

01 - Customer and service scope

Start here for any service. Describe the work you need and the people, devices and places it covers.

Draft answers do not authorize access or create a contract. The proposal confirms scope, price and acceptance checks.

Keep answers brief. Name the source, owner and date. Leave unknowns marked. Do not include passwords, keys or sensitive records.

1. Which business will contract for the work?

Give the legal entity and trading name, if different.

Answer

Source / owner / date

2. Who is the business sponsor?

Give their name, role and preferred contact details.

Answer

Source / owner / date

3. Who will own technical decisions and access approvals?

Name the main contact and backup, with their roles and decision responsibilities.

Answer

Source / owner / date

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4. Which services would you like help with?

Monitoring, assessment, Managed or Co-managed IT, governance, networks, Cloud & Workplace, Cloud & Hosting, Connectivity & Mobility, Identity & PKI, backup and recovery, or other.

Answer

Source / owner / date

5. How many active users will the service cover at launch?

Give the user count and explain how you counted shared, part-time or external users.

Answer

Source / owner / date

6. How many primary workstations will be covered at launch?

Give the device count. List shared or additional devices separately.

Answer

Source / owner / date

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7. How many physical and virtual servers need support?

Give each count and identify the systems or applications they support.

Answer

Source / owner / date

8. How many sites need support?

Give the site count, locations and any differences in support needs.

Answer

Source / owner / date

9. What kinds of data will the service handle?

List confirmed data categories and contractual restrictions. Mark anything still unknown.

Answer

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10. When do you need service coverage?

Give days, hours, time zone, holidays and any out-of-hours needs.

Answer

Source / owner / date

11. What should this work help you achieve?

Describe the decision or outcome, target date and available budget, if known.

Answer

Source / owner / date

12. Where is the current asset inventory?

Give its location or reference, version, date and the person who keeps it up to date.

Answer

Source / owner / date