will begin working on the restore process based on the severity of the related issue as defined in service levels above. Restore times will vary based on the size of the restore, the location that it is being restored to, and the type of restore requested.

Windows Servers

Backups for Windows-based servers include physical servers, virtualized servers including the Hypervisor, as well as servers hosted in Azure. Servers are not required to reside in the City's network to be backed up.

Linux Servers

Backups for Linux-based servers include physical servers, virtualized servers including the Hypervisor, as well as servers hosted in Azure. Servers are not required to reside in the City's network to be backed up.

SMB File Shares

The backup offering can target SMB/CIFS file shares for direct backup, regardless of network ownership.

Microsoft 365

Our offering for backing up Microsoft 365 includes the backup of Microsoft Exchange Online (main mailbox and archive mailboxes), Microsoft SharePoint Online, Microsoft OneDrive for Business, and Microsoft Teams.

VPN Support

Headway Strategy will maintain and support the VPN services infrastructure to ensure that proper employees have remote access to City systems as permitted. At the time of this writing, the current VPN infrastructure is configured utilizing the Fortinet hardware and FortiClient VPN.

Datacenter Services

Headway Strategy currently* operates a datacenter approximately 3.5 miles from our primary office in Fairlawn, Ohio. This datacenter is equipped with redundant connectivity, firewalls, fiber and copper connectivity up to 25Gbps, and rack space.

The datacenter is also secured by fob-based entry to limited personnel. Headway Strategy personnel is limited to firm partners and one to two team members responsible for hardware maintenance only. Within the datacenter, access within the rack is limited by locking doors with a numeric code. Lastly, there is 24x7 audio and video surveillance inside and outside of the datacenter.

*Note: In December 2024, Headway Strategy will be moving office locations, and we will be migrating the current datacenter to a new location within the upcoming Headway Strategy office location. Additional details of the deployment will be available once the deployment is complete which will outline connectivity, hardware, power redundancy, surveillance, and access restrictions, all of which are planned to be improved.

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Physical Server Hosting

Physical rack-mounted servers and/or appliances can be hosted in our datacenter at a per-“U” price. Please see the pricing table to view current pricing.

Quarterly Business Reviews

The offering includes Quarterly Business Reviews in which the Client leadership and Headway Strategy leadership meet to review the performance over the previous quarter, understand items that can be adjusted to provide a better experience for the business and users, and identify potential larger scale support that Headway Strategy can provide.

As desired, additional quarterly or semi-annual reviews can be held at a business unit level to ensure that the provided services are addressing the needs of not only the business as a whole, but also the individual and potentially unique needs of the separate business units.

Annual Budget and Master Planning Process

Headway Strategy will work in concert with MCE Automation leadership to construct a value-added and sensible budget, project forecast, and technology roadmap on an annual basis. The information for this effort will be fed by several different sources of data including ticket data, asset inventory, lifecycle statistics, growth metrics, and supportability. The budget, project forecast, and roadmap will drive the KPIs and metrics throughout the annual period.

Mileage Reimbursement

Headway Strategy believes that the vast majority of the scope of work will be able to be done remotely with no requirement for onsite visits. Should onsite visits be needed, in-person trips will be kept to a minimum, and will be expensed at the then-current federal mileage reimbursement rate. As of the drafting of this document, the federal mileage reimbursement rate is 67¢ per mile. These expense reimbursements will only be applicable for technical-related visits and not for as-requested non-technical meetings, the Quarterly Business Reviews, nor the annual strategy sessions.

Billing Process

Client will be invoiced once per month for the quantity billable users consumed. On the last day of each month, Headway Strategy will identify a current count of billable users and Data Backup storage (per TB). An invoice will be generated and sent on the first day of the following month to the client with the corresponding costs. The invoice sent will cover the services for the calendar month in which the invoice is dated.

Term, Termination, and Cost

Headway Strategy does not require any contracted term for this service. If client desires to terminate the agreement, Client agrees to provide a 90-day notice of any substantial decrease to services to enable proper handoff to a replacement provider and evacuation from the environment. The table below outlines the cost for each line item. There are no minimum quantities and Clients are billed only for what they consume in a given month. The City of

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Pataskala will be invoiced on the first of the month for the total quantities of each line item in active consumption on the last day of the prior month.

