

Area	Activity	Details
Service Desk	Self service support	Knowledge base
Service Desk	On-demand support	Technical assistance
Service Desk	On-demand support	Billing support
Service Desk	Operational support	Incident management
Service Desk	Operational support	Problem management
Service Desk	Operational support	Change management service catalog
Service Desk	Operational support	Change management custom (out of service catalog)
Service Desk	Operational support	Request management
Service Desk	Operational support	Communication about ticket resolution
Service Delivery	Service review	Reporting
Service Delivery	Service review	Service committees organisation, preparation & animation
Service Delivery	Service optimization	Customer satisfaction review
Service Delivery	Service optimization	Continuous improvement
Service Delivery	Technical Account Management	Office Hour
Service Delivery	Technical Account Management	Features tracker
Service Delivery	Technical Account Management	Backlog tracker
Service Delivery	Technical Account Management	Architecture & Optimization Review
Service Delivery	Technical Account Management	Governance review
SecOps	IAM	GCP user provisioning
SecOps	IAM	Group & Roles provisioning / update
SecOps	Intrusion management	WAF, Anti-DDOS, IDS, IPS
SecOps	Intrusion management	Infra scanning & vulnerability management
SecOps	Intrusion management	Pen tests
SecOps	Server & Data security management	Security certificates management
SecOps	Server & Data security management	Anti virus / Anti malware management
SecOps	Security audit	Security audit & recommendations
SecOps	Patching	OS security patching
SecOps	Patching	Database security patching
SecOps	Patching	Middleware security patching

Onboarding	Discovery	Audit & analysis of existing environment
Onboarding	Documentation	Run book creation
Onboarding	Documentation	Procedure definition
Onboarding	Documentation	Procedure testing
Onboarding	Documentation	Escalation matrix definition
Onboarding	IAM	MSP team access creation
Onboarding	Tooling	ITSM access & configuration
Onboarding	Tooling	Monitoring & alerting configuration
Onboarding	Dashboarding	Observability dashboards implementation
ITOps	Monitoring & Alerting	GCP services monitoring
ITOps	Monitoring & Alerting	Server monitoring
ITOps	Monitoring & Alerting	Middleware service monitoring
ITOps	Monitoring & Alerting	Database monitoring
ITOps	Monitoring & Alerting	Flows / batch monitoring
ITOps	Monitoring & Alerting	Business application monitoring
ITOps	HA & Disaster recovery	HA & Disaster recovery strategy definition
ITOps	HA & Disaster recovery	HA & Disaster recovery rehearsal
ITOps	HA & Disaster recovery	Backup / Restore VM
ITOps	HA & Disaster recovery	Backup / Restore DB
ITOps	HA & Disaster recovery	Performance / stress tests
ITOps	HA & Disaster recovery	Chaos engineering
ITOps	Logs management	Infrastructure logs scanning
ITOps	Logs management	Application logs scanning
ITOps	Logs management	Security logs scanning
ITOps	Asset management	CMDB
FinOps	Dashboarding	Billing dashboards
FinOps	Dashboarding	Usage dashboards
FinOps	Financial governance	Tagging / labelling enforcement
FinOps	Financial governance	Budget tracking & alerting
FinOps	Financial governance	Quota definition

FinOps	Advanced invoicing	Custom invoice
FinOps	Advanced invoicing	Chargeback
FinOps	Advanced invoicing	Showback
FinOps	Financial optimisation	Financial optimisation recommendations
DevOps	CI/CD	CI/CD pipeline development
DevOps	CI/CD	CI/CD pipeline maintenance
DevOps	CI/CD	Create / maintain IaC scripts