

04 - Managed and co-managed IT

Choose the package, supported devices and operating work, with clear responsibilities and costs.

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 IT service package do you need?

Choose Co-managed IT, Managed IT or Managed IT with security. Identify retained first-line support and approvals.

Answer

Source / owner / date

2. How many additional devices need support?

Count devices beyond the agreed primary workstation per covered user. Identify device types.

Answer

Source / owner / date

3. Which tenants, applications and platforms need support?

Give versions, license owners and required administrative roles.

Answer

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4. What support workload should we plan for?

Estimate monthly tickets, staffing, employee changes and any existing backlog.

Answer

Source / owner / date

5. What maintenance and change work is included?

Give patch and change windows, platform exceptions, approval owners and rollback needs.

Answer

Source / owner / date

6. Which tools and licenses will each team provide?

List tools by user or device, license ownership and included support or security work. Avoid counting costs twice.

Answer

Source / owner / date

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7. What on-site work is needed?

Give locations, frequency, timing and travel requirements.

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8. Which security and backup tasks are included?

Distinguish included monitoring, triage and backup work from separately scoped services.

Answer

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9. How will you check the service before accepting it?

Agree sample support, onboarding, access removal, patching and review checks.

Answer

Source / owner / date

10. What commercial details need to be agreed?

List monthly and setup costs, exclusions, term, taxes, extra work and exit or export arrangements.

Answer

Source / owner / date