

SERVICE SUPPORT Catalogue

The benefits of our support service

Since its foundation in 2001, SecurIT has been a sought-after partner for the implementation of identity & access management. In addition to implementation, SecurIT supported the delivered infrastructure with reactive incident management, which we developed over the years, and has now grown into a full-service support framework.

With the framework, SecurIT maintains preventively, monitors, and makes use of incident management or practical support 24/7 or 8-5. We tailor the framework, support, and management to the individual wishes of our customers.



Customized
service



Full-service
support



24/7 (or 8/5)
incident
management

We only work with the best partners such as:

IBM

CYBERARK

TrustBuilder

okta

Omada

PingIdentity

ideiio

thycotic

HITACHI
Inspire the Next

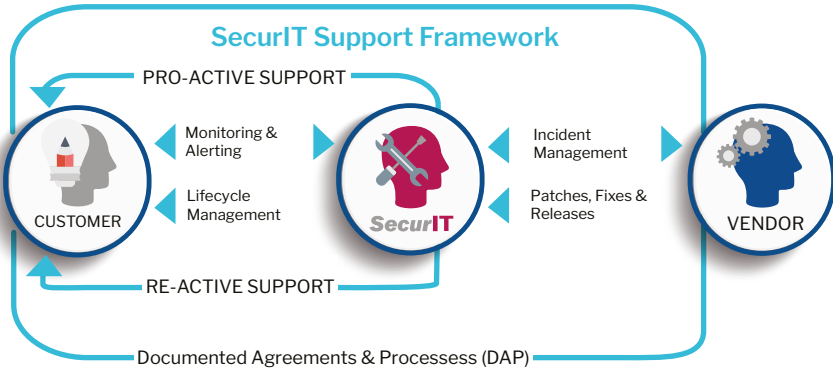
Document agreements and procedures (DAP)

For an efficient implementation of the Service Level Agreement (SLA), we bundle all operational agreements and procedures in the Document Agreements and Procedures (DAP). The DAP serves as an 'Operating Guide' for implementation and is drawn up and agreed upon jointly by contract parties.

It includes, but is not limited to:

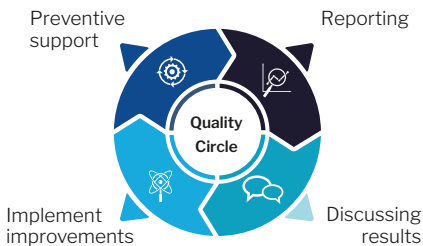
- Application management tasks
- Service details & changes
- Improvement projects
- Acceptance criteria
- Scheduled maintenance procedures
- Project application procedures
- Incident management procedures
- Problem management procedures
- Change & release management procedures
- Escalation procedures
- Support to third parties
- Shared responsibilities
- Assigning tasks to SMEs
- Conditions
- Supply chain overview
- Responsibilities regarding the environment
- Procedures for changes to the DAP

The DAP is a living document and is maintained by SecurIT during preventive maintenance.



Preventive maintenance

To keep the performance and availability of the customer environment optimal, the customer environment is periodically checked based on a checklist and available monitoring data. The collected data is analyzed to identify improvement proposals and risks and recorded in a preventive maintenance report. The report is discussed with the client so that it can be jointly determined how and when we will work on the improvement proposals and identified risks. If there is time left on a preventive support day, the support engineer works on outstanding issues/incidents with a low priority.



Quality circle preventive support

The preventive support process aims to implement a quality circle whereby, due to the repetitive nature and the assurance of the implementation of related actions, we achieve a high degree of reliability in the environment and prevent unforeseen situations.

Incident management

The reporting and handling of incidents take place in the SecurIT help desk application (Jira), and in case of a 24/7 SLA, a telephone number is available by which the client can get in touch with the support engineer on duty. Every reported incident is analyzed, prioritized, and handled according to the agreements and responsibilities agreed to by the client and supplier. How we handle a situation can vary from immediately traveling to the client to handling the incident on the following, preventive support day. All agreements, processes, and procedures to be decided concerning incident-handling form, in detail, are part of the DAP.

Change & Life Cycle Management

Work that we cannot plan or carry out on regular maintenance days is done on a project-by-project basis by SecurIT. As an exception, SecurIT offers the possibility to include life cycle management in the maintenance agreement. With life cycle management, SecurIT ensures that the environment is always up-to-date and provided with the latest patches, fixes, and releases.