



Maple Care

G-Cloud 16

11 January 2026



Document Control

Document Type	Confidential - Customer Facing		
Company	Maple Networks		
Address	Maple Networks, The Print Rooms, 164/180 Union Street, Waterloo, London, SE1 0LH		
Telephone	0203 858 0048		
Primary Contact	Graham Tetley	Role	Chief Technical Officer

Revision History

Issue Date	Author	Version	Revision Description
09/01/2026	Ben Archer	0.1	Initial Draft
09/01/2026	Ben Archer	1.0	Release



Table of Contents

1 Service Overview	4
2 Service Scope.....	5
2.1 Service Package - General	5
2.2 Service Features	6
2.3 Supporting Services.....	8
3 Available SLAs.....	33



1 Service Overview

Maple Care is a bespoke support service that allows organisations to have rapid response and recovery from any potential issue. Maple Care is delivered with the support of our highly skilled engineers and consultants with a wealth of knowledge and experience in both troubleshooting and planning technical challenges.

Maple Care covers the following items, however, can be tailored to support any system/service/application/cloud/environment which needs enhanced support:

- Cloud platforms – Microsoft Azure, AWS, GCP
- Hypervisors – VMware, Hyper-V, Nutanix AHV, Proxmox (Or any open-source hypervisor)
- Server hardware – Dell, Lenovo, HPE, SuperMicro, Cisco, Fujitsu
- Storage platforms such as NetApp, Pure Storage, Dell, HPE, Nexsan, IBM
- Backup Platforms – Commvault, Cohesity, Rubrik, Dell, Druva, Veeam, HYCU
- Data Analytics Platforms – PowerBI, Microsoft Fabric, Tableau, Grafana
- Third Party Support – Any hardware vendor
- Disaster Recovery – Support with implementing and managing disaster recovery of systems
- Security – Reviewing security across the organisation and where required, implementing a virtual CISO.

Please reach out to the Maple team for specific commercials on any of these solutions, or similar if not listed above.



2 Service Scope – General

This chapter identifies and describes the high-level components that make up the service, which comprise the:

- **Service package** – which defines the service, capabilities and options
- **Service platform infrastructure** - which defines the service delivery mechanism
- **Supporting services** - any processes or resources that support the delivery of the service

2.1 Service Package - General

Objective	Provide bespoke, ongoing proactive support of our customer's environment by highly skilled and experienced technical engineers
Description	This service provides bespoke proactive support for customer's IT infrastructure 24/7 including response, troubleshooting and resolution. Our technical team have a wealth of knowledge and experience to help troubleshoot, recommend and plan technical implementation and resolve technical challenges.
Hosted-in	Remote
Supported from	All support and management are delivered remotely from the Maple Networks 24x7x365 NOC
Support level	The Maple Networks service includes the following support levels on the platform: • Remediation support The level of support per customer will be customised and specific to each individual customer.
Required connection types	The Maple Networks service requires internet connectivity. Maple will establish a remote session to customer environments by a pre-determined method suitable for both parties. All connections are encrypted over the public internet.



2.2 Service Features – General

	Description	Standard / Optional / Customisations
Rapid onboarding	A key pillar of the Maple Care service is for organisations to be able to take advantage of, and gain value from the service as quickly as possible. Upon completion of implementation and signature of the support contract Maple will aim to have critical business services/solution on board within days. Maple define critical business services and solution as the organisation's crown jewels and these typically include: • Core infrastructure (eg: Active Directory) • Emails/Messaging services • Production storage • Production VMware environment Maple will work with each organisation to identify priorities during onboarding.	Standard
Account CTO	Maple Care will provide each organisation with an aligned Account CTO. The account CTO will be there for multiple purposes which includes: • Maple contact in the event of a major incident • Technical escalation point for any incidents, changes and service requests • Direct point of contact for any queries and guidance regarding major changes and projects with the customer • Vendor updates for systems within the supported environment. Account CTO's will be assigned during the onboarding.	Standard
Support Portal	All customers will be provided with access to an online custom support portal where incidents, changes and services requests can be logged. The support portal will be available 24x7 and calls will be picked up 24x7 in accordance with their priority and the aligned SLA.	Standard



