

RMM NOC Implementation

Configure NOC Services. Validate Ticket Routing. Prepare Your Team.

Statement of Work

[RMM NOC Implementation Service Description](#)

Service Description

ConnectWise RMM NOC Implementation helps you configure and validate the core settings needed to support NOC services within ConnectWise RMM.

The service includes guided remote sessions for notification rules, site policy enablement, access levels, automatic credentials, and ticket workflow review.

What You Get: High Value Deliverables

Remote implementation includes two guided sessions that cover NOC configuration, enablement, validation, ticket workflow review, and final questions.

NOC Configuration and Enablement: One 1:1 Session, 1 Hour

- Create a NOC and server notification rule
- Enable NOC Services in the RMM Site Configuration Policy
- Configure site level NOC access and automatic credentials

Server and Infrastructure Readiness

The consultant reviews the requirements used to support NOC monitoring across the Client environment.

- Session activities include:
- Review the RMM Server Agent requirement for physical servers and virtual machines
- Review Lights Out Management requirements
- Review credential storage for VMware, Hyper-V, and Azure environments
- Confirm agent deployment and Platform setup prerequisites

Validation and Final Q and A: One 1:1 Session, 1 Hour

The consultant validates the configured NOC workflow and prepares the Client for continued adoption.

- Validate notification rule ticket creation and routing
- Confirm NOC Services, access levels, and automatic credentials are applied correctly
- Review a sample NOC ticket workflow, outstanding questions, and adoption resources

Custom development, migrations, third party application services, and coding or scripting for Client operations require separate scope.

Partnering With ConnectWise

What You Can Expect From ConnectWise

- **Assign implementation** resources to coordinate scheduling and project completion
- **Deliver remote NOC configuration**, setup guidance, and best practice enablement
- **Provide a session agenda, meeting minutes**, follow up documentation, and a recording
- **Document issues or risks and coordinate** with appropriate ConnectWise resources
- **Communicate project status** or scope changes to the Client project team

Client Responsibilities

To help keep the implementation on track, the Client must:

- Designate a ConnectWise administrator as the primary implementation contact
- Complete agent deployment and Platform setup before the configuration session
- Provide access to required systems, facilities, personnel, and product environments
- Complete required data entry for notification rules, reboot windows, and server levels
- Define and execute user acceptance testing and provide actionable feedback
- Communicate issues or risks promptly and provide timely project decisions
- Manage non ConnectWise integrations and confirm required API capabilities
- Submit new requirements or scope changes in writing through a ticket

Client readiness, access, and timely feedback are required to support implementation completion.

Why Choose RMM NOC Implementation?

Guided NOC setup

Establish core NOC configuration through consultant led sessions covering ticket notification, policy enablement, access levels, and automatic credentials.

Validated operations

Confirm ticket routing, site configuration, credentials, and a sample NOC ticket workflow before project completion.

Infrastructure readiness

Understand server agent, Lights Out Management, and credential storage requirements across supported infrastructure environments.

Choose RMM NOC Implementation when you need guided configuration, workflow validation, and a clear path to continued NOC adoption.

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Service scope may vary. Refer to the Statement of Work for complete details.