

## Minimum Technical Specification and Requirements for Unified Management Platform Software

ITEM	SPECIFICATION
<b>GENERAL REQUIREMENT</b>	
	175 licenses of 1-Year Unified Management Platform Software
	Cloud Base
<b>AGENT DEPLOYMENT</b>	
Deployment	• Deploy Agent Remotely thru IP Address
	• Deploy Agent Remotely thru Active Directory
	• Deploy Agent thru Discovery
	• Deploy Agent via URL Link
Agent Installer	• Can Automatically group machine base in Agent package
<b>SUPPORTED DEVICES</b>	
Workstations, Servers Platform supported	• Windows 7/8/8.1/10
	• Windows Server 2012/2012 R2/2016/2019
	• Virtualization - VMWare/Hyper-V
	• Apple macOS version 10.13, 10.14, 10.15 and 11.0
	• The Linux agent only supports Intel-based machines. SUSE Linux Enterprise (12,15), OpenSUSE Leap (42.3, 15.x), CentOS (6x, 7x, 8x), Red Hat Enterprise Linux (6x, 7x, 8x), and Ubuntu (12.04 LTS, 14.04 LTS, 16.04 LTS, 18.04 LTS, and 20.04 LTS) are supported as headless agents.
	• Network Devices – Computers, Routers, Switches, Printers, Firewalls and other IP-based devices.
<b>MONITORING</b>	
Provides user defined real-time monitoring	• Alerts
	• Event Log Alerts
	• Monitor sets
	• SNMP sets
	• System check
	• Log monitoring
	• Able to monitor IP address of the SNMP device.
	• Provides alerts via tickets, email, dashboard or run a procedure.
	• Alert on specific file changes and protection violations.
	• Monitor devices online/offline status
• Monitor system performance (CPU, Disk Space, Memory)	
• Able to monitor the transition of a process to or from a running state.	
• Able to monitor the activity of Windows Services	
• Able to trigger an alert when a hardware configuration changes which include the addition or removal of RAM, PCI devices and disk drives on the machines.	
• Able to trigger an alert when a new application is installed or removed on machines.	
Automated Network Discovery	• Discovers all computers and devices on networks that have an IP address
	• Create alerts for newly discovered types of computers and devices
	• Able to have an interactive map that displays information about networks, devices within a network, types of devices, device status, and how they are connected
Dashboard	• Offers view of alerts summary per system (device)
	• Have the ability of grouping the alarms.
	• Customize dashboard for alarm/alerts
<b>INVENTORY AND AUDIT</b>	
Hardware Inventory	• Capable of showing the System Information (Manufacturer, Product Name, System Version, System Serial Number)

	<ul style="list-style-type: none"> <li>• Capable of showing the Chassis Information (Chassis Manufacturer, Chassis Type, Chassis Version, Chassis Serial Number, Chassis Asset Tag)</li> </ul>
	<ul style="list-style-type: none"> <li>• Capable of showing the Network Information (IPv4 Address, IPv6 Address, Subnet Mask, Default Gateway, Connection Gateway, Country, MAC Address, DHCP Server, DNS Server)</li> </ul>
	<ul style="list-style-type: none"> <li>• Capable of showing the Motherboard information (Manufacturer, Product, Version, Serial Number, External Bus Speed)</li> </ul>
	<ul style="list-style-type: none"> <li>• Capable of showing the CPU/RAM Information (Processor Manufacturer, Processor Family, Processor Version, CPU Max Speed, CPU Current Speed, CPU, Quantity, Speed, RAM, Max Memory Size, Max Memory Slots)</li> </ul>
	<ul style="list-style-type: none"> <li>• Capable of showing the list of motherboard-based devices such as video or Ethernet.</li> </ul>
	<ul style="list-style-type: none"> <li>• Capable of showing the list of the printers and ports a machine can direct print jobs to.</li> </ul>
	<ul style="list-style-type: none"> <li>• Capable of showing the PCI &amp; Disk Hardware information such as type, vendor, and product name</li> </ul>
	<ul style="list-style-type: none"> <li>• Capable of showing the information of the disk volume and its partition.</li> </ul>
	<ul style="list-style-type: none"> <li>• Capable of showing the information of the shared folders.</li> </ul>
Software inventory	<ul style="list-style-type: none"> <li>• Capable of showing the Software Licenses found for a selected machines (Publisher, Title, Product Key, License, Version)</li> </ul>
	<ul style="list-style-type: none"> <li>• Capable of showing the Installed Applications (Application, Description, Version, Manufacturer, Product Name, Directory Path, File Size, Last Modified)</li> </ul>
	<ul style="list-style-type: none"> <li>• Capable of showing the Add/Remove window of Windows machines (Application Name, Uninstall String)</li> </ul>
	<ul style="list-style-type: none"> <li>• Capable of showing the Startup Apps (Application Name, Application Command, User Name)</li> </ul>
	<ul style="list-style-type: none"> <li>• Capable of showing the Security Products (Product Type, Product Name, Manufacturer, Version, Active, Up to Date)</li> </ul>
Custom Fields	Can add an additional information via custom fields manually
<b>PATCH MANAGEMENT</b>	
Manage Machines	<ul style="list-style-type: none"> <li>• Ability to run a scheduled scan to search for missing patches on each managed machine.</li> </ul>
	<ul style="list-style-type: none"> <li>• Able to display a summary view of the patch status for managed machines.</li> </ul>
	<ul style="list-style-type: none"> <li>• Capable of updating managed machines initially or automatically.</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to run procedures either before and/or after initial or automatic update.</li> </ul>
	<ul style="list-style-type: none"> <li>• Capable of displaying the results from the most recent patch scan of managed machines.</li> </ul>
Manage Updates	<ul style="list-style-type: none"> <li>• Ability to manually installs Microsoft patches on individual machines</li> </ul>
	<ul style="list-style-type: none"> <li>• Capable of updating missing Microsoft patches on all machines displayed in the paging area.</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to removes patches after they have been installed on a system.</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to clear all manually scheduled patch installations on selected machine IDs</li> </ul>
Patch Policy	<ul style="list-style-type: none"> <li>• Ability to create or deleting patch policies which contain all active patches for the purpose of approving or denying patches.</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to approve or deny the installation of Microsoft patches on managed machines.</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to override the default approval status of patches set.</li> </ul>
	<ul style="list-style-type: none"> <li>• Capable to show all installed and missing patches applicable to a managed machine</li> </ul>
	<ul style="list-style-type: none"> <li>• Can identify the machines that are missing patches or are indicating errors</li> </ul>
	<ul style="list-style-type: none"> <li>• Capable of applying individual patches to multiple machines or to re-apply patches that originally failed on certain machines.</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to schedule a task once or periodically.</li> </ul>
Patch approval	<ul style="list-style-type: none"> <li>• Approve or deny selected patches</li> </ul>
Interactive patch management	<ul style="list-style-type: none"> <li>• Select to deploy by patch or by computer</li> </ul>
	<ul style="list-style-type: none"> <li>• Capable to define the URL from which each patch is downloaded</li> </ul>

