

# G-Cloud 15

## Microsoft Azure DevOps Infrastructure as Code

January 2026

## Acknowledgements

Thank you to everyone who has given their time and effort to meet us and provide the information that this document is based upon.

## Point of Contact

For further information regarding the contents of this document, then please contact the following nominated contact:

| Bid Team                                                           |
|--------------------------------------------------------------------|
| <a href="mailto:bid.team@elysianit.com">bid.team@elysianit.com</a> |
| +44 1256 976650                                                    |

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# 1. Service Definition - *providing clarity and transparency*

ElysianIT Offer a Range of Services related to Microsoft Azure which build into a complete Service offering:

*Microsoft Azure - Readiness and Assessment*  
*Microsoft Azure – Health Check and Well-Architected Framework*  
*Microsoft Azure - Roadmap and Strategy*  
*Microsoft Azure - Baselines Implementation and Pilot*  
*Microsoft Azure - Migration*  
*Microsoft Azure - Implementation and Enhancement*  
*Microsoft Azure - Project and Change Management*  
*Microsoft Azure - Security Audit and Recommendations*  
*Microsoft Azure - Security Baselines Implementations*  
*Microsoft Azure - Security Enhancements*  
*Microsoft Azure - Support*  
*Microsoft Azure - Performance Testing and Quality Assurance*  
*Microsoft Azure - Guidance Documentation, Training and Coaching*  
**➔ Microsoft Azure – DevOps Infrastructure as Code**  
*Microsoft Azure – Azure Virtual Desktop (AVD) Deployment and Support*

Our “Microsoft Azure – DevOps Infrastructure as Code” is a service which delivers an operation model for automated deployment of Azure Infrastructure using Azure DevOps and ARM Templates.

Below is an example list of the Azure resources which can be covered during this engagement:

- AI + Machine Learning – Azure Bot Service, Azure Cognitive Services, Face and Translator
- Analytics – PowerBI, Log Analytics, Data Factory and Azure Analysis Services
- Blockchain – Logic Apps, Cosmos DB and Azure Blockchain services
- Compute – Virtual Machines, API Management, App Services, Azure functions, AKS, VMWare Solution, Web App, VM Scale Sets, Linux VM and Batch
- Containers – Kubernetes (AKS), Container Registry, Web App for Containers, Mobile Apps and Container Apps
- Databases – Azure SQL Database, Azure Database for MySQL, Azure SQL, SQL Virtual Machines, Table Storage, Azure Database for MariaDB and Azure Database for PostgreSQL, Azure SQL Managed Instances
- Developer Tools – Azure DevOps, Azure Lab Services, VS.Code, SDK, API, App Configuration
- DevOps – Artifacts, Boards, Pipelines, Test Plans, Repos and Monitor, Terraform, Jira, Jenkins, Docker, Chocolatey, packer, puppet, BiCep and ARM Templates (JSON)
- Hybrid – Azure Active Directory, Sentinel and Security Center
- Identity – Azure AD, Azure AD B2C, Azure Information Protection and Azure AD Domain Services
- Integration – API Management, Event Grid, Service Bus and Logic Apps
- Internet of Things – Azure IoT, API Management, Azure Functions, Logic Apps, Event Hub and Notification Hubs
- Management – Azure Blueprints, Azure Policy, Azure Resource Manager Templates, Shell, CLI, API, Portal, Service Health, Cost and billing Management, Azure Migrate
- Recovery – Azure Backup Vaults, Azure Recovery Services
- Media – Content Delivery Networks, Media, Video Indexer, Encoding, Azure Media Player
- Migration – Azure Database Migration Services, Azure Migrate, Azure Site Recovery, Third-Party

- Networking – Azure Virtual Network, ExpressRoute, Azure Firewall, Azure DDoS Protection, Azure DNS, Azure Bastion, Azure Load Balancer, Azure Application Gateway (WAF), Network Watcher, Virtual WAN, Azure Front Door, NAT Gateway and VPN Gateway
- Security – Azure Sentinel, Azure Security Center, Azure Information Protection, Key Vault
- Storage – Managed Disks, Storage Accounts, Archive Storage, Azure Backup, Data Box, StorSimple, File Storage and NetApp Storage
- Web – Static Web Apps, Web apps, CDN, App Services, API Management and Mobile Apps
- Azure Subscription Migrations – EA–EA, EA-CSP, CSP-EA, CSP-CSP
- Azure Virtual Desktop

Full list of products available here: <https://azure.microsoft.com/en-gb/services/>

## 1.1 Service Features

The following features are elements of this service:

The Azure DevOps Infrastructure as Code (IaC) is a standardised framework developed to support the programmatic and automated deployment of Cloud Services using CI/CD pipelines, IaC is typically part of the Application Deployment lifecycle. IaC methodology allows Azure resources to be quickly built and rebuild.