Escalation Path	Maple Care comes with multiple escalation paths as standard within the service. Technical Escalation Path • Into vendors under support as part of the service Commercial and Operational Escalation Path • Into vendors under support as part of the service Escalation paths and contact details will be clearly defined and onboarding.	Standard
Health Checks	Maple Care will carry out regular health checks on the environment which is supported. The default will be for annual health check to take place, however, the frequency can be customised and made bespoke per environment.	Customisations
24x7 Support	Maple Care is a 24x7 support service delivered out of the UK. Every organisation is different therefore the support service can be customised to meet the requirements of each individual organisation. This can include: - Subject Matter Expert (SME) Support • Maple Care becomes an extension of the internal IT team and delivers an additional layer of support. • Maple Care expects that initial triage will have been carried out by the internal IT team. Proactive Support • Maple Care will proactively support, triaging, troubleshooting, and resolving issues to negate the need for the internal IT to carry out any of the mundane tasks. • Maple Care proactive support will come with AI based monitoring built in • Maple Care proactive support will also include SME support in the event escalation is required. Hybrid • A combination of both SME and proactive support • Some organisations may deliver 24x7 but only provide IT Support during core business hours. Maple Care will perform SME support during the core business hours and proactive support out of hours. Operational processes and procedures will be agreed and documented during the onboarding process, allowing for a bespoke service for each organisation.	Customisations
Custom SLA's Definitions	Maple Care provides a standard set of SLA's identified within of this Service Definition Document. Maple Care will work with each organisation to customise the definition of each service level.	Customisations



Monitoring	Maple Care Monitoring can be added and delivered with 24x7 AI and ML based monitoring. A Maple Care hosted solution that the customer can also have visibility of for assurance of system and service availability. Maple Care Proactive Support will come with AI/ML based monitoring as standard.	Optional
System Upgrades	Maple Care System Upgrades at the following key layers within the organisation's technology stack: • Storage • Network • Virtual Host Frequency and additional systems to be upgraded are bespoke to each customer and agreed during the onboarding.	Optional

2.3 Supporting Services - General

Maple Networks Service Desk	• Provides 24x7x365 support and management of the service and supporting infrastructure • Handles events, requests, queries and incidents raised by authorised users only, whether by phone, e-mail or self-service support portal • Handles Change Requests (CR) in accordance with Maple Networks' Change Management process. • Resolves problems with, applies changes to and maintains the patch state of, the service platform in accordance with Maple Networks' change management process • Makes configuration changes on request (for example, changes to in scope infrastructure).
Maple Networks Self Service support portal	Maple Networks will provide customer-nominated administrators with access to a Self-service support portal through which they can: • Request additional log sources to be configured • Create new and update existing incidents for investigation • Create new and update existing changes from a change catalogue • See additional services that can be onboarded



3 Service Scope – Cloud Platforms

This section provides the scope for Maple Care across Cloud Platforms such as Microsoft Azure, AWS and GCP.

3.1 Service Package – Cloud Platforms

Item	Tailored content
Objective	Provide bespoke, ongoing proactive support for cloud platforms (Azure/AWS/GCP), improving availability, resilience, security posture and operational efficiency through highly skilled engineers.
Description	24/7 incident response, troubleshooting and remediation across cloud subscriptions/accounts/projects, including identity and access (IAM), networking, compute, storage, platform services, monitoring/logging, backup/DR alignment and governance. Includes guidance for change planning and optimisation (cost, performance, reliability).
Hosted-in	Remote
Supported from	Maple Networks 24x7x365 NOC, delivered remotely
Support level	Remediation support with optional SME/proactive/hybrid models depending on customer requirements (customised per customer).
Required connection types	Internet connectivity plus secure, pre-agreed access method (e.g., delegated admin, cross-account roles, conditional access, bastion/jump host). All connections encrypted over the public internet.

3.2 Service Features – Cloud Platforms

Feature	Description	Standard / Optional / Customisations
Rapid onboarding	Discovery of tenant/account structure, critical workloads (“crown jewels”), logging/monitoring integration, access validation, escalation mapping, and initial operational runbook creation.	Standard
Account CTO	Named escalation point for major incidents, complex cloud changes (landing zones, network redesign, migrations), vendor escalations and roadmap guidance.	Standard
Support Portal	Incidents/changes/service requests logged 24/7 aligned to SLA priorities.	Standard
Escalation Path	Technical & commercial/operational escalation into Microsoft/AWS/GCP support (where held) and/or third-party vendors.	Standard



