



INNOVATE IDENTITY PRACTICE

**Okta Support & Maintenance
Service Package**

Crown
Commercial
Service
Supplier



okta
Associate
Solution Provider



Innovate Okta Support Services

Innovate are delighted to provide an Okta 3rd line support service to meet the needs of our customers. Nestled between your service desk and Okta, we cover serious incidents and ensure your Okta platform is at its best.

What's Included?

Core Support Service

Incident Management

Incident management is performed using a web-based portal. We respond to incidents within 1 hour of receiving the notification during support hours.

Our support staff have a broad and deep knowledge of Okta products, as well as integrated applications and are adept trouble-shooters. This results in fast incident resolution in most cases. If they feel the issue is at an application-level, they are best placed to use their knowledge of the client's environment *and* Okta to communicate with Okta Support directly and work with them to resolve the issue. We will also work with third-party application vendors to investigate and resolve issues related to their products and your Okta platform.

Health Checks

The Okta Support Service provided by Innovate includes monthly health checks of your Okta tenant to highlight any issues, or areas for improvement. As part of the onboarding process, we will assess your Okta environment. If there are any recommendations, based on best practice, we can offer our knowledge and experience to your team¹.

Monthly Reviews

Innovate provide the customer with a monthly service review report, which will include information such as; the number of incidents, time to resolution, incidents type and much more (for a full list of reported factors please contact us). This review also serves as an opportunity to discuss service improvements and to use our wealth of knowledge of the Okta product to evaluate future developments of the platform. As an Okta Silver Service Delivery Partner, we are well placed to inform you of up-coming features.

Options

Automated Monitoring & Alerting

We can provide a monitoring and reporting service, so you can visualise real-time incidents, and resolution, on your Okta platform.

Bespoke Reporting

If our standard reporting features are not sufficient, then we will work with you to define the parameters that are important to you and provide a more detailed report.

¹ Subject to professional services fees

Support Training

In order that your service desk can service users efficiently, we can provide support training to cover 1st and 2nd line staff.

Professional Services

Our UK-based Identity Practice professional services team specialise in all aspects of identity and access management, zero-trust environments and full digital transformations. If you need any help or advice, we can provide technical experts at a competitive day rate.

Additional Tenants

The basic support package covers one tenant, but we are happy to discuss multiple tenant support.

Client Onboarding

When onboarding a new client, we like to understand more from their team as quickly as possible and will engage with them to discuss their Okta environment and review existing knowledge-base articles or design documents. We will carry out an initial health check on the Okta tenants and integrated applications, follow an onboarding questionnaire to ensure we haven't missed anything and complete an acceptance in to service review. At this point, we will discuss any issues we discover and make recommendations on best-practice.

The Package Summary

The Okta Support Services is an annual single tenant package that includes:

- 1 hour incident response time
- Web-based or email incident logging
- Escalation of incidents and management with Okta
- Platform maintenance
- Monthly platform health checks
- Monthly service reports and reviews
- New feature recommendations

However, we would be happy to discuss additional features that would add value to the client, such as;

- Automated monitoring and alerting
- Bespoke reporting
- Support training
- Professional services
- Additional tenants

Our Relevant Experience

We currently deliver a very similar service to government clients, with c.19,000 end users across 160 departments. Innovate were responsible for the initial enterprise architecture design, associated service management framework and governance and have subsequently provided the operational support and training.

End User Compute:

- Backlog management and support of IDAM and SSO services, including whole-life service through to operational support.
- Adaptive Multi Factor Authentication allowing applications to be secured,
- Full integration with AD, Office365, Azure or HR applications.
- Okta integrations.

Project Support: 1st and 2nd Line Support Services, including:

- Designed 1st and 2nd line Support Services in line with ITIL Service Management processes.
- Provided training for front-line Support Services and a 2nd line resolver group
- Automated new user on-boarding and the administration of movers and leavers in accordance business policy.
- Supporting Incident/Change/Problem Management, to augment and support the in-house team.

Security Engineering:

- IDAM strategy, design, app integration, RBAC, PAM and support
- Using Okta, we securely manage the flow of identity attributes to customer directories, applications, and services.

Data and Personnel Security

All resources are UK-based with the necessary security clearance required to permit administrative privileges. Innovate is an Okta Silver Service Delivery Partner, Cyber Essentials and GDPR certified. The client will be provided with a Master Service Agreement and a Data Protection Act Agreement (DPA) that defines what data we process, how it is protected and how we use policies and processes to protect data privacy.

Service Delivery

Timescales

Innovate are able to action the service with our existing service support teams and anticipate the service to be active within 14 days of engagement (signed contracts and PO).

Target Service Levels

Incident Priority	Response Goal	Resolution Goal
All	1 business hour	1 working day (where incident isn't escalated to Okta)

Support hours are 9am – 5pm, Monday to Friday (excluding UK Public Holidays). Contact can be via the web portal, email or API to our service desk tool (if that optional add-on is purchased).

The service we deliver is proactively maintained and monitored. Upon discovery of an issue, our service support team will interface with your architecture team and identified stakeholders / suppliers, in order to drive a rapid resolution within the above SLAs. The monthly service reporting process will highlight trends for analysis.

Contact

Innovate IT Ltd

T: 01233 800102

E: hello@innovate.cloud

W: <https://innovate.cloud>

Notes

During the onboarding phase (see above) the Okta platform must pass the acceptance into service review before the support package commences. If there are delays to the platform meeting the required standard, there will be delays to the service starting. These delays will not affect the contract period.

The customer should have the Okta Premier Success support package in place.

The client must grant administrative access to Innovate staff for incident resolution.

1 workflow should be made available for reporting. Okta offers 5 free workflows, so there should be no additional cost to the customer. In the case where the customer requires an additional workflow for the service, it is at the customer's cost.

If we have advised that the platform requires maintenance to resolve a 3rd line incident and it is not address by the customer, we reserve the right to refuse to respond to the incident. We would be happy to provide expertise to correct the platform at additional cost.

Nothing in this brochure constitutes a contract.