We can provide advisory services, design authority, collaborative working or full managed project delivery following an agile or waterfall project engagement.

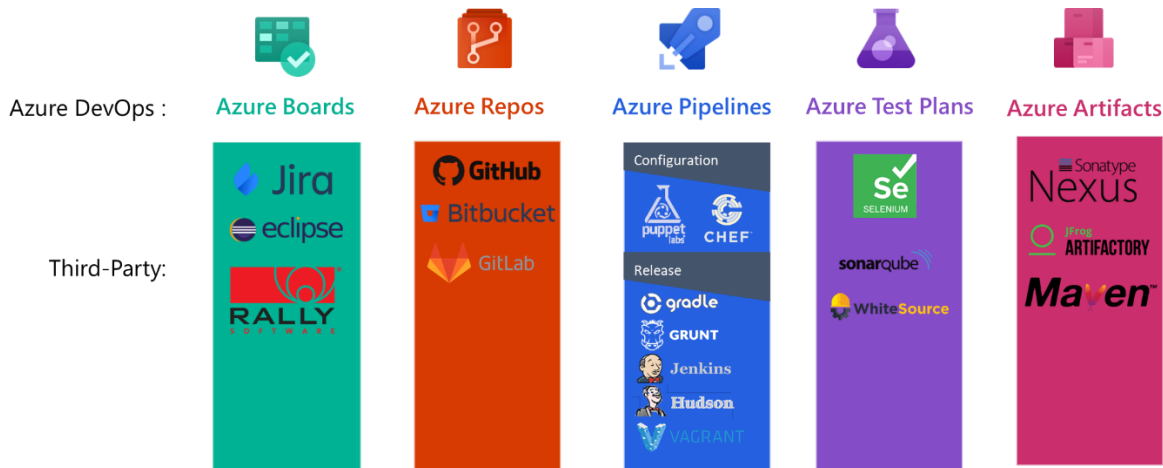
ElysianIT have developed code and assets which include but not limited to; PowerShell, DSC, Bash, Pester, CloudInit Commands, ARM Templates, Terraform and application code which are stored in Azure DevOps Repos (Git Repositories), alternative solutions such as Bitbucket, GitLab, Github or other source code repositories can be used. These assets are used to configure the Azure Environment.

Compiled code such as executables or installers would be stored in Azure DevOps Artifacts, alternative solutions such as Nexus, Maven, Artifactory or other third-party artifact solutions can be used.

The code and artifacts are then released, deployed and tested using Azure DevOps Pipelines, alternative orchestration solutions such as Jenkins or Ansible can also be used. Pipelines can be initiated manually, automated or part of an overall deployment process initiated from a Teams Channel, JIRA Request, ServiceDesk Ticket or trigger from a different third-party solution. Typically, a pipeline will execute scripts to build the environment (using PowerShell, Terraform, ARM and Bicep) and then test that the deployed is successfully using unit testing in the form of Pester Tests or other testing languages as required by the solution.

Server configuration can be applied using GPO, PowerShell DSC, Puppet or CHEF. If the configuration is changed these can be reverted automatically or a trigger configured to redeploy the solutions.

Requirements, Backlogs stored and monitored in Azure Boards which follows the Kibana standard.



We have developed Azure DevOps solutions for the following scenarios:

1. Azure Resource deployment using ARM, PowerShell, Bicep and Terraform.
2. AWS Resource deployment using CloudFormation and Terraform.
3. Containerisation on Azure via Docker / Kubernetes
4. Automated OS Gold Baseline Image using Pester, Packer, PowerShell, Azure Pipelines, Jenkins, AML and Azure Compute Galleries.
5. Multi-Tenanted Environment to support SaaS based solutions using Azure Pipelines, Jenkins, Artifacts Terraform, Chocolaty, Powershell, Bash scripts.
6. Immutable OS Image framework using Pester, Jenkins, Terraform, Azure Monitor, Datadog, PowerShell DSC.
7. Solution and Environment monitoring, alerting and update management using Azure Monitor, Azure Automate, Datadog, JIRA, ServiceNow and ServiceDesk Plus.
8. Migration from Third-party or legacy solutions to Azure DevOps, for example, Jenkins to Azure DevOps Pipelines or MS FTS to Azure DevOps
9. Build and Test Environment Automation using Pester, Jenkins, Terraform, Azure Monitor, Datadog, PowerShell DSC to provide full realise cycle using CI/CD capabilities.

