

ITogether Service Definition Document – 24/7 Managed Network Monitoring & Incident Response

Detailed Description
24/7 Managed Network Monitoring & Incident Response provides continuous oversight of network infrastructure to ensure availability, performance, and rapid response to incidents. The service helps organisations detect, investigate, and resolve network issues before they impact critical services. The service includes round-the-clock monitoring of network devices, links, and services across on-premise, cloud, and hybrid environments. It focuses on early detection of faults, performance degradation, and abnormal behaviour, combined with structured incident management and escalation. Delivered by experienced network specialists, the service reduces the operational burden on internal IT teams while improving resilience and service continuity. It supports a wide range of network technologies and deployment models, including campus, data centre, cloud, and wide area networks. 24/7 Managed Network Monitoring & Incident Response is suitable for public sector organisations that rely on always-on connectivity to support operational systems, digital services, and users across multiple sites.
Business Benefits
Improved service availability ○ Early detection of faults and degradation. ○ Reduced downtime for business-critical services. Faster incident response ○ 24/7 monitoring and alerting. ○ Structured triage and escalation processes. Reduced operational burden ○ Day-to-day monitoring handled externally.



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- Internal teams focus on projects and service improvement.

Improved visibility and control

- Clear insight into network health and trends.
- Evidence to support service assurance and reporting.

Scalable and flexible

- Supports growth in sites, users, and services.
- Suitable for on-premise, cloud, and hybrid networks.

Access to specialist expertise

- Experienced engineers familiar with enterprise and public sector networks.
- Support for complex and multi-vendor environments.

Standard Service Components

Service onboarding and discovery

- Review of network architecture, devices, and dependencies.
- Identification of critical services and thresholds.
- Agreement of scope, responsibilities, and escalation paths.

24/7 network monitoring

- Continuous monitoring of network devices and links.
- Detection of faults, performance issues, and anomalies.
- Proactive alerting based on agreed thresholds.

Incident management and response

- Triage and investigation of network incidents.
- Remote remediation where appropriate.
- Coordination with customer teams and third parties.

Performance and availability management

- Monitoring of latency, utilisation, and packet loss.
- Identification of recurring or underlying issues.
- Recommendations to improve stability and performance.

Change awareness and validation

- Awareness of planned changes to reduce false alerts.



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- Post-change validation of network health.
- Support during high-risk change windows.

Reporting and service reviews

- Regular reports on incidents, availability, and trends.
- Insight into recurring issues and improvement actions.
- Scheduled service review meetings.

Service governance and support

- Defined service levels and support hours.
- Clear communication and escalation processes.
- Alignment with public sector operational requirements.

Optional Service Components

To be discussed during scoping exercise.

Service Exclusions

Anything not specifically included in either the above or when the project is formally scoped.

Standard Support Services

8x5 support, Monday to Friday 9am to 5pm

Assumptions

Any and all information will be provided by the customer to enable the full onboarding of the product without hinderance

Contact

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