Health Checks	Cloud posture review (security baseline, identity/RBAC, logging coverage, backup/DR readiness, capacity/cost trends). Frequency bespoke.	Customisations
24x7 Support	SME, proactive, or hybrid model aligned to customer operating hours and handover procedures; documented during onboarding. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=MapleCareSDD2025.docx&action=default&mobileredirect=true	Customisations
Custom SLAs & definitions	P1–P4 and change/service request definitions tailored (e.g., VIP workloads, regulated services). https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=MapleCareSDD2025.docx&action=default&mobileredirect=true	Customisations
Monitoring	Optional standalone monitoring; proactive support includes AI/ML-based monitoring by default (cloud metrics + logs).	Optional / Standard (with proactive)
System upgrades	Support for planned platform changes (e.g., service deprecations, OS patching on IaaS, agent updates, gateway updates) agreed during onboarding. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=MapleCareSDD2025.docx&action=default&mobileredirect=true	Optional
FinOps optimisation	Cost governance, tagging standards, reservations/savings plans guidance, anomaly detection and reporting.	Optional

3.3 Supporting Services – Cloud Platforms

Supporting service	Description
Maple Networks Service Desk	24/7 handling of incidents/requests/queries; executes Change Requests; performs configuration changes in-scope. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=MapleCareSDD2025.docx&action=default&mobileredirect=true
Self Service Support Portal	Customer admins can log incidents/changes, request onboarding of additional cloud services/log sources, and track progress all within the Maple ITSM platform. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=MapleCareSDD2025.docx&action=default&mobileredirect=true
Access & onboarding governance	Documented access model (roles, approvals), tenant/account inventory, workload criticality mapping, and operational runbooks.





4 Service Scope – Hypervisors

This chapter details the Maple Care service that can be applied to hypervisors.

4.1 Service Package – Hypervisors

Item	Tailored content
Objective	Provide proactive operational support across hypervisor platforms to maximise stability, performance and recoverability of virtualised workloads. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Description	24/7 support for clusters, hosts, management planes (e.g., vCenter/SCVMM/Nutanix Prism/Proxmox UI), HA/DRS equivalent features, storage integration, VM performance issues, snapshot management, capacity planning, patching/upgrade planning and incident remediation. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Hosted-in	Remote https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Supported from	Maple Networks 24x7x365 NOC https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Support level	Remediation support with optional SME/proactive/hybrid coverage (bespoke by environment). https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Required connection types	Secure remote access to management interfaces and, where required, out-of-band controllers; encrypted connectivity over the public internet. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true

4.2 Service Features – Hypervisor

Feature	Description	Standard / Optional / Customisations
---------	-------------	--------------------------------------



Rapid onboarding	Inventory of clusters/hosts/VMs, critical VM mapping, baseline health checks, alert tuning and escalation mapping. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Standard
Account CTO	Escalation for complex performance, architecture changes (cluster redesign), and major incidents. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Standard
Support portal	Central logging of incidents/changes/requests. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Standard
Escalation path	Vendor escalation into VMware/Microsoft/Nutanix/community-backed support where applicable. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Standard
Health checks	Cluster health, datastore/volume health, snapshot sprawl, capacity headroom, HA validation; frequency bespoke. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Customisations
24x7 support	SME/proactive/hybrid coverage aligned to customer operations. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Customisations
Monitoring	Optional monitoring; proactive includes AI/ML-based monitoring by default. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Optional / Standard (with proactive)
System upgrades	Hypervisor/management plane upgrades, driver compatibility planning, rolling host patching, change windows. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Optional

4.3 Supporting Services – Hypervisor

Supporting service	Description
Service Desk	24/7 incident/change handling and remediation execution. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true



Self Service portal	Log/ticket management, onboarding requests, change catalogue access. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Virtualisation runbooks	Documented operational procedures (failover steps, maintenance mode processes, snapshot policies).



5 Service Scope – Server Hardware

This chapter details the scope of Maple Care across Server hardware provided by Dell, HPE, Fujitsu, Cisco, Lenovo and any other x86 hardware manufacturer.

