

Exhibit A

SCADA Support Service Agreement

1. Services Performed Annually
 - ☐ Perform updates for BIOS, Drivers, Firmware
 - ☐ Review Server Hardware Operations
 - ☐ Check SCADA Communication
 - ☐ Verify and Update Network Diagram
2. Services Performed Bi-Annually
 - ☐ Apply Security Related Updates and Patches to SCADA Software
3. Services Performed Monthly
 - ☐ Upgrade Firmware
 - ☐ Review Security Logs and Backup configuration
 - ☐ Review Windows System Logs
 - ☐ Review System Services
 - ☐ Apply Windows Updates
 - ☐ Check Drive Free Space
 - ☐ Verify and Update Anti-Virus Software
 - ☐ Verify Backups Functioning Properly
 - ☐ Back Up SCADA Applications
 - ☐ Check UPS Operation
 - ☐ Apply Windows Updates
 - ☐ Update Anti-Virus Software