



Akamai Infrastructure Software Enablement and Managed Support Services

Service Definition Document

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01 Akamai Infrastructure Software Enablement and Managed Support Services

Professional, managed and security operations services to enable, operate and optimise infrastructure software, including optional Security Operations and Control Centre (SOCC) services, supporting reliable service operation, monitoring, governance and continuous improvement across digital services.



Service overview

This service provides professional, managed and security operations services to support the effective adoption and ongoing operation of Akamai's infrastructure software.

Services include design, onboarding, configuration, integration and operational support for infrastructure software capabilities such as security controls, access enforcement, traffic management, resilience and observability. Delivery may be provided as time-bound professional service engagements and/or ongoing managed operational services.

Where required, this service can include the establishment and operation of a Security Operations and Control Centre (SOCC). The SOCC provides continuous monitoring, alert triage, investigation support and coordinated response for events and operational signals generated by in-scope infrastructure software and integrated systems. The SOCC is delivered as a service, operating under buyer-defined governance, escalation and decision-making arrangements.

This Lot 3 service does not include the supply of software licenses, hosting or infrastructure.

02 Service Benefit & Features

Features

- Architecture design and onboarding for infrastructure software
- Secure configuration, policy setup and controlled change
- Integration with identity, logging, monitoring and SIEM platforms
- Migration and transition from existing services or tools
- Ongoing managed configuration, tuning and optimisation
- Operational monitoring and service health management
- Security Operations and Control Centre (SOCC) setup and operation
- Alert triage, investigation support and incident coordination
- Operational reporting, dashboards and service reviews
- Knowledge transfer, runbooks and operational handover

Benefits

- Accelerates safe and effective adoption of infrastructure software
- Improves operational stability and service reliability
- Reduces operational risk through structured monitoring and response
- Improves detection and handling of security and service incidents
- Reduces burden on internal teams through managed operations
- Improves consistency of configuration and control
- Enhances visibility across integrated digital services
- Supports continuous service improvement and optimisation
- Provides clearer operational governance and accountability
- Supports scalable service operation as needs evolve



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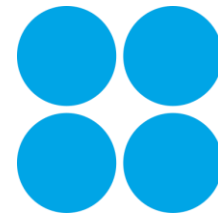
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Akamai solutions layer together to secure and modernize agency environments based on your priorities

Software-defined Microsegmentation: Visualize and micro-segment entire agency estates

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Secure Internet Access: Dynamically apply least-privilege remote access from any location

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