5.1 Service Package – Server Hardware

	Tailored content
Objective	Provide proactive support for server hardware estate to reduce outages and accelerate recovery through coordinated vendor engagement and planned maintenance. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Description	Health monitoring, incident triage, break/fix coordination, firmware/BIOS planning, out-of-band management (iDRAC/iLO/XClarity/IPMI), component fault diagnosis, and vendor escalation/RMA coordination. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Hosted-in	Remote https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Supported from	Maple Networks 24x7x365 NOC https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Support level	Remediation + optional proactive lifecycle and patch planning (customised). https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Required connection types	Secure remote access to management networks; encrypted connections over the public internet; optional customer on-site hands for physical interventions. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true

5.2 Service Features – Server Hardware

Feature	Description	Standard / Optional / Customisations
Rapid onboarding	Hardware inventory, warranty status capture, OOB access validation, critical host identification and escalation mapping. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?	Standard



	sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD 2025.docx&action=default&mobileredirect=true	
Account CTO	Major incident escalation and lifecycle planning guidance. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD 2025.docx&action=default&mobileredirect=true	Standard
Vendor escalation path	Coordinated support cases with OEMs, RMA tracking, and comms bridge management. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD 2025.docx&action=default&mobileredirect=true	Standard
Health checks	Hardware event log review, predictive failure indicators, thermal/power alerts; frequency bespoke. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD 2025.docx&action=default&mobileredirect=true	Customisations
System upgrades	Firmware/BIOS/driver upgrade planning aligned to maintenance windows. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD 2025.docx&action=default&mobileredirect=true	Optional



5.3 Supporting Services – Server Hardware

Feature	Description	Standard / Optional / Customisations
Rapid onboarding	Hardware inventory, warranty status capture, OOB access validation, critical host identification and escalation mapping. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Standard
Account CTO	Major incident escalation and lifecycle planning guidance. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Standard
Vendor escalation path	Coordinated support cases with OEMs, RMA tracking, and comms bridge management. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Standard
Health checks	Hardware event log review, predictive failure indicators, thermal/power alerts; frequency bespoke. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Customisations
System upgrades	Firmware/BIOS/driver upgrade planning aligned to maintenance windows. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Optional



6 Service Scope – Storage Platforms

This section details the service scope of Maple Care for Enterprise Storage Platforms such as NetApp, Pure Storage, Dell, HPE, Nutanix, Lenovo, IBM, Nexsan, etc. This list is not exhaustive, Maple can provide support for any storage platform proposed by our customers.

6.1 Service Package – Storage

Item	Tailored content
Objective	Provide proactive support for enterprise storage to ensure availability, performance and data integrity across critical workloads. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Description	24/7 support for array health, performance troubleshooting, replication, snapshot policies, capacity forecasting, firmware upgrades planning, multipath/connectivity diagnostics, and vendor escalations. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Hosted-in	Remote https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Supported from	Maple Networks 24x7x365 NOC https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Support level	Remediation with optional proactive performance/capacity management (bespoke). https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Required connection types	Secure access to storage management interfaces; encrypted connectivity; agreed method for collecting logs/telemetry. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true

6.2 Service Features – Storage

Feature	Description	Standard / Optional / Customisations
---------	-------------	--------------------------------------



Rapid onboarding	Storage inventory, critical volumes/LUNs mapping, replication/snapshot baseline, alert tuning. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Standard
Health checks	Performance, latency hotspots, capacity headroom, replication health, controller events; frequency bespoke. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Customisations
Monitoring	Optional (or included with proactive) for latency/capacity/throughput and predictive failures. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Optional / Standard (with proactive)
System upgrades	Non-disruptive upgrade planning, compatibility checks, change window execution support. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Optional
Escalation path	OEM escalation for advanced support and component replacement. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Standard

6.3 Supporting Services – Storage

Supporting service	Description
Service Desk	24/7 triage and remediation, CR handling. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Self Service portal	Incidents/changes, request onboarding of additional storage estates. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Storage runbooks	Documented recovery steps, replication failover procedures, snapshot restore processes.



7 Service Scope - Backup Platforms

This section details the service scope of Maple Care for Enterprise Backup Platforms such as Commvault, Cohesity, Rubrik, Druva, Veeam, Hycu, etc. This list is not exhaustive; Maple can provide support for any backup platform proposed by our customers.