Product	Billing Methodology
Total Care – Per User	\$80 per user per month
Total Care – Per Server	\$80 per server per month
Data Storage – File Services and Backup (Per TB)	\$80 per TB (in 1TB increments)

Example Pricing Model

Through the process of identifying the need for this service, estimated numbers were considered. The information below provides an estimated pricing for this service based on 24 users, 3 servers, and an annual planning and strategy session. These numbers may be higher or lower once the environment is onboarded and accurate users, servers, and storage is identified. As outlined above, the City will only pay for the quantities consumed.

Line Item	Qty	Cost/mo.	Monthly Cost	Annual Cost
Total Care – Per User	24	\$80	\$1,920	\$23,040
Total Care – Per Server	3	\$80	\$240	\$2,880
Annual Planning & Strategy Session	1	N/A	N/A	\$5,600
Total Costs			\$2,160	\$31,520

Projects and Efforts Not Otherwise Described

If there are projects that are identified where additional services separate from the services outlined in this agreement are required, Headway Strategy leadership and City stakeholders will collaborate to determine on a case-by-case basis if the effort can be absorbed into the existing agreement, or if a separate effort and agreement should be produced.

Assumptions

- Client will provide necessary software (i.e. Microsoft 365 licensing) and hardware including onsite workspace and network access as required.
- Partner will be provided adequate permissions to perform the necessary tasks required to fulfill the engagement agreement for the duration of the relationship.

Contract Contacts

Jim Knotts, Managing Partner
 Headway Strategy LLC
jknotts@headway-strategy.com
 (330) 285-6814

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Exclusions

Headway Strategy **does not** provide the following as part of this agreement:

- Software licensing not related directly to the provisioning of these services.
- Desktop, laptop, server, or network hardware

Approvals

The signatures below constitute approval of this engagement agreement.

Agreed:

Headway Strategy LLC

City of Pataskala

Signature:

Signature:

Print Name: Jim Knotts

Print Name: Tim Hickin

Date:

Date:

Appendix A – Headway Strategy Security Posture

Headway Strategy has taken significant strides to ensure that the firm’s security posture meets or exceeds the requests of any institution that we wish to do business with. Below outlines our specific areas for this contract.

Physical Site Security

Headway Strategy believes that physical security is foundational to a secure environment. Our corporate office uses a swipe card system to gain access to the physical office. Cards are assigned individually to employees and their card information is recorded in our human resources information system as an asset. A complete audit trail of badge swipes along with a video record of each encounter is stored for no less than 120 days on-premises. Card swipes are authorized based on times that any individual is expected to be in the office (i.e. day shift, night shift, weekends) as well as by area of the office (such as the secured technology and storage area).

Identity and Access Control

Headway Strategy currently employs Okta Identity Management for all identity and access management functions.

For access, Headway Strategy only allows phishing-resistant factors to be used such as Passkeys, biometrics (Touch ID, Face ID, Windows Hello), Okta Verify, Yubico hardware keys (corporate-provided only), and Personal Identity Verification (PIV) cards/token.

Our password policies are as follows and passwords are not permitted to be used as an authentication factor to any application regardless of compliance boundary:

- Require lower case letter.
- Require upper case letter.
- Require number (0-9)
- Require symbol.
- Does not contain part of username.
- Does not contain first name.
- Does not contain last name.
- Cannot reuse last 24 passwords.
- Cannot reset password for 2 hours from last reset.
- Passwords expire every 365 days.
- Lockout after 10 unsuccessful attempts.
- Does not auto-unlock; requires administrator intervention.
- Notifies admins and user upon password lockout.

Additionally, systems that access client information or applications are required to, in addition to using a possession-only factor, be using a registered and managed corporate device that meets our device attestation requirements. These requirements are:

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- Must be on an the most current software release and patch level.
- Biometrics must be enabled (Touch ID, Face ID, or Windows Hello).
- Device must support a TPM (Trusted Platform Module).
- Device must not be jailbroken.
- Device must be encrypted.

