

ITogether Service Definition Document – Managed Private Cloud & Colocation Services

Detailed Description
Managed Private Cloud & Colocation Services provides the ongoing operational management of private cloud platforms and colocated infrastructure hosted in third-party data centres. The service supports organisations that require greater control, data residency, or predictable performance than public cloud services alone. The service covers the day-to-day operation of compute, storage, networking, and security components within private cloud and colocation environments. It focuses on availability, performance, security, and compliance while reducing the operational burden on internal IT teams. Delivered by experienced infrastructure and cloud specialists, the service provides structured management, monitoring, and support across physical and virtual environments. It integrates with existing network and security services and supports hybrid architectures where private and public cloud services coexist. Managed Private Cloud & Colocation Services is suitable for public sector organisations running critical or legacy workloads, handling sensitive data, or requiring assured hosting within UK-based data centres.

Business Benefits
Improved control and assurance • Greater oversight of infrastructure and data location. • Supports compliance and governance requirements. High availability and performance • Proactive monitoring and incident response. • Reduced risk of unplanned outages. Reduced operational burden • Day-to-day infrastructure management handled externally.



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- Internal teams focus on service delivery and transformation.

Security and resilience

- Integrated security and network controls.
- Support for resilient and redundant architectures.

Flexible and scalable

- Scales to support changing workload and capacity requirements.
- Suitable for hybrid and multi-cloud strategies.

Access to specialist expertise

- Engineers experienced in private cloud and data centre operations.
- Support across a range of platforms and technologies.

Standard Service Components

Service onboarding and discovery

- Review of private cloud and colocation environments.
- Assessment of workloads, dependencies, and risks.
- Agreement of scope, responsibilities, and escalation paths.

Infrastructure management

- Management of compute, storage, and virtualisation platforms.
- Capacity planning and performance monitoring.
- Patch and lifecycle management support.

Network and security operations

- Management of network connectivity within the data centre.
- Oversight of firewall, segmentation, and access controls.
- Integration with wider network and security services.

Monitoring and incident response

- Continuous monitoring of infrastructure health.
- Investigation and resolution of incidents.
- Coordination with colocation providers and third parties.

Backup, recovery, and resilience support



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- Oversight of backup and recovery processes.
- Support for disaster recovery testing and validation.
- Recommendations to improve resilience.

Change and release support

- Support for infrastructure changes and upgrades.
- Validation following changes.
- Rollback and recovery support where required.

Reporting and service reviews

- Regular reporting on availability, performance, and capacity.
- Insight into risks, 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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