7.1 Service Package - Backup Platforms

Item	Tailored content
Objective	Ensure recoverability of services through proactive backup platform support, monitoring and tested restoration processes. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Description	24/7 support for backup job failures, repository health, retention policies, immutability/ransomware protection configuration, restore execution support, backup performance tuning, and platform upgrades planning. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Hosted-in	Remote https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Supported from	Maple Networks 24x7x365 NOC https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Support level	Remediation with optional proactive management (job success assurance, restore testing schedules). https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Required connection types	Secure access to backup consoles and required infrastructure; encrypted connectivity; agreed log/alert feeds. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true

7.2 Service Features – Backup Platforms

Feature	Description	Standard / Optional / Customisations
---------	-------------	--------------------------------------



Rapid onboard ing	Backup estate discovery, critical workload mapping, RPO/RTO alignment, alerting setup. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Standard
Health checks	Backup success rates, repository capacity, recovery readiness, immutability posture; frequency bespoke. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Customisati ons
Monitori ng	Optional (or included with proactive) for job failures, anomalies, storage pressure. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Optional / Standard (with proactive)
Restore assuranc e	Scheduled restore tests and evidence pack generation (where required).	Optional
System upgrade s	Backup platform upgrades, agent upgrades, proxy scaling, change execution. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Optional



7.3 Supporting Services – Backup Platforms

Supporting service	Description
Service Desk	24/7 incident handling and CR execution. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Self Service portal	Ticket tracking; requests for onboarding additional workloads/log sources. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Recovery runbooks	Documented restore procedures per tier (file, VM, DB, application).



8 Service Scope – Data Analytics Platforms

This section details the service scope of Maple Care for Data Analytics Platforms such as PowerBI, Grafana, Tableau, Microsoft Fabric, etc. This list is not exhaustive, Maple can provide support for any analytics platform proposed by our customers.

8.1 Service Package – Data Analytics Platforms

Item	Tailored content
Objective	Provide operational support to maintain availability, performance, and secure access to analytics platforms and reporting services. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Description	Support for platform administration, capacity/performance issues, gateway/connectivity, dataset refresh failures, permissions/RBAC, workspace governance, monitoring/alerting, and incident remediation. Includes change planning guidance for upgrades and architecture improvements. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Hosted-in	Remote https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Supported from	Maple Networks 24x7x365 NOC https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Support level	Remediation with optional proactive service assurance and governance (customised). https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Required connection types	Secure access to admin portals and supporting infrastructure (gateways/agents); encrypted connectivity. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true

8.2 Service Features – Data Analytics Platforms

Feature	Description	Standard / Optional / Customisations



Rapid onboarding	Platform inventory (tenants/capacities/workspaces), critical report mapping, refresh schedule review, alerting setup. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Standard
Health checks	Capacity utilisation, refresh success rates, gateway health, security/access posture; frequency bespoke. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Customisations
24x7 support	SME/proactive/hybrid aligned to business reporting windows. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Customisations
Monitoring	Optional dashboards/alerts for refresh failures, capacity saturation, service degradation. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Optional
Governance & controls	Workspace lifecycle, RBAC design, data classification and admin guardrails.	Optional



8.3 Supporting Services – Data Analytics Platforms

Supporting service	Description
Service Desk	24/7 incident/request handling; CRs for configuration changes. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Self Service portal	Ticket management and onboarding requests. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Analytics operational runbooks	Documented procedures for dataset refresh recovery, gateway failover, access changes and deployment processes.



9 Service Scope – Third Party Maintenance

This section details the service scope of Maple Care, providing third party support for any infrastructure hardware platforms available. A bespoke quote will be provided once the full scope of the third party maintenance is understood.

9.1 Service Package – Third Party Maintenance

Item	Tailored content
Objective	Provide a single front door for vendor management and escalation to accelerate resolution and reduce operational burden on customer teams. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Description	Maple acts as coordination layer: fault triage, evidence gathering, case logging, vendor communications, escalation, RMA tracking, and change coordination across supported estates. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Hosted-in	Remote https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Supported from	Maple Networks 24x7x365 NOC https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Support level	Remediation support, plus optional proactive lifecycle/warranty tracking. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Required connection types	Secure access to management interfaces/logs and vendor support portals; encrypted connectivity. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true

9.2 Service Features – Third Party Maintenance

Feature	Description	Standard / Optional / Customisations
Escalation path	Technical + commercial/operational escalation into vendor support. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx	Standard



	?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	
Case ownership	Maple owns case progression, comms cadence and evidence packs.	Standard
Warranty & entitlement tracking	Maintain entitlement records and renewal awareness to prevent support gaps.	Optional

9.3 Supporting Services – Third Party Maintenance

Supporting service	Description
Service Desk	24/7 case intake, triage, and coordination. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Self Service portal	Visibility of cases, comms, and change requests. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Vendor management	Case escalation governance, comms templates, and RMA logistics tracking.



