



WEDC IT MANAGED SERVICES RFP – QUESTIONS AND ANSWERS

Vulnerability Assessments

Q: How frequently are vulnerability assessments carried out and what is the schedule?

A: WEDC conducts monthly vulnerability scanning and assessments. Additionally, WEDC perform annual penetration tests and IT security assessments.

Ticket System

Q: Can you provide the average ticket volume for the last six months?

A: Our average monthly ticket count is between 3-6, which cover issues such as VM resource overutilization, outages, and change requests.

Q: What ticketing system is currently in use?

A: WEDC utilizes ServiceNow through our current MSP, and internally, we use Solarwinds Service Desk. We are open to other options.

Remote Services

Q: Can services be conducted remotely?

A: Most services can be performed remotely, although we may occasionally request on-site assistance for specific projects or advanced troubleshooting.

Monitoring Tools

Q: Could you share a list of monitoring tools used for server and network storage environments?

A: Our current MSP uses LogicMonitor for monitoring. We are open to alternatives from other vendors.

Cybersecurity Insurance

Q: Do you currently have cybersecurity insurance?

A: Yes, WEDC does currently have cybersecurity insurance.

Endpoint Information

Q: How many endpoints of Defender do you have?

A: WEDC has around 200 endpoints, which include a mix of Windows Servers, Windows 10 devices, Linux, and Mac.

Data Ingestion in Sentinel

Q: What is your current consumption of Sentinel?

A: WEDC's average data ingestion is between 2.5 GB to 4.5 GB per day. From 26 connected data sources.

Security Audits

Q: Has WEDC had a recent security audit?

A: Yes, WEDC has had an IT security assessment performed within the last year, covering IT controls based on NIST 800-53.

Backup and Disaster Recovery

Q: What backup and DR solutions are you using?

A: WEDC uses Veeam Backup and Replication for 3-2-1 backups and have a DR setup in Azure. Backups are monitored for success, and periodic tests are carried out.

LOOK FORWARD ➤

SLA and Pricing

Q: Under SLA guarantees for uptime, what do you mean by Reactive Engineering?

A: This refers to the acceptable time for a vendor to respond to an outage or system going down. For example, action should be taken within 30 minutes for a critical server being down.

EDR and SIEM Preferences

Q: Are you open to using EDR and SIEM solutions from the MSP?

A: We prefer to stick with our existing solutions, but are open to alternatives if they allow for 24/7 monitoring.