

SHAREPOINT ADMIN SUPPORT REQUESTS

If your business needs it, Fpweb.net's specialists will get it done. Our hourly support banks pair your support request with the support level engineer needed to execute the task. See below for a list of administrative services available for SharePoint.

**Requests listed are examples and not exhaustive. Lists and support levels are subject to change.*

LEVEL 1 ADMIN SUPPORT

- Managed Path Management
- WEB Application Security
- Adjusting SSL certificates & SSL Configuration
- Site Quota Management
- Creation of New SharePoint Team Sites
- Creation of Content Databases
- Site Collection Creation
- Role Delineation among servers
- Service App Creation & Configuration
- Start SharePoint services
- WEB Application creation & Configuration
- Site Collection Security
- Regional Settings
- User Alerts
- RSS Configuration
- Search Visibility Configuration
- Site Output Cache
- Moving Sites Within a Site Collection
- Uploading and Installing Templates
- Apply an installed Theme to a Site
- Configure HTML Viewer
- Configure Document Conversion Services
- Site Collection Feature Management
- Adding Content to a SharePoint Page
- Creation of New SharePoint Team Sites
- Managing a Sites Navigation
- Edit a Title, Description, or Icon for a Site
- Manage Permissions for Site or Site Collection
- New Management Paths & Alternate Access Mappings

LEVEL 2 ADMIN SUPPORT

- Service-Pack & Hot-fix application
- Add new servers to the farm
- Install & Configure Third Party Web-Parts
- Custom Web-Part Configuration
- Master Pages and Page Layouts
- Simple (OOTB) Workflows
- Resetting a Site Definition
- Apply and Manage Page Layouts
- Configure InfoPath Forms Services
- Manage Data Connection Files
- Basic SharePoint Migrations
- Manage/Change topology for Service Applications (multi-server plans only)
- Execute STSADM\PowerShell commands
- Manage Site Content Types, Site Columns, Site Templates, List Templates

LEVEL 3 ADMIN SUPPORT

- Firewall Management
- Switch Management
- Group Policy Management
- ISP Support Assistance
- Advanced SharePoint Migrations
- Disaster Recovery Setup and Maintenance
- Hyper-V Support
- Storage Support
- ADFS Setup
- Forms Based Authentication

PARTNER LEVEL ADMIN SUPPORT

- Governance
- Data Retention Policies
- Advanced Workflow Configuration
- Two Factor Authentication
- Kerberos Authentication
- Microsoft Exchange Management
- Microsoft Lync Management
- Encryption
- BLOB Storage
- Branding
- Custom Code

ADMIN SUPPORT HOURLY BANK PLANS:

T/M*	SILVER	GOLD	PLATINUM
\$0	\$2,495	\$4,995	\$9,995
Level 1 - \$225/hr	Level 1 - \$195/hr	Level 1 - \$165/hr	Level 1 - \$135/hr
Level 2 - \$275/hr	Level 2 - \$245/hr	Level 2 - \$215/hr	Level 2 - \$185/hr
Level 3 - \$325/hr	Level 3 - \$295/hr	Level 3 - \$265/hr	Level 3 - \$235/hr

**Time and Materials pricing is only available to current hosting customers*

Create a Plan That Works For You