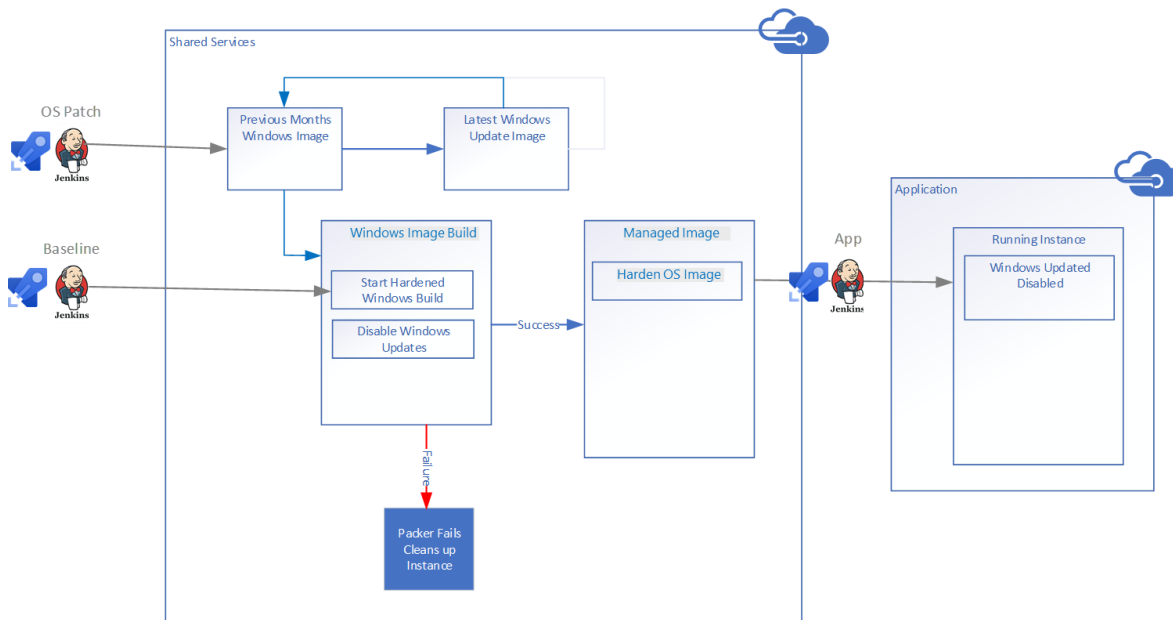
Our Azure DevOps Infrastructure as Code offering can deliver the following:

- Azure Landing Zone
- Azure Subscription Creation
- Azure Baseline Deployment (VNet, Security, VPN)
- Azure Monitor and Security Center
- Azure DevOps Repo and Pipeline
- Hardened Windows OS / Linux OS to meet NCSC, CIS, PCI-DSS and ISO requirements
- Secure Azure Environments meeting NCSC, CIS, PCI-DSS and ISO requirements
- Azure and AWS Resource Deployment and Configuration
- Microsoft based and Open-Source services such as but not limited to:
  - Windows
  - Linux
  - App Services
  - API Management
  - Databricks
  - Data Lake
  - Data Factory
  - Azure Databases (SQL, MySQL, PostgreSQL, MariaDB)
  - Etc..
- Environment creation (Production and non-production environments)

- Repeatable Build Process
- Fully Documented and Scripted

Finally, once Azure DevOps is established and Resources created the process will be documented and handed over in a remote session.

Example process of an automated OS Gold Image Build:



## 1.2 Typical Engagement Approach

The Azure DevOps service engagement approach is detailed below:

1. **Workshop** – remote session to provide an overview of Azure DevOps and capture requirements for engagement.
2. **Documentation** – Provide design based on the requirements and define prerequisites
3. **Implementation** – Configure the solution as detailed in the design
4. **Documentation Update** – Finalise documentation based on configuration and generate Operations Manual
5. **Operations and Handover** – Remote session to walkthrough the documentations (Design and Operations) and environment

## 1.3 Benefits

This service will provide the following business benefits:

- Upskilling IT Staff and Users
- Assurance that end users will be given the knowledge to use the products
- Assurance that technical staff will be given the knowledge to administer the Azure products
- Quality training documentation and collateral which can be used throughout the lifespan of the Azure Product.