10 Service Scope – Disaster Recovery

This section details the service scope of Maple Care, providing disaster recovery services for any infrastructure platforms. A bespoke quote will be provided once the full scope of the disaster recovery service is understood.

10.1 Service Package – Disaster Recovery

Item	Tailored content
Objective	Improve resilience through DR strategy, implementation support and ongoing management to meet agreed RTO/RPO. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Description	DR planning and implementation support (runbooks, replication, failover design), plus ongoing operational management (testing schedules, evidence packs, incident response support during invocation, and failback planning). https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Hosted-in	Remote https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Supported from	Maple Networks 24x7x365 NOC https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Support level	Customised: advisory/SME, proactive testing management, or hybrid (depending on maturity and requirements). https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Required connection types	Secure access to DR tooling and underlying platforms (compute/storage/network/cloud), encrypted connectivity. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true

10.2 Service Features – Disaster Recovery

Feature	Description	Standard / Optional / Customisations
---------	-------------	--------------------------------------



Rapid onboarding	Identify critical services, confirm RTO/RPO targets, baseline DR design review and runbook creation. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Customisations
DR testing	Planned DR exercises (tabletop and/or technical) with outcome reporting and remediation tracking.	Optional
Invocation support	Major incident support bridge, failover execution support and vendor escalations. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Optional / Customisations
Monitoring	Optional (or included with proactive) for replication health and DR readiness signals. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Optional / Standard (with proactive)

10.3 Supporting Services – Disaster Recovery

Supporting service	Description
Service Desk	24/7 incident handling, including DR-related events and changes. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Self Service portal	DR-related CRs, test schedules, and ticketing. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
DR governance	Runbooks, test calendar, evidence reporting, and continual improvement tracker.



11 Service Scope – Security

This section details the service scope of Maple Care, providing security consultancy services for any organisation. A bespoke quote will be provided once the full scope of the security consultancy service is understood.

11.1 Service Package – Security

Item	Tailored content
Objective	Improve organisational security posture through continuous review, risk management and (where required) provision of a virtual CISO function. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Description	Security assessment and ongoing advisory across identity, endpoint/server, network, cloud, data protection, logging/monitoring, vulnerability management and incident response readiness. vCISO adds governance: policy, risk register, security roadmap, stakeholder reporting and assurance alignment. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Hosted-in	Remote https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Supported from	Maple Networks 24x7x365 NOC plus consultant-led governance cadence (as agreed). https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Support level	Customised: advisory/SME, proactive security management, and/or vCISO governance with defined cadence and deliverables. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Required connection types	Secure access to security tooling, logs, configurations and documentation repositories; encrypted connectivity. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true

11.2 Service Features – Security

Feature	Description	Standard / Optional / Customisations



Security posture review	Baseline assessment and prioritised remediation plan aligned to risk.	Customisations
vCISO function	Policy ownership support, risk register, security roadmap, leadership reporting, assurance prep (e.g., audits), third-party risk support. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Optional
Incident readiness	Incident response plan/runbooks, tabletop exercises, escalation paths and comms templates.	Optional
Monitoring alignment	Integration guidance for SIEM/logging sources; optional managed monitoring where in scope. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Optional
Change governance	Security approval gates for high-risk changes (identity, network, privileged access). https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true	Customisations



11.3 Supporting Services – Security

Supporting service	Description
Service Desk	24/7 intake for security-related incidents/requests and CR coordination. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Self Service portal	Track security actions, requests for assessments, onboarding additional log sources. https://maplenetworksltd.sharepoint.com/sites/ISMS/_layouts/15/Doc.aspx?sourcedoc={C33195F1-A968-47E6-99E8-19C21E2EDC67}&file=Maple_Care_SDD_2025.docx&action=default&mobileredirect=true
Governance cadence	Agreed meeting cadence, reporting format, KPI/KRI tracking, and risk treatment workflow.



12 Available SLAs

This chapter identifies the service level measures applicable to the service.

Customers should consider these measures in the context of the general terms and conditions described in full in the Maple Networks Service Level Agreement document (available on request).

Response time	• Incidents ○ P1 ○ P2 ○ P3 ○ P4 • Changes ○ Standard ○ Normal ○ Emergency • Service Request
----------------------	---