ITogether Service Definition Document – Akamai Managed Services

Detailed Description
Akamai Managed Services provides the ongoing operational management of Akamai's cloud-based security and performance platforms. The service helps organisations protect internet-facing applications, APIs, and digital services while maintaining availability, resilience, and user experience. The service includes day-to-day administration, continuous monitoring, incident response, and policy optimisation across Akamai security controls. This includes protection against distributed denial of service (DDoS) attacks, web application attacks, API abuse, and automated bot activity. Delivered by specialists, the service removes the operational burden of managing complex security platforms. Configurations are continually refined using real-world threat data and aligned to organisational risk appetite, compliance requirements, and service criticality. Akamai Managed Services are suitable for public sector organisations delivering online services to the public, staff, or partners. It supports both single-service deployments and complex, multi-application environments, and complements internal IT and cyber security teams by providing 24/7 specialist capability.

Business Benefits
Reduced cyber risk • Active protection against DDoS, web, API, and application-layer attacks. • Continuous tuning based on Akamai global threat intelligence. Improved availability and resilience • Faster detection and mitigation of attacks. • Reduced likelihood of service disruption for critical public services. Access to specialist expertise • Access to specialist engineers without the need for in-house specialists. • Support for complex and high-risk configurations.

Operational efficiency

- Day-to-day management handled by an external service.
- Clear escalation and incident handling processes.

Scalable and adaptable

- Scales to meet changes in traffic, threat levels, or service scope.
- Suitable for evolving digital estates.

Improved visibility and assurance

- Regular reporting on threats, incidents, and platform performance.
- Supports governance, audit, and risk management activities.

Standard Service Components

Service onboarding and discovery

- Review of existing Akamai services and configurations.
- Assessment of risk, service criticality, and operational requirements.
- Definition of scope, responsibilities, and escalation paths.

Configuration and policy management

- Initial and ongoing configuration of Akamai security services.
- Continuous policy optimisation to balance protection and usability.
- Support for new applications and service changes.

24/7 monitoring and incident response

- Continuous monitoring of Akamai platforms and traffic.
- Investigation and mitigation of security events.
- Coordination with customer teams during incidents.

DDoS and threat management

- Active management of network and application-layer DDoS protection.
- Response to web application, bot, and API-based threats.
- Use of threat intelligence to adapt controls.

Change and release support

- Support for planned application releases and changes.
- Pre- and post-change validation of security controls.

- Rollback support where required.

Reporting and service reviews

- Regular operational and security reporting.
- Trend analysis and improvement recommendations.
- Scheduled service review meetings.

Service governance and support

- Defined service levels and operational processes.
- Clear communication and escalation procedures.
- Alignment with public sector operational and assurance needs.

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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