<b>NON-INTRUSIVE REMOTE ACCESS</b>	
Capability to access remote systems without disturbing the user	• Access to Command Prompt
	• Access to Event Viewer
	• Access to Asset Summary
	• Access to Registry
	• Access File Manager (Download, Rename, Delete, Move, Copy, Upload)
	• Access to Processes
	• Access to Services
	• Access computers from anywhere
	• Ability to continue sessions without user interruption.
<b>REMOTE ACCESS (Application Remote Control)</b>	
	• Capable to block the End-User Input to lock out keyboard and mouse from being able to be used by End-User
	• Private Remote-Control Session for Windows
	• Shadow Support for Terminal Server Sessions
	• Remote Control Session is Logged
	• Supports Multiple Monitors
	• Supports Keyboard Mapping and Short-cut
	• Secure Communications
	• Peer to peer or relay connection
	• Capable to determine how you want to notify users that a remote control session to their machine is about to begin
	Can set User notification type: <ul style="list-style-type: none"> <li>• Silently take control</li> <li>• If user logged in display alert</li> <li>• If user logged in ask permission</li> <li>• Require permission. Denied if no one logged in</li> </ul>
	• Screen Recording
<b>REPORTING</b>	
	• Capable of generating a difference report between each machine's latest audit and its own baseline or compares it to the baseline audit, or latest audit from a selected machine.
	• Capable of generating a graphical report representing the free space, used space and total space on each disk drive.
	• Capable of generating a table summarizing the licenses on all machines in a group or view.
	• Able to generate a report displaying the top consumers of TCP/IP protocol-based network bandwidth on selected machines.
	• Server and Workstation Uptime History
	• Schedule Reports for Automatic Distribution
	• Distribute automatically to selected e-mail recipients
Flexible Report Customization	• Capable to limit the data included in a report
	• Detailed filtering and content selection
	• Add own logo
	• Saved reports can be designated as private or shared
	• Export report data to HTML, Microsoft Word or Excel
<b>ADMINISTRATION</b>	
Centralized Management	• Capable of assigning multiple roles and scopes to a user.
	• Ability to group systems

	<ul style="list-style-type: none"> <li>• Logs activities of Users using the system</li> <li>• Ability to manage, monitor local and remote systems in a single console (without the need for a private connectivity).</li> <li>• Ability to displays the policy status of all machines your scope authorizes you to see</li> <li>• Ability to throttle bandwidth consumption used by agents and server to manage bandwidth and network traffic.</li> <li>• Deploy and enforce system policies, configuration, e.g. block control panel, block USBs via Machine, groups of Machine within a Local Area Network and Remote systems.</li> </ul>
<b>SUPPORT PACK</b>	
	1 year of updates and support
9x5 Remote Support	Free Helpdesk Support Service to the CLIENT through email, phone, chat, and remote during the CLIENT's subscription period
Onsite Support (5 Instances)	On-Site Technical Support covers assistance to the CLIENT for issues and problems that cannot be addressed by the Helpdesk Support through phone, email or remote access
Delivery Date	15 days
Terms of Payment	30 days

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