## 1.4 Case Studies

We have a large amount of experience across both public and private sectors. Here are a just a few examples of how this service has applied and implemented:

| Company                                   | Synopsis                                                                                                                                                                                                                                                                                                                                                           | Technologies                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Global Financial Analytics Company</b> | Implement IaC for their SaaS based Solution - Each customer who subscribed to the SaaS application would have a dedicated environment built for them on the fly. We took the manual configuration steps already used and then Automated them using PowerShell and Jenkins. The applications used immutable window instances built using Packer and PowerShell DSC. | <ul style="list-style-type: none"> <li>• Git Source code management - Bitbucket</li> <li>• Coding Environment - Vs.Code</li> <li>• Scripting: PowerShell and CloudFormation</li> <li>• Automation Pipeline – Jenkins</li> <li>• Project Management system - Jira</li> <li>• Artifact Packaging - Artifactory</li> <li>• Platform – AWS (EC2, VPC, RDS, Lambda, ECS)</li> <li>• Management – Qualys, Data Dog and AD Services</li> </ul> |
| <b>Government Agency</b>                  | Implement IaC for the deployment of their Azure Environments using the Landing Zone methodology. Established Production and Non-Production Environments                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>• Git Source code management – Azure DevOps</li> <li>• Coding Environment - Vs.Code</li> <li>• Scripting: PowerShell and ARM Templates</li> <li>• Automation Pipeline – Azure DevOps</li> <li>• Project Management system – Project Online</li> <li>• Artifact Packaging – Azure Blob</li> </ul>                                                                                                 |
| <b>Global Insurance Company</b>           | Implement IaC for the deployment of their Azure Environments using the Landing Zone methodology. Established Production and Non-Production Environments                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>• Git Source code management – Azure DevOps</li> <li>• Coding Environment - Vs.Code</li> <li>• Scripting: PowerShell and ARM Templates</li> <li>• Automation Pipeline – Azure DevOps</li> <li>• Project Management system – Project Online</li> <li>• Artifact Packaging – Azure Blob</li> </ul>                                                                                                 |

## 1.5 Timescales

This Service is typically a various length engagement which is dependent on the scale and size of your organisation, the amount of data/content involved and your starting point.

## 1.6 Pricing

All Pricing is in accordance with the SFIA Rate Card attached to the Service definition entry on the digital marketplace portal.

## 1.7 Terms and Conditions

Terms and conditions are in accordance with the G-Cloud 15 Framework agreement and call off contract.

## 1.8 Invoicing Process

- All work is proposed and delivered using ElysianIT terms of business.
- ElysianITs' Payment terms are 30 days' net from date of invoice, Payment of invoices will be made in Sterling.
- All financial queries and correspondence to ElysianIT: [finance@elysianit.com](mailto:finance@elysianit.com)
- The registered address of ElysianIT Ltd is: Upper Farm, Wootton St. Lawrence, Basingstoke, Hampshire, RG23 8PE

## 1.9 Customer Responsibility

In each engagement there will be a range of dependencies on the customer which are specific to each project. These will be discussed and agreed prior to commencement and will form part of the contract.

## 2. Why ElysianIT – *making IT effortless*

ElysianIT are a Microsoft Solutions Partner, established in 2014.

We provide professional services/consulting and Managed Support with staff that have extensive experience of Microsoft on-premise and cloud services, working with Microsoft 365, Azure, Active Directory, Windows server and desktop clients and Enterprise Mobility and Security (EMS), alongside the second-generation cloud products that are now reaching maturity, including elements such as the Power Platform and Azure PaaS services.

We pride ourselves in building partnerships with our clients to identify targeted changes to technologies which provide the business with multiple benefits.

These include the end user experience of IT, increased productivity and security, and/or reduced overall costs.

With our long-term heritage, working with public sector and private organisations we have developed a series of security baselines and processes inline with NCSC Guidance, CIS Benchmark and Microsoft Best Practices which we use to accelerate the design and build phases.

These are known as our Zero to Hero security baselines.

We place great emphasis on building effective and trusted partnerships with our clients to identify targeted and considered changes to technologies which provide the business with multiple benefits.

These include the end user experience of IT, increased productivity and security, and/or reduced overall costs.

**YOUR NEEDS, OUR EXPERTISE, OUTSTANDING SOLUTIONS - FIRST-TIME & EVERY-TIME**



### Our Vision

Provide best-in-class transformational IT services, to forward-thinking organisations, achieving goals through the use of technology.

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### OUR MISSION

Understand our customer's business strategy, deliver and exploit world-class IT technologies to assist and facilitate in achieving their goals, and support their users in maximising the technological benefit

| PROFESSIONAL & KNOWLEDGE SERVICES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | INDUSTRIAL & COMMERCIAL                                                                                                                                                                                                                                                                                                                                      | PUBLIC & THIRD SECTOR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
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## 2.1 Our Credentials

