



Cheetah Managed Services Program

Help Desk Services

All of the software listed below is included but not limited to the following.

All third party and "Line of Business" apps will be handled on a best effort basis.

Desktop Operating Systems

Microsoft Windows 2000, XP and Vista

Office Suites

Microsoft Office 2000/XP/2003/2007 - *Office Suite includes Word, Excel, PowerPoint, Access

Email Clients

Microsoft Outlook Express, 2000/XP/2003/2007, Lotus Notes 5 and above

Browsers

Internet Explorer 5 and above, Mozilla Firefox

Other Common Applications

Adobe Acrobat and Reader, Microsoft Visio

PC and Network

Network connectivity, General PC hardware diagnosis, Printers, drivers, and queues, Database connectivity, ODBC connections

Handheld Devices

Palm, Windows Mobile, Blackberry

Administrative Tasks

Create user accounts, Create mailboxes, Reset passwords, Unlock domain accounts, Network share permissions.
