

**24/7 on call**

24/7 emergency number (Out of office hours)

☐**Designated point of contact (business hours)**

- Governance (Overview of the existing users)
- Escalation matrix (How to proceed when an escalation is needed)

☐**Knowledge overview**

- Discussing scheduled maintenance & impact
- Financial management

☐**Services**

Discuss all services to be kept up to date with new material / processes / updates

☐**ITAF Tooling**

Access to tools to make manage your infrastructure  
(Includes to guide you through them)

☐**Documentation**

- Setup new hire & maintain
- Setup Leaver process & maintain
- Maintain customer specific processes
- Maintain 3rd party contacts / contacts

☐**Operational cases**

Day to day operational check

- Go over all open cases
- Discuss important closed ones
- Improvements

☐**Reporting**

- Graphs about your operations (Jira)
- Microsoft: Usage on teams, SharePoint, mails

☐**Meeting**

- Onsite
- Teams

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