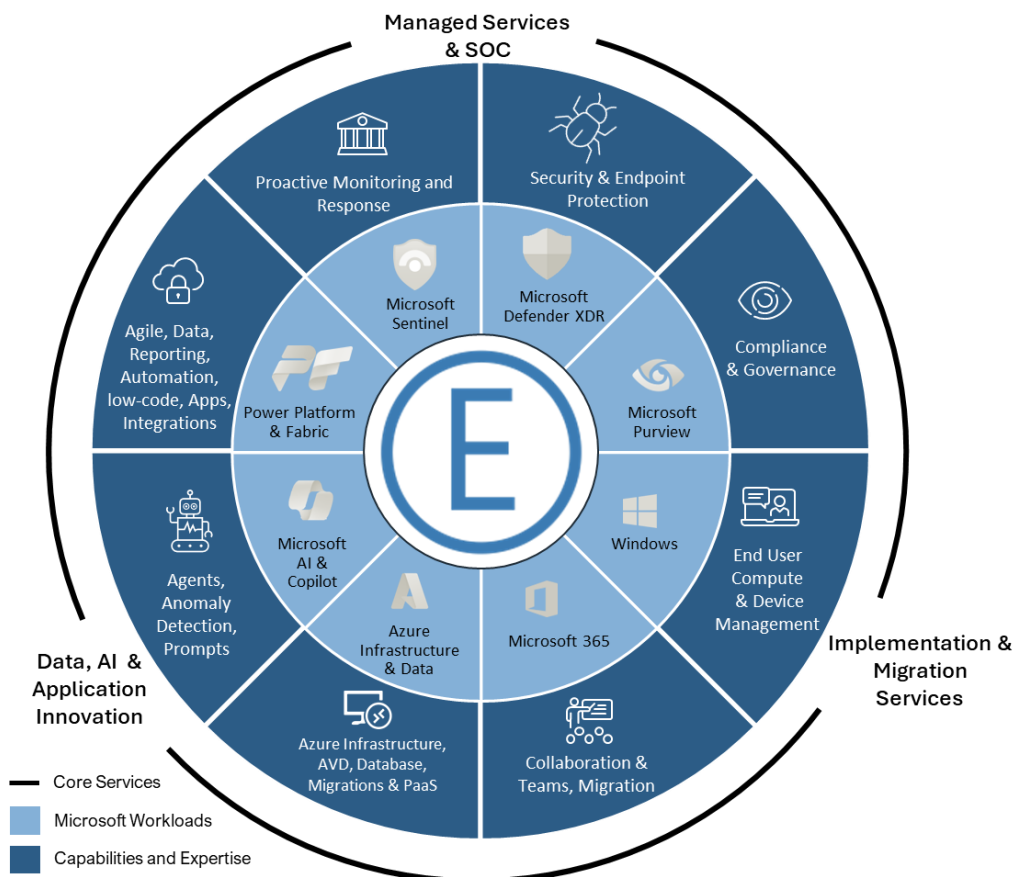
The below competencies are aligned to our Microsoft Partner Account on the Solution Providers site.



ElysianIT company registration number is 09245203, established in 2014. DUNS Number: 220402392

## 2.2 Our Core Services

Offering a range of intelligent business change and implementation services focussed on Microsoft technologies.



## 2.2.1 Intelligent Advisory – ensuring you're future ready

### Technology experts on-demand

Partnering with ElysianIT gives you direct access to our **Virtual 'C-level' Advisory Services**. Not only ensuring that you're getting the best from your current technology, but our Senior Consultants horizon scan to verify that your technology decisions are both future-proof and strategically aligned with your goals.

We pride ourselves in understanding your organisations strategy to deliver transformative technology with outstanding solutions, moving you from just **operating to innovating**.



## 2.3 Our Impact – *trusted by peers*

With experience of working with organisations ranging in size from a handful of users to thousands, we relish solving challenges these organisations bring.



### 2.3.1 Partnering in focus - *delivering transformational results*



The Charity Commission for England and Wales (CCEW) is the non-ministerial government department that regulates registered charities in England and Wales and maintains the Central Register of Charities. CCEW has around 550 users across 4 UK sites.

ElysianIT has delivered the following services and has continued to support the organisation for over 5 years.

- Planning and Design for a full IT estate modernisation comprising Windows 11 roll out, Office 365 onboarding, Enterprise Mobility Suite and migration of on-premise estate to migration
- Design of a modern desktop management approach comprising Intune and Autopilot
- Implementation of a highly secure M365 collaboration environment including Teams, SharePoint, OneDrive for Business and the Office client
- Active Directory audit, recommendations, modernisation & rationalisation
- Identity Management, Conditional Access, MFA and Self Service SPR
- Deployment of a Hybrid Exchange environment and migration of all mailboxes
- Design and build of an Azure landing zone to cater for their hosting requirements and migration of circa 50 servers
- Rebuild all of user devices to Windows10 and implementation of supporting iOS device estate
- Project & Change Management and Governance
- Ongoing 3<sup>rd</sup> Line Microsoft Azure Cloud Support



UK Anti-Doping (UKAD) is a Non-Departmental Public Body accountable to Parliament. UKAD is the national organisation dedicated to protecting a culture of clean sport in the UK. UKAD have around 100 users across 2 main UK sites.

