



# Managed Services



# Infrastructure Services

## - IaaS



ITS service web portal Enablement, ticket handling verification and classification:

- Receive all calls and requests from the customer
- Act as a first line support team to resolve standard and pre-defined incident to allow faster responses
- Classify, dispatch the received tickets to appropriate team/vendor.
- Track the tickets till closure.



### ITS Managed Services

A mature model that brings technology services up to the next level of Operations SLA (Service Level Agreements) Commitment.

Staffing, training and retaining, capacity utilization and turn over challenges are behind your back – for good. Our commitment in managed services is up to functionality required by your business demands.

Our partners/customers need only to focus on their core business.



# Scope

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## Incident Management

- Troubleshoot and initial support, for incident.

## Request fulfillment

- Perform predefined request(s) for services & standard changes.

## Scheduled Jobs activities

- Perform and monitor scheduled operational tasks according to (WIs/SOPs), Perform regular system checks, Verify replication status, Operations Reports.

## Proactive Monitoring

- Monitor performance, capacity and availability, Watch up the monitoring tool console during Service Window, Filter false alerts.

## Onsite Fulfillment

- Follow up on Service fulfillment by Onsite team, HW Replacement, Perform onsite physical activities as requested, directed and over-sought by ITS remote service teams.

## Technical Management

- Control, Configure, maintain, Capacity Plan, Install, Upgrade, Oversee Operations Activities, Performance Analysis and Finetuning.

## Maintenance Management

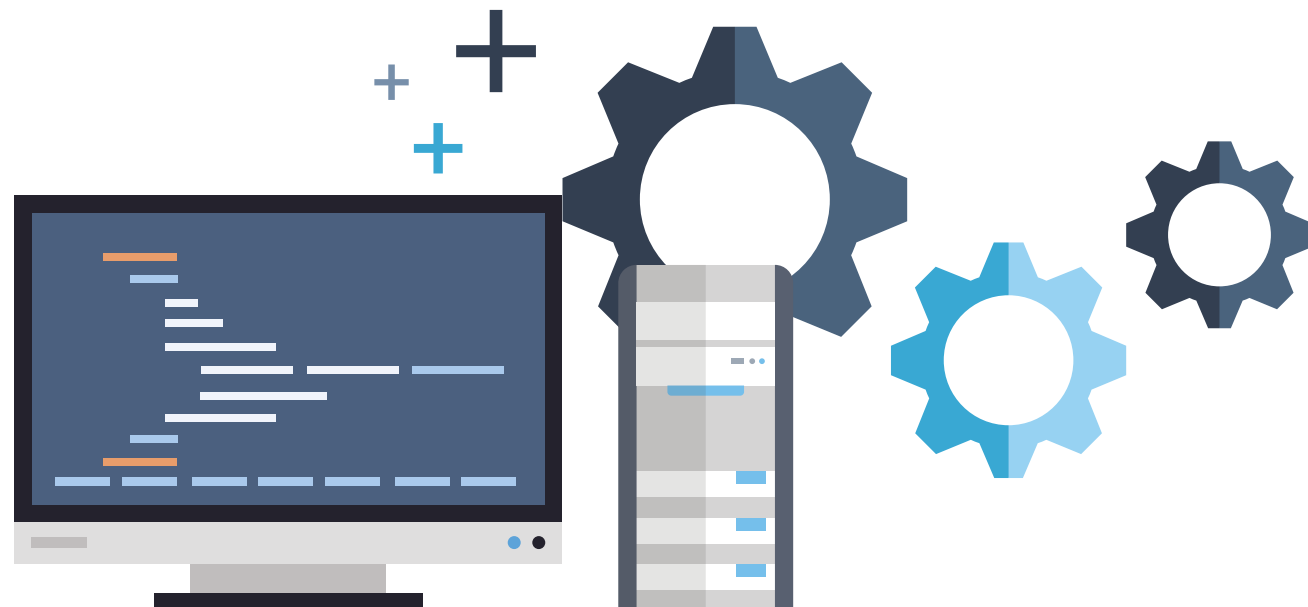
- Vendor and 3rd Party Mgmt., License Mgmt., Bug fixing, Patches Updates, Participate in BC, testing and Disaster Recovery, handle escalated tickets from L1 teams, HW Replacement, Ensure synchronization between production and disaster recovery sites.

## Change Management

- Participate in change technical activities, attend CAB meetings, deploy the change into production.

## Knowledge Management

- Develop and maintain Scheduled jobs, SOP, problem management to identify root causes for recurring incidents.



# Workforce Services

## - WaaS



Business growth and success for a company depends on the ability to secure the right talent at the right time and cost,

companies must act in a highly competitive world while seeking for new customers globally and making operational workforce skilled, available, on-demand and where needed.

Providing the on or off-shore resources you need, whenever you need it, whether for a specific project, a specific period of time or on a continuing basis.



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# Scope

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- ITS Hires the Resources as per required Skills.
- ITS Follows Hiring Terms and Conditions.
- ITS replace the resources if requires within agreed time frame.
- ITS ensures that Resources attends on time and submit time sheets.
- ITS handles payroll activities Visa, Travel, Medical...etc.
- Assign Customer Success Manager.



# Information Security Services

## - SaaS



Security is a main concern for all CIO's nowadays,

ITS is able to provide whole security solutions to help tackling and resolving any security related issues.

Penetration testing , vulnerability assessments , Risk advisory services are among many other security related services ITS can provide as your trusted security consultant.



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# Scope

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## • Governance and Compliance Services

- Control Assurance Services
- Third Party Risk Management
- Policy Management



## • Risk Advisory Services

- Information Security Risk Management
- Information Security Maturity Model Assessment
- Business Continuity Management



## • Technical Services

- Information Security Risk Management
- Information Security Maturity Model Assessment
- Business Continuity Management
- Data Flow Analysis
- Vulnerability Assessment and Penetration Testing
- Secure Code Review
- Compliance As a Service for PCI DSS

## Managed Security Services •

- CISO Services
- Managed VAPT Services



## Niche Capabilities •

- Cyber Forensics
- Advance Malware Analysis
- Study of Indicators of Compromise
- Study of Indicators of Attack
- Balanced Scorecard for Information Security
- Work From Home Security Assessment





# Development Services

## - DaaS

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DevOps is a set of practices designed to break down the barriers,

combining the development team with the operations team to reach maximum collaborative capacity, all this is done by automating workflows and infrastructure, continuously measuring app functioning and quality.

Before DevOps, operators, and developers had quite a contention. Developers used to pass their code to operators,

and they were responsible for keeping it running. Operators didn't have enough knowledge of codebases, and developers didn't have enough knowledge of operational practices.

Providing a greater collaboration of developers, operators, and other parts of the organization.



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