MANAGED IT SUPPORT SERVICE

G-Cloud 15





ABOUT IMICRO

iMicro is a UK-based IT and communications services provider supporting public and private sector organisations. We deliver managed IT, cloud, cyber security, and connectivity services, with experience supporting healthcare providers, local authorities, and other public sector bodies.

ABOUT THIS DOCUMENT

This document provides the service definition for iMicro's **Managed IT Support** service offered under the G-Cloud framework. It describes the scope of the service, how it is delivered, and any relevant constraints. Pricing, service levels, and contractual terms are agreed at call-off in accordance with the G-Cloud framework.

1. SERVICE OVERVIEW

iMicro provides Managed IT Support services to UK public sector organisations, including healthcare providers and local authorities. The service supports the ongoing operation, maintenance, and secure use of IT systems that enable the delivery of public services.

The service is designed to provide reliable day-to-day technical support, proactive system monitoring, and structured service management for cloud and on-premise environments.

2. SERVICE SCOPE

Included:

- Managed support for IT incidents and service requests
- Proactive monitoring and routine system maintenance
- User account and access management
- Patch management
- Incident diagnosis and resolution
- Change management support
- Asset and configuration documentation
- Coordination with third-party IT suppliers where required
- Support for cloud and on-premise environments

Excluded:

- Supply of hardware
- Supply of software licences
- Formal end-user training
- Out-of-hours support, unless agreed at call-off

3. SERVICE DELIVERY

Support is primarily delivered remotely. Customers can log incidents and service requests at any time using a customer portal. Requests are responded to during UK business hours in line with service levels agreed at call-off.

Onsite support may be provided where required, subject to location, agreement, and additional cost.

4. ONBOARDING AND OFFBOARDING

Onboarding

Onboarding includes:

- Initial service assessment
- Agreement of service scope and responsibilities
- Secure access setup
- Documentation of supported systems

Offboarding

Offboarding includes:

- Secure handover of documentation
- Removal of administrative access
- Support for transition to a new supplier

5. SERVICE MANAGEMENT

Incidents and service requests are managed through a central service desk. Issues are prioritised and handled in accordance with agreed service levels defined at call-off.

Changes to supported systems are subject to agreed change control processes and communicated to the customer prior to implementation.

Service reviews may be provided where appropriate to review performance and service alignment.

6. SECURITY AND COMPLIANCE

Service delivery aligns with UK GDPR requirements and public sector information governance expectations. Access to systems and data is controlled on a role-based basis and limited to authorised personnel.

Staff involved in service delivery are subject to appropriate pre-employment screening and Baseline Personnel Security Standard (BPSS) checks, proportionate to their role and the data classification of the service.

7. ORDERING AND PRICING

Services are ordered via a call-off contract under the G-Cloud framework. Pricing and service levels are agreed at call-off in accordance with the framework pricing documentation.

Invoicing and payment terms are defined in the call-off contract.

8. SERVICE CONSTRAINTS

- Support is primarily delivered remotely
- Support is provided during UK business hours unless otherwise agreed
- Hardware and software supply are excluded unless explicitly stated
- Onsite support is subject to agreement and availability

imicro

Suite 11, 6-8 Revenge Road

Chatham, Kent, ME5 8UD

01634 949 900 https://imicro.co.uk info@imicro.co.uk