

ITogether Service Definition Document – Managed Secure Cloud Connectivity

Detailed Description
Managed Secure Cloud Connectivity provides the ongoing management of secure network connectivity between organisational networks, users, and cloud services. The service ensures cloud-based workloads and applications are accessed reliably and protected against unauthorised access and network-based threats. The service covers secure connectivity to public and private cloud platforms, including hybrid and multi-cloud environments. It focuses on maintaining performance, resilience, and security while supporting modern access patterns such as remote working and cloud-native applications. Delivered by experienced network and security specialists, the service removes the complexity of designing and operating secure cloud connectivity. It supports consistent policy enforcement, secure access controls, and continuous monitoring across cloud and on-premise environments. Managed Secure Cloud Connectivity is suitable for public sector organisations adopting cloud services while retaining strong security, governance, and operational control.
Business Benefits
Secure cloud access - Controlled and protected connectivity to cloud services. - Reduced risk of unauthorised access or data exposure. Improved performance and reliability - Optimised connectivity to cloud workloads. - Reduced latency and service disruption. Operational efficiency - Day-to-day connectivity management handled externally.



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- Reduced complexity for internal IT teams.

Supports hybrid and multi-cloud

- Consistent connectivity across on-premise and cloud environments.
- Flexibility to support multiple cloud providers.

Improved visibility and assurance

- Clear insight into connectivity, usage, and incidents.
- Supports governance and risk management.

Access to specialist expertise

- Engineers experienced in cloud networking and security.
- Support for evolving cloud architectures.

Standard Service Components

Service onboarding and discovery

- Review of cloud platforms, networks, and access requirements.
- Identification of critical services and dependencies.
- Agreement of scope, responsibilities, and escalation paths.

Secure cloud connectivity management

- Management of secure connections to cloud services.
- Oversight of routing, segmentation, and access controls.
- Support for site-to-cloud and user-to-cloud connectivity.

Monitoring and incident response

- Continuous monitoring of cloud connectivity and performance.
- Investigation and resolution of connectivity and security incidents.
- Coordination with cloud providers and third parties.

Security and access control oversight

- Management of network security policies related to cloud access.
- Support for identity-aware and zero trust access models.
- Alignment with organisational security policies.

Change and optimisation support



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- Support for onboarding new cloud services or workloads.
- Performance tuning and optimisation.
- Validation following changes.

Reporting and service reviews

- Regular reporting on availability, performance, and incidents.
- Insight into trends and improvement opportunities.
- Scheduled service review meetings.

Service governance and support

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