



Managed Infrastructure Support Service Definition Document

Document Version: 1.0

Date: January 2026

Service Name: Managed Infrastructure Support

Classification: Public



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1. Service Overview

Managed Infrastructure Support delivers proactive monitoring, administration, maintenance, incident management, and optimisation of client IT infrastructure (on-premises, hybrid, cloud, or multi-cloud).

The service is proactive first, with reactive break-fix elements included according to the chosen Support Band. Delivery is primarily remote, using secure RMM, monitoring, and privileged access tools.

Final scope, performance commitments, and pricing are determined by:

- Client-specific SoW / Service Schedule
- Selected Support Band
- Chosen add-on modules / options

2. Core Components (Available – Subject to Band & Selections)

2.1. Infrastructure Monitoring & Management

- 24x7x365 health, availability & performance monitoring (coverage hours vary by band)
- Alerting, threshold management & trend analysis
- OS patching & update orchestration
- Virtualisation layer oversight
- Basic compute & storage capacity planning / alerting

2.2. Network & Connectivity

- Core network device monitoring (switches, routers, firewalls, SD-WAN where in scope)
- Configuration backup & change detection
- Basic performance & uptime monitoring

2.3. Backup & Resilience Oversight

- Backup job success/failure monitoring
- Basic restore verification sampling (frequency varies by band)
- Replication / DR sync health checks

2.4. Security Basics

- Infrastructure security event monitoring
- Server endpoint protection platform management
- Patch management focused on security vulnerabilities
- Firewall / VPN health checks

2.5. Incident, Problem & Request Handling

- Ticket logging, prioritisation, escalation & resolution/escalation
- Service requests (e.g. resource provisioning, access changes)
- Root-cause analysis for recurring incidents (depth varies by band)

2.6. Reporting & Reviews

- Standard health & performance reporting (frequency varies by band)
- Quarterly business reviews / advisory sessions (higher bands or add-on)