



Service Definition Document: 360 IT Support – Ongoing Support

1. Introduction

Ongoing 360 IT Support is a comprehensive, all-encompassing approach to managing a business's technology. It offers proactive monitoring, security, cloud, network, hardware, and user support, covering all IT aspects so businesses can focus on core operations. Beyond reactive fixes, it includes strategic planning, disaster recovery, and scalability to align IT with business goals.

This document defines the scope, features, and benefits of the service, ensuring clarity for clients and providers.

2. Scope of Services

The service provides end-to-end IT management, including but not limited to:

- Proactive system monitoring and maintenance.
- Incident response and resolution.
- Strategic IT consulting for growth and efficiency.
- Compliance with industry standards (e.g., data security regulations).
- Security management aligned to ISO27001 and Cyber Essentials.

Services are delivered 24/7 via remote and on-site support, tailored to business size and needs.

3. Key Features

The following features ensure robust, reliable IT support:

1. Provides expert assistance for all product-related issues and queries.
2. Tracks and manages incidents efficiently for quick resolution.
3. Generates reports and analyses results to prevent future problems.
4. Dispatches technicians and parts promptly for on-site repairs.
5. Coordinates training sessions to enhance end-user skills.
6. Offers 24/7 monitoring to detect issues before escalation.
7. Implements security updates to protect against threats.
8. Facilitates remote support for immediate problem-solving.
9. Develops disaster recovery plans for business continuity.
10. Advises on scalability to align with growth objectives.

4. Benefits to Clients

Clients gain the following advantages from Ongoing 360 IT Support:

1. Ensures reliable product performance with expert technical assistance.
2. Reduces downtime through efficient incident logging and management.
3. Prevents issues via detailed reporting and proactive analysis.
4. Speeds repairs by dispatching technicians and parts quickly.
5. Boosts user proficiency with coordinated training sessions.

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6. Provides round-the-clock monitoring for early issue detection.
7. Enhances security with timely updates and threat mitigation.
8. Enables fast resolutions through remote support options.
9. Safeguards data with comprehensive disaster recovery strategies.
10. Supports growth via scalable IT planning and advice.

5. Service Delivery Model

- **Proactive Monitoring:** Continuous oversight using advanced tools to identify and resolve potential issues before they impact operations.
- **Incident Management:** Structured process for logging, prioritizing, and resolving incidents with defined response times.
- **Reporting:** Monthly analytics reports on system health, usage, and improvements.
- **On-Site/Remote Dispatch:** Technicians available for hardware fixes; remote access for software issues.
- **Security Patching and Maintenance:** Patching all IT systems including application servers, user operating systems and network devices in line with ISO27001 and Cyber Essentials. Centrally managed Email security, Antivirus protection, enabling MFA, Microsoft and Google support – including licensing and user data backup.
- **Training:** Customised sessions for staff to maximise tool utilisation.
- **Support levels:** Include standard (business hours) and premium (24/7) options.

6. Exclusions

This service does not cover:

- Hardware procurement (unless specified in add-ons).
- Custom software development.
- Non-IT related business consulting.
- Costs for third-party licenses or parts (billed separately).
- Security Awareness Training (unless specified in add-ons).

7. Terms and Conditions

- **Service Level Agreements (SLAs):** 95% uptime guarantee; response times: critical issues within 1 hour, standard within 4 hours.
- **Confidentiality:** All client data handled per GDPR/CCPA standards.
- **Pricing:** Subscription-based; details available upon request.

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