

DATASHEET / IT & SECURITY

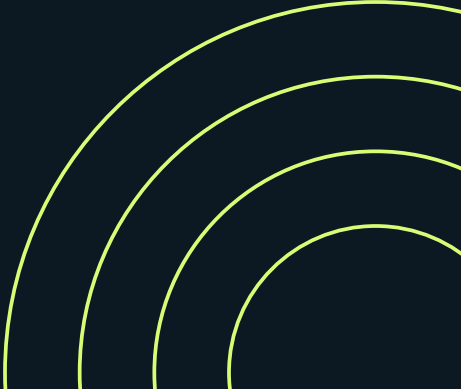
Managed IT, clearly scoped

A concise briefing sheet for discussing day-to-day IT support, security responsibilities and service boundaries with Tridacom.

INSIDE THIS RESOURCE

- The areas to include in your service brief
- Clear customer and provider responsibilities
- Questions for a useful first conversation

INDEPENDENT THINKING. CONNECTED TECHNOLOGY.



A service built around your work

Tridacom provides managed IT and security services. Start by defining the environment and the outcomes you need.

Area to discuss	What to establish in the service agreement
User and device support	Covered users, locations, devices, applications, request channels and escalation arrangements.
Security and administration	Identity, endpoint and network responsibilities, authorised changes and exception handling.
Cloud and infrastructure	Systems in scope, supplier dependencies, ownership, monitoring and maintenance coordination.
Continuity	Backup responsibilities, recovery objectives, restoration tests and decision authority.
Service review	Open issues, recurring problems, planned improvements and business priorities.

Support hours, response commitments, tooling, inclusions and pricing are defined in your agreement. This datasheet does not establish an SLA.

Bring the right questions

A useful first conversation connects the service scope to the business responsibility behind it.

What needs to work reliably?

Describe your most important customer and staff workflows, locations and specialist suppliers. Bring the current environment inventory if available.

Who approves and who acts?

Identify your business sponsor and current technical contacts. Agree who authorises access, spending and service-affecting changes, and who is contacted when a decision cannot wait.

What should the first review resolve?

List unresolved support issues, renewal dates, known risks and planned changes. Choose the evidence you want to see at the first service review.

Environment / business priority / current concern

Talk to Tridacom at tridacom.com/contact. For a provider change, use the companion transition pack.

References and next steps

Background guidance reviewed in September 2026. The planning steps, examples and worksheets in this resource are Tridacom recommendations, not a certification or a substitute for your agreed procedures.

[1] Canadian Cyber Centre – Developing your business continuity plan

Modified 16 January 2026

[Read the source](#)

Use this resource to prepare a focused conversation with your team. Bring the decisions, evidence gaps and priorities to tridacom.com/contact.