Our human resources information system provides all information to the Okta system for any and all employees. Access and credentials for employees are not created until 24 hours prior to their start date and time. This allows sufficient time for the information to properly flow through all systems, ensuring that the employee is productive day-one. Access and credentials are removed on the date of termination at 4:30pm local time unless otherwise specified. All access is determined by the employee's division, department, and job role through a series of policies and automations, significantly reducing both manual work as well as potential human error.

Headway Strategy believes that the above policies we have implemented ensure the highest possible privacy and security as it relates to employee, company, and client data.

Physical Network Connectivity

Wired connectivity to the network is controlled via MAC addresses attributed to our corporate devices. Only devices authorized are permitted to connect.

Wireless connectivity to the network is controlled via MAC addresses attributed to our corporate devices. Only devices authorized are permitted to connect.

Internal Networking and Security

Our employee network is segregated from our datacenter and client networks to increase security and prevent data leakage. Access Control Lists (ACLs) are in place to ensure that if an intrusion is successful into the Headway Strategy internal network, client networks such as the MCE Automation network are immune.

Additionally, by leveraging Okta as outlined above, we also restrict the use of applications by role or job type based on network location. As an example, our field service engineers, engineers, higher-level staff are permitted to access applications from anywhere within the Continental United States. However, our support desk and other junior staff are only permitted to access applications from within our internal network boundary. We employ very limited VPN. This largely requires this staff to be inside our offices. These factors are not all-encompassing but rather are illustrative.

Email and Content Security

Headway Strategy utilizes Microsoft's Commercial 365 Cloud for email and some content (document creation and storage, project management, business analytics, etc.).

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Our inbound and outbound email is supported by Microsoft Exchange Online Protection to ensure that mail is valid, safe, and malware-free.

[Endpoint Data Protection](#)

All Headway Strategy devices used in the performance of this agreement will be protected by Sentinel One Complete.

[Web Access and Content-Access Security](#)

Headway Strategy utilizes IDS and IPS at the network edge as well as deep packet inspection for all data moved into and outside of our end-user device network.

Appendix B – Standard Monitoring & Alerts

The following monitors and alerts are automatically included as part of our standard agreement. Additional standards may be added in the future with or without notice.

Area	Monitor	Laptop/Desktop	Server	Frequency
Antivirus	AV Out of Date	Yes	Yes	Daily
Antivirus	AV Disabled	Yes	Yes	Every 4 Hours
Antivirus	AV Software Missing	Yes	Yes	Every 4 Hours
Drive Health	Disk Cleanup Required	Yes	Yes	Every 12 Hours
Drive Health	Drive Errors or RAID Failures	Yes	Yes	Every 5 Minutes
Drive Health	Fragmentation <30%	Yes	Yes	Monthly
Drive Health	Free Space Remaining <15%	Yes	Yes	Daily
Drive Health	Free Space Remaining <5GB and 10%	Yes	Yes	Every 6 Hours
Drive Health	SMART Failures	Yes	Yes	Every 12 Hours
Hardware	Chassis	Yes	Yes	Daily
Hardware	Hardware Changes Detected	Yes	Yes	Daily
Page File	Page File Growth and Usage	Yes	Yes	Daily
Processes	Bad Processes Detected	No	Yes	Every 1 Hour
Services	“Automatic” Services Stopped	No	Yes	Every 1 Hour
Software	Application Crashes	Yes	Yes	Daily
Software	Blacklisted Installation	Yes	Yes	Every 6 Hours
Software	Expired Product Keys	Yes	Yes	Daily
Software	Newly Installed Software	Yes	Yes	Daily
Software	License Overallocation	Yes	Yes	Every 12 Hours
Software	Unclassified Applications	Yes	Yes	Daily
Software	Software Uninstalled	Yes	Yes	Daily
Uptime	No Reboot in Last 30 Days	No	Yes	Daily
Uptime	No Reboot in Last 14 Days	Yes	No	Daily