ElysianIT has delivered the following services and has continued to support the organisation for over 10 yrs.

- Cloud Strategy and Business Case
- Planning and Design for Azure, Microsoft 365
- Change Management and Governance
- Windows 11 Rollout
- Exchange Online Email migration
- Intune for Device Management
- OneDrive and SharePoint Site Migration
- SharePoint Intranet Development
- Data centre replacement into Azure Services
- Web Hosting migration to Azure Services
- PKI Infrastructure
- Azure Sentinel, Monitoring and Intune
- Ongoing Fully Managed Service (Support)

## 2.4 Microsoft CSP – *Licensing without the hassle*

ElysianIT is a Microsoft Cloud Solution Provider (CSP) and therefore can transact Azure cloud service costs directly with our customers.

The Cloud Solution Provider (CSP) Program enables purchases of Microsoft online service subscriptions (M365), Azure services, and some on-premises software via the Microsoft Customer Agreement.

The CSP allows you to take advantage of True PAYG billing and benefit from the highest discounts through Reserved Instances, Hybrid Benefits and Software Subscriptions.

## 2.5 Getting in Touch – *share your thoughts*

We work on a no-obligation basis and welcome the opportunity to discuss how we can help organisations realise business change and the associated benefits through the application of technology.

### UK Office – Basingstoke



**ElysianIT Ltd**  
Upper Farm,  
Wootton St. Lawrence,  
Basingstoke,  
Hampshire,  
RG23 8PE



[www.elysianit.com](http://www.elysianit.com)



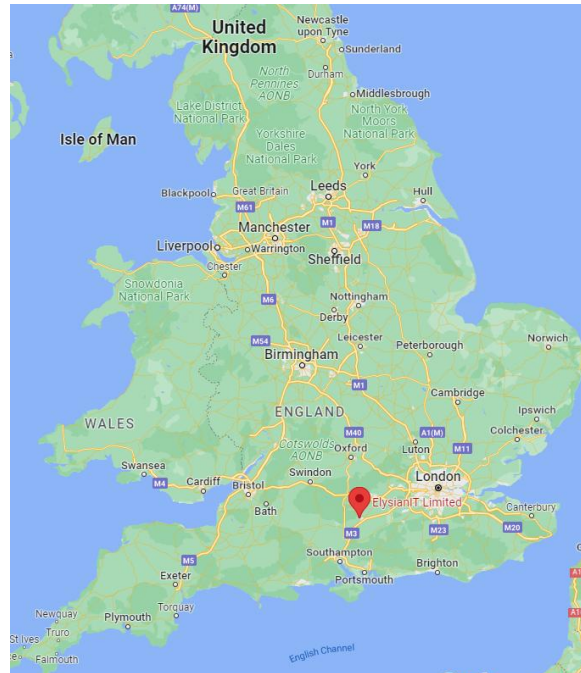
01256 976 650



[info@elysianit.com](mailto:info@elysianit.com)



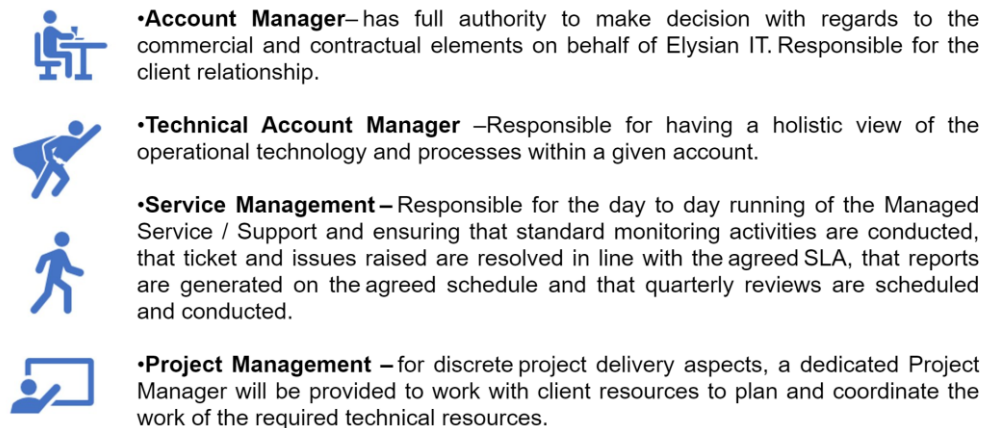
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### 3. Methodology and Approach – *turning ideas into value*

ElysianIT embrace a consultative approach to each project engagement, taking time to understand the key challenges, then leveraging our expertise and combined knowledge of the technology capabilities to address the business challenge(s) and achieve your goals.

