

# **Azimuth IT**

## **Service Scope & Support Framework**

Version: 2.1

Effective Date: January 2026

Applies To: All new service agreements from this date

## 1. Purpose of This Document

This document defines the scope of services provided by Azimuth IT under its managed IT support offerings.

Its purpose is to ensure clear expectations, reduce ambiguity, and provide transparency around what is included, billable as project work, or outside our scope.

## 2. Our Service Philosophy

Azimuth IT provides proactive, business-focused IT management rather than reactive, ad-hoc support.

We prioritise clarity over ambiguity and believe strong outcomes come from clear expectations.

## 3. Managed Services – Included

- Monitoring, alerting, and system health oversight
- Patch and update management
- Security baseline management
- Backup monitoring and oversight
- End-user support during business hours
- Documentation, reporting, and vendor coordination

## 4. Fair Use of Support

Managed services are provided on a reasonable-use basis and are not unlimited.

Consistently excessive support may indicate the need for infrastructure improvements or tier adjustments.

## 5. Project-Based Services

Project work includes migrations, major upgrades, new deployments, security assessments, and recovery efforts beyond initial containment.

All project work is scoped, quoted, and approved prior to commencement.

## 6. Security Incidents

Initial incident containment is included for applicable tiers.

Extended recovery, rebuilds, and forensic work are treated as project services.

## 7. Services Outside Scope

Azimuth IT does not provide custom software development, creative services, physical repairs, or consumer IT support.

Specialised enterprise or industrial platforms are referred to trusted partners.

## **8. Compliance Disclaimer**

Azimuth IT provides technical guidance only and does not provide legal advice or formal compliance certification.

## **9. Changes to Scope**

This document may be updated periodically. The latest version supersedes all prior versions.

## **10. Contact**

If you are unsure whether a service is included, please contact Azimuth IT prior to work commencing.