Co-Managed Governance Plