All Covered

IT SERVICES FROM KONICA MINOLTA / **FINANCE**

Audit Support Services

Complete Approach to Technology Services and Compliance

All Covered's suite of services is specifically designed for financial institutions and provides you with IT infrastructure, security, compliance and administrative capabilities at a predictable cost, while effectively leveraging a lean IT department.
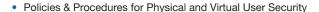
All Covered audit support services includes an evergreen IT Security Program and supporting IT services such as help desk and data back up; managed IT services including system and infrastructure monitoring, endpoint protection, workstation and server optimization and more. To meet your audit and regulatory reporting requirements we provide the manpower, expertise and reports to help you successfully pass IT audits and exams. In addition, we actively participate in your IT initiatives and attend your steering committee meetings.

Our clients benefit by leveraging the economies of skill, scale and experience which mitigate IT compliance risk, control operating costs and gain operational efficiencies.

With all the business challenges your institution already faces, why not let All Covered handle your IT infrastructure, security, compliance and audit needs so you can focus on serving clients, improving employee productivity and meeting your bottom line.

Information Technology Security Program

- Policies & Procedures for Physical and Virtual User Security

Managed IT Infrastructure, Security and Administration Services

Servers Physical or Virtual
- Management
- Endpoint Protection
- Monitoring
- OS and Application Patching
- Optimization
- AD Group Security Policy

Remote and On-site Support
- End User Application Support
- IT Help Desk
- Mobile Device Support
- Data Backup and Restoration
- IT Steering Committee Support

Workstations Physical or Virtual
- Management
- System Imaging
- Endpoint Protection
- OS and Application Patching
- Optimization

IT Audit Support, Audit Book and Regulatory Reporting

FDIC **NCUA** **State Exams** Comptroller of the Currency Administrator of National Banks *3rd Party Audits*

Technical and Compliance Expertise

Our support professionals are not only skilled in key infrastructure technologies and financial services applications, but they are also security and compliance experts with ISACA, CISA, CISM, CRISC and CGEIT certifications.

All Covered's Audit Support Services elements include:

Features and Functions	Benefits	Included	Additional Fee
IT Security Program	An evergreen IT Security Program that is complete, customizable and revised annually. It includes policies and procedures and meets FFIEC requirements.	✓	
AD Group Security Policy	Uniform security policy enforced across all computers to harden and secure to industry best practices. Reduces system vulnerabilities and protects against malicious activity.	✓	
Endpoint Protection	Centrally managed Endpoint Security agents on all computers to ensure optimal performance and security protection. Proactive scanning and agent management.	✓	
System Patching	Critical security patches are tested and routinely deployed in a timely fashion to maintain current patch status on the internal network.	✓	
System Monitoring	Monitoring services are performed 24 hours a day, 7 days a week for system availability, server performance, critical applications, data backup, security events and more.	✓	
Endpoint Encryption	Deploys and manages Endpoint Encryption software as a managed service, which includes end user support and monthly reporting.	✓	
IVA Scanning and Remediation	A recurring service that integrates assessment, remediation and reporting into a complete offering to reduce risk and address IT compliance.	✓	
Proactive System Optimization	Routine system optimization keeps employees productive by insuring that all workstations and servers are running to their full potential.	✓	
Unified Hosting Ticketing System	Seamless collaboration between our Remote Support Center and your internal staff ensures detailed reporting of issues and projects as well as change control management.	✓	
IT Steering Committee Meeting Attendance	Active participation in the planning of IT initiatives. Ensures resources and capital are best utilized to meet the strategic goals of the organization.	✓	
Audit Support & Audit Book	Provides IT Audit support and reporting for IT Audits and Exams. Information prepared and organized in support of a Financial Industry Audit.	✓	
Remote Support Center	Through our state-of-the-art Remote Support Center our IT staff supports your personnel. Standard and extended support hours and 24x7 engineering coverage is offered.		✓
Server & Workstation Management	Employs a stable, secure and compliant computing environment. Ensures configurations are compliant with the Information Security Program.		✓
Printer/iPad/Tablet/ Mobile Device Support	Printer support to ensure a stable, secure and compliant printing environment. Mobile device support assists end users with email Internet and VPN access for anytime, anywhere productivity.		✓

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