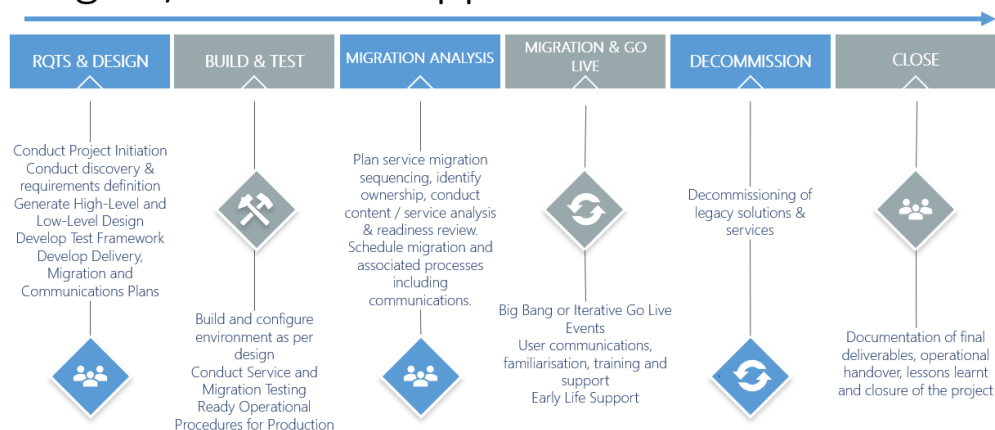
We align specific resources throughout the engagement phases to ensure smooth running, alignment of shared values, effective communications, and management with the goal to ensure that we expedite projects efficiently.



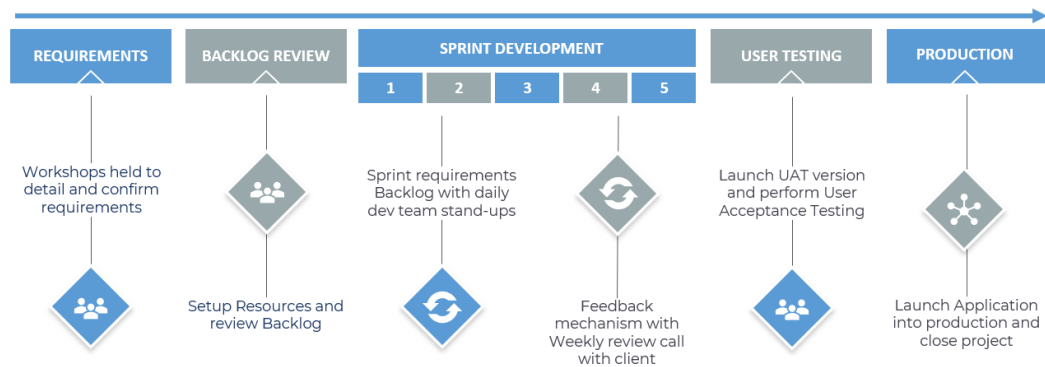
Our engagement methodology is often determined by a client's current operating model, or our role within an overarching project – we are conversant with many different approaches and have qualified, experienced project managers who assist with integrating into your required processes.

We typically use a simple yet effective & scalable traditional waterfall style management structure for infrastructure or migration engagements and an agile style, where appropriate, for our software development projects.

#### Staged / Waterfall Approach



## Agile / Iterative Approach



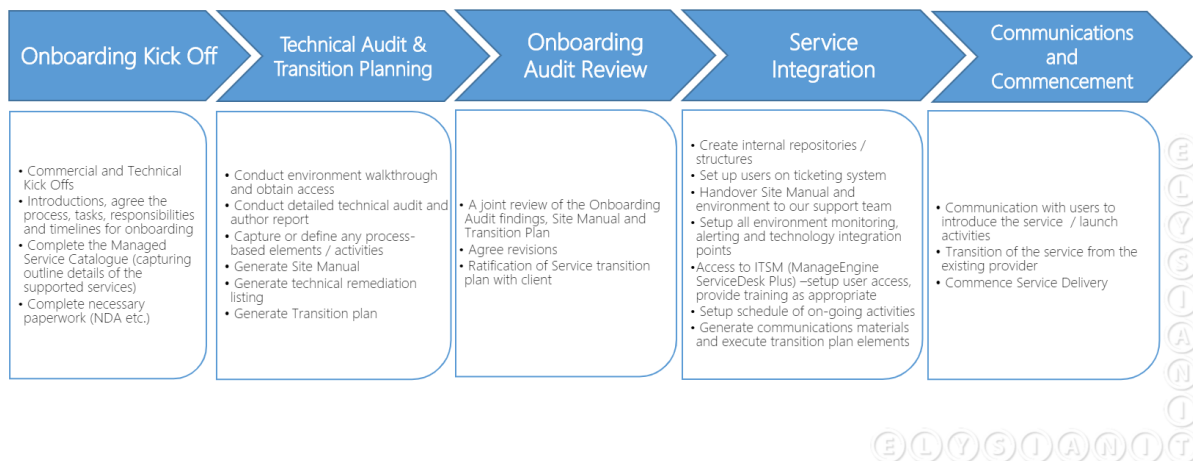
ElysianIT has, over the course of hundreds of successful engagements, adopted these methodologies to enable our consultants to focus on collaboration with our clients in long-term partnerships, ensuring full transparency and that everyone has common understanding on the agreed expectations.

## 4. Support and Training – *expertise on-tap*

Every Service engagement we deliver will be backed up by our support team with numerous options for how this support can be delivered. In addition, we have Microsoft Certified Trainer embedded experience in house, which provides key Transition and Adoption activities to assist with the delivery of end-user, expert or administrator focussed training and business change activities with the appropriate supporting collateral.

Our support team members all have at least 5 years commercial experience, and we ensure that every member of the team is trained across the broad concepts of Microsoft 365, EMS and Microsoft Azure and undertake the relevant Microsoft Certifications (MCPs). Ensuring that we maintain skilled and experienced staff, with the necessary qualifications and experience, to achieve the right outcomes.

The support onboarding and handover process are engaged in advance of the project delivery completing this ensures our clients and our Support Team understand the scope of support whilst tracking and triaging early adopters or migrated end users' requests in a controlled fashion and to ensure that the transition to support is smoothed through the conclusion of the delivery project.



Every Support client has access to the following facilities:

- Dedicated Email address
  - Automatically creates a ticket in the Service Desk software when received
- Dedicated telephone number
  - Staffed by UK based support individuals, not outsourced
- Online Service Desk
  - Implemented with Single Sign On (SSO) for users of Microsoft 365 - Azure AD
  - Users can raise issues and request tickets with appropriate SLAs
  - Allows users to monitor issue progress and update issue information 24/7
  - Provides links to FAQs and help guides
  - Provides a survey to users subsequent to ticket closure to garner feedback on their experience and drive service improvement
- Our Service Desk system is configured to effectively manage issue resolution and management to agreed SLAs. Tickets nearing SLAs automatically alert the ElysianIT ticket owner and management team to ensure quality and timeliness of delivery

**Issue Management and Resolution to SLAs** - Once any issue is raised it is proactively managed through its lifecycle. A Priority level is assigned, and an appropriate response initiated. Priority 1 issues are alerted to the management team to ensure any resources required are mobilised to provide the quickest path to

resolution. All other tickets are acted upon according to priority and the associated SLA response and resolution times.

**Security impact** - All issues/requests raised are evaluated against security for validity and impact. Any request for elevation/changes in access are always verified via the user's line manager for authorisation prior to execution. Any change requested is reviewed against the defined security principals.

**Service impact** – Considering the impact to service of any change requested is a fundamental part of the issue triage process to assess any threat and maintain security whilst supporting the user to achieve the desired resolution. All ElysianIT Service Desk resources are suitably trained on both the core technologies and the specific customer procedures to ensure that they both understand and consider the impact of any actions they take.

**Continual Service improvement** - to ensure continual service improvement ElysianIT undertake the following activities:

- Weekly senior team review of all tickets – Open/In-progress/Closed (during week), appropriate actions are undertaken/scheduled to ensure quality of service and to ensure no SLA breaches. Tickets details, issue handling, recurring related incidents and resolution are reviewed. The review will highlight the need for updating the FAQs, publishing a help guide or IT remediation activity (e.g. hotfix update or general improvements etc). Any underlying problems or security concerns are raised directly to yourselves where we will jointly address root cause analysis
- Support ticket reports are reviewed, and trends/issues/service improvement activities are added to the scheduled Quarterly Customer Review meeting agenda. This ensures that support issues are discussed and addressed on a regular ongoing basis (providing a rhythm to the service)
- ElysianIT maintains an IT Operations Guide that provides detail of the procedures/configurations/processes for the IT environment. The weekly support ticket review ensures updates and augmentation to this guide are undertaken in a timely fashion
- Best practice, security, process and control are underpinned by the weekly reviews to ensure quality of service, cross team learning and experiences from other clients are integrated into the service that you receive.
- ElysianIT is a Microsoft Gold partner and invest heavily in staff training to ensure that they are well versed in the latest technology and updates in the marketplace, ensuring that our clients can benefit from the experience.

**On-site support is an available service.** It is important that the onsite support staff are both technically competent and interact with our client's users in an appropriate fashion. During the weekly support ticket review onsite support issues are discussed and these on-site learnings are fed into the continual improvement process to update procedures/practices.