
What's New in Barracuda Managed Workplace 10

<https://campus.barracuda.com/doc/89620956/>

Revolutionary Service Delivery Changes

Barracuda Managed Workplace 10.0 introduces an entirely new way to standardize and maintain your service offerings. Now, you can set up service plans that represent the different levels of service that you offer your customers. At the core of the service plan model is the new concept of policies. A policy is a collection of configuration settings that determine how a device is monitored. There are six types of policies that you can create: monitoring, automation, reporting, patching, Support Assistant, and AVG AntiVirus. See [Working with Policies and Services](#).

Policies are grouped into services, which are then added to service plans. You can apply service plans to a site, or to groups. Barracuda Managed Workplace 10.0 includes 3 services plans - Reactive, Proactive, and Fixed Fee - that have been carefully designed by our experts to represent baseline, enhanced, and top-tier services. You can use these service plans as-is, or you can customize as needed. You can also create your own service plans. See [About the Built-in Service Plans in Barracuda Managed Workplace](#) and [Creating Service Plans](#).

To minimize disruption at your customer networks, you can set up execution schedules that determine when patch, automation, and AVG AntiVirus activity occurs at your customer sites. You can create a default execution schedule that is applied to all new sites that you create, and you can override the applicable execution schedule right within the policy, if required. See [Setting Up Execution Schedules](#).

To keep track of service plan activity, Barracuda Managed Workplace 10.0 includes a new Services Dashboard. You can choose whether to make this dashboard or the Central Dashboard the default that displays when you log into Service Center. The Services Dashboard displays active alerts for each service plan, and provides a jumping-off point to drill to details about automation, reporting, patching, AVG AntiVirus, and trouble ticket activity for each of your service plans. A new Service Infobar flyout displays a condensed version of the Services Dashboard, and is accessible from within any screen in Service Center.

See [Viewing Service Plan Activity on the Services Dashboard](#).

© Barracuda Networks Inc., 2021 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.