

# Managed IT Services



## When Data Matters

**REJIS**

Welcome to managed support with REJIS.

You have made a great choice that will maximize your REJIS support contract. With 24-hour monitoring, a dedicated support staff, and automated repair scripts the level of service you receive will be top notch. With our Managed Service platform, REJIS will be able to provide the service you need "when" you need it.

## How It Works

Managed Services utilizes deployed agents on each workstation and server. These agents check into a special server in the REJIS datacenter at pre-defined intervals. The agents are very lightweight and do not cause any service interruptions or disrupt the daily use of the end user.

The management server monitors each endpoint with a pre-defined set of policies using the installed agents. Each monitor set is fine tuned for your location, from typical workstation system services to elaborate server applications, the monitor sets will instantly notify REJIS network analysts of any issues. Utilizing the REJIS network, and secure access provided by the network team, the communication from the endpoints to the Management server are fully encrypted.

Along with the monitoring of the vital systems, REJIS will also keep your endpoints up to date on all patches, including third party software. Using the management agents and a pre-defined set of policies, the server will deploy and install patches and reboot, as necessary, on a specified schedule.

## Monitoring

The Managed Service agents monitor windows logs, applications, services, and hardware. Each agent is configured for the operating system installed on the endpoint as well as the third-party applications and software. Standard hardware monitor sets are pre-defined for all the major hardware vendors, including, HP, Dell, SuperMicro and more! With 24/7/365-hour monitoring the management server can automatically repair specific errors without input from the network analyst, in these situations the analysts are informed of the issue as well as the repair status. With a watchful eye on all systems the agents can even catch hard drive failures before they become problems!

## Key Benefits

- Increased level of Service
- Faster Incident Response Time
- 24/7/365 Hour Monitoring
- Management
- Software Deployment
- Workstation Configuration
- Custom Reports

## Strength in Experience & Knowledge

REJIS offers 100's of years of combined experience in technology, information security, access, and networking. The "solution" to the question is one phone call away.

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Bryan Mueller | Network Services Manager of Infrastructure

Corey Tebbe | Network Services Manager of WAN/LAN

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Scott Declue-Steward | CISO, Information Security

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# Management

An important feature from the REJIS Managed Service is the management option. With a multitude of endpoints, it can require a lot of time to keep all software fully up to date! With the REJIS Management tool, keeping all software up-to-date is now simplified. We can keep virtually every third-party software up to date as well as Microsoft patches. These will need to be configured by REJIS prior to deployment of the agents on your network.

Management of endpoints also includes reboot schedules. It is imperative that workstations and servers are rebooted on a regular basis. With our Managed IT Service managing your endpoints this is now scheduled for you during pre-defined maintenance periods. Each maintenance period is defined by you and configured to best fit the needs of each customer.

Software upgrades and deployments can now be scheduled with your REJIS client representative and these can be pushed to the endpoints of your choosing. Without the need to touch every endpoint the REJIS technicians can quickly deploy software for any client.

For scheduled visits, customers can contact their client representative to schedule a visit. We will have one of our staff contact you and discuss items to be handled while onsite. This will provide the opportunity for us to provide the right technician, who will be proficient for the type of support needed.

# Reporting

Reporting can be as detailed as you want and as frequent as you desire!

Fully customizable for each client the report sets can be sent to whomever needs them within your organization.

Valuable information regarding the status of your network can be sent to the desired contact, while remote connection information can be sent to department heads to show computer issues resolved within the agency.



## What to Expect

Now that agents are successfully installed on each of your endpoints, what comes next?

The agents will be continually monitoring your computers and servers and detect most issues automatically, many times before your user is affected. As hardware failures occur, either our remote platform will detect it, or the end user will need to notify our staff of the problem.

End Users can contact the REJIS Help Desk via phone for time sensitive issues for immediate response, or via email for issues that are not as urgent. The Help Desk phone number is 314-535-9497 and the REJIS Help Desk email is [rejishelpdesk@REJIS.org](mailto:rejishelpdesk@REJIS.org). With the initial contact to the Help Desk, a ticket will be created and assigned to the first available technician. Generally, you can expect 1-2-hour response for most calls.

Remote control is built into each agent, and with it, the REJIS technician and the end user experiencing issues can be connected with ease. All remote sessions are recorded for documentation as well as training purposes, and any remote connections require proper documentation from the REJIS technician. Remote control is entirely in the hands of the end users, from the initial connection, to the final termination the end user has full control of their desktop and can terminate the connection at any time.

For scheduled visits, customers can contact their client representative to schedule a visit. We will have one of our staff contact you and discuss items to be handled while onsite. This will provide the opportunity for us to provide the right technician, who will be proficient with the type of support needed.

## Managed IT Clients

Any government client can call for assistance and we will be there. These clients have contracts which provide savings in hourly rates.

Bi-State Development  
Bellefontaine Neighbors  
DesPeres  
East Central Dispatch Center  
Eureka  
Hanley Hills  
Jefferson County  
Government  
Manchester  
Maplewood  
Rock Hill  
Shiloh  
St. Ann  
St. John  
St. Louis County  
Swansea  
Velda City  
Waterloo  
Winchester

## Deployment

REJIS technicians will schedule a time to install the management agents on the server to be used for deployment.

The deployment takes place in several stages. The initial agent installation will take place on a domain controller or similar server. This agent will become the master agent for your network and infrastructure. Customers that have a domain environment will move forward with the installation of domain monitoring and deployment. Clients without a domain will move forward with network monitoring and deployment.

Domain Monitoring and deployment is the most commonly used configuration, and should always be utilized if at all possible.

Network Monitoring and deployment should only be used whenever there is no active directory environment. This utilizes Nmap to map the network and deploy agents across it.

Deployment is a task that will be fully configured by a REJIS network analyst and will have little to no impact on your end users!

# Information Security

Four powerful tools against spyware, virtual threats, internet attacks, hacking, and operator error. Let REJIS help you with your whole agency data and IT security. Although not part of REJIS Managed IT services, these four programs are part of our IT Security Services.

## Information Security Awareness & Training

Even the most sophisticated, updated, and expensive internal systems still rely on people who use their computer. All efforts to bolster a secure system can be defeated by one click within an email. It's called Phishing. Those who deploy phishing attacks are very creative. Have all of your efforts to educate your team worked? How do you improve your teams understanding of phishing and cyber security? Implementation of the Information and Security Awareness and Training offers easy, quick, and informative tests and lessons to carefully educate employees and contractors.

## Perimeter Threat & Vulnerability Management PTVM

Do you know where your data perimeter exists? Is it just the servers, on-site computers, or does it extend to those remotely connecting into your network? Holistic care in the preservation of your data requires planning, education, multi-level remediation, and an understanding of security methodologies. Identification and remediation of vulnerabilities are not simple tasks. Let our experience shore-up your perimeter and expose vulnerability.

## Security Risk Assessment Service SRA

Assessing the location of risk in your network requires the eyes of experienced network builders. Identifying risk, explaining compliance requirements, and analyzing remediation takes an experienced and educated team of specialists in cyber security. With 40+ years of experience in the evolution of technology, security, and data, we have the tools and personnel to handle your security risk assessment needs.

## Virtual Chief Information Security Officer vCISO

The threat landscape is constantly changing and becoming more complex at a time when information security resources for government and law enforcement agencies are challenged to keep up with the growing risks. The REJIS Information Security Advisory Service was created to provide on-site and remote Information Security resources to fit the security and compliance needs of your agency. Our highly trained, certified and experienced team is available to protect, support and advise your agency to threats, vulnerabilities and best practices for securing your data, networks and infrastructure.