



Service Catalogue

The services Fitzrovia IT provides, what each one delivers, and what it depends on. Service level targets, coverage and charges for your services are set in your service agreement.

Managed Services

Service	Description	What this delivers	Coverage options	Depends on
Managed IT Support SVC-001	Day-to-day IT support for the client's users and devices via the service desk.	Users and devices stay operational and supported to agreed response/resolution targets.	In-hours: 08:00 to 18:00 UK time, Monday to Friday, excluding bank holidays. Or 24/7, continuous including weekends and bank holidays. As purchased.	Depends on SVC-012 for device and licence supply. Is the intake, escalation and remediation route for SVC-002, SVC-004 and SVC-005, and the receiving support service at transition from SVC-010, SVC-011, SVC-013 and SVC-014.
Security Operations (SOC) SVC-002	Monitoring, detection and response across the client estate.	Threats are monitored, detected and responded to within agreed targets.	In-hours: 08:00 to 18:00 UK time, Monday to Friday, excluding bank holidays. Or 24/7, continuous including weekends and bank holidays. As purchased.	Depends on SVC-001 for agent deployment and remediation action, and on SVC-005 for tenant and identity telemetry. Consumes findings from SVC-004. Receives capability handed over from SVC-010.
Managed Backup & Continuity SVC-003	Managed backup and recovery of client data and systems.	Client data is protected and recoverable within agreed RPO/RTO.	In-hours: 08:00 to 18:00 UK time, Monday to Friday, excluding bank holidays. Or 24/7, continuous including weekends and bank holidays. As purchased.	Depends on SVC-001 for restore request intake, and on SVC-005 for tenant backup scope. Supports recovery activity under SVC-002. New systems delivered by SVC-011 and SVC-013 are brought into backup scope at transition.
Managed Vulnerability Management SVC-004	Ongoing vulnerability scanning and remediation across the estate.	Vulnerabilities are identified and remediated on an ongoing basis.	Daily scanning across the in-scope estate. Internal and external scan scope, set per order form.	Depends on SVC-001 for remediation and patching activity. Feeds prioritisation in SVC-002 and provides evidence used by SVC-006 and SVC-007.
Cloud & Microsoft 365 Management SVC-005	Administration and security of the client's M365 / Azure tenant.	The tenant is configured, secured and administered to agreed standards.	In-hours: 08:00 to 18:00 UK time, Monday to Friday, excluding bank holidays. Or 24/7, continuous including weekends and bank holidays. As purchased.	Depends on SVC-001 for intake and shares its priority matrix, and on SVC-012 for licence provisioning. Depended on by SVC-002, SVC-003, SVC-013 and SVC-014.

Assurance & Compliance

Service	Description	What this delivers	Coverage options	Depends on
Compliance Advisory & Implementation SVC-006	GRC advisory and hands-on implementation: gap analysis, roadmap, implementation, remediation, and readiness or pre-assessment against the client's chosen framework. Available across every framework we cover.	Client is certification-ready or compliant against the chosen framework, with the evidence, controls and documentation in place for assessment.	All frameworks: Cyber Essentials, Cyber Essentials Plus, IASME Cyber Assurance, Defence Cyber Certification, ISO 27001, ISO 20000-1, ISO 9001, PCI-DSS and future schemes. Delivered as a project, at a day rate, or on retainer.	Where you also certify with us, the assessment is delivered under SVC-007, subject to the engagement rules for the relevant scheme. Draws evidence from SVC-002 and SVC-004 for managed clients. Implementation work identified through SVC-008 is delivered under this service and scoped separately.
Certification & Assessment (IASME Certification Body) SVC-007	Independent assessment of a client against a scheme, resulting in a pass/fail decision, with the certificate issued by us as the licensed certification body.	Client is independently assessed and, on a pass, is issued with the certificate by us.	IASME schemes we are licensed for: Cyber Essentials (self-assessment), Cyber Essentials Plus (technical audit), IASME Cyber Assurance, and Defence Cyber Certification to Level 1. Fixed fee per assessment.	Delivered independently of SVC-006 for the same client where the scheme requires separation. Does not depend on any other Fitzrovia IT service for its assessment decision.
vCISO SVC-008	Ongoing virtual-CISO security leadership and strategy.	Client has ongoing security leadership and strategy without a full-time hire.	A scoped, fixed-fee engagement against an agreed budget of consultancy hours, drawn down in stages. Remote delivery unless otherwise agreed. Fee, hours, stages and duration are set per order form.	Consumes reporting from SVC-002 and SVC-004 for managed clients. Implementation and remediation work identified is delivered under SVC-006, SVC-010 or SVC-011 and scoped separately.
Penetration Testing SVC-009	Independent security testing with prioritised findings and report.	Independent assurance of the client's security posture, with prioritised, actionable findings.	Internal, external or web application scope.	Delivered independently of SVC-002 and SVC-004 to preserve the independence of findings. Findings feed remediation under SVC-006, SVC-010 and SVC-011.

Project Delivery

Service	Description	What this delivers	Coverage options	Depends on
Security Solution Deployment SVC-010	Design, deployment and transition of a new security capability (SIEM, SOC, EDR, firewall).	A new security capability is designed, deployed and transitioned to live.	Scoped per statement of work.	Depends on SVC-012 for licence and hardware supply, and on SVC-011 where underlying infrastructure work is in scope. Transitions to SVC-001 and SVC-002 at go-live through our service design and transition process.
IT Infrastructure Projects SVC-011	Infrastructure changes: migrations, refreshes, office moves and client onboarding.	An infrastructure change is delivered and transitioned to support.	Scoped per statement of work.	Depends on SVC-012 for hardware, software and licence supply. Transitions to SVC-001 for support and SVC-003 for backup scope at go-live through our service design and transition process.
Microsoft Dynamics 365 Business Central SVC-013	Design, deployment, configuration and support of a cloud-based ERP platform, scoped per engagement.	Client receives a cloud ERP platform that improves financial visibility, streamlines business processes and provides a scalable foundation for future growth.	Scoped per statement of work.	Depends on SVC-012 for licensing and on SVC-005 for tenant and identity configuration. Depends on SVC-011 where migration or infrastructure work is in scope. Transitions to SVC-001 for support at go-live.
Artificial Intelligence (AI) & Development SVC-014	Design, deployment, security, configuration and support of emerging AI capabilities, using a consultative approach.	Client receives consultancy services and guidance for the onboarding of emerging AI capabilities.	Scoped per statement of work.	Depends on SVC-012 for licensing and on SVC-005 for tenant, Azure and AI Foundry configuration. Deployed capability is brought into monitoring scope under SVC-002. Transitions to SVC-001 for support at go-live.

Procurement

Service	Description	What this delivers	Coverage options	Depends on
Hardware & Software Procurement & Provisioning SVC-012	Sourcing, supply and provisioning of hardware, software and licences.	Client receives appropriate hardware, software and licences, sourced and provisioned to need.	Covers the full hardware, software and subscriptions ranges.	Depended on by SVC-001, SVC-005, SVC-010, SVC-011, SVC-013 and SVC-014. Depends on external suppliers, not on other Fitzrovia IT services.

Service level targets, workload limits, exceptions and charges for the services you take are set in your service agreement. For more information about any of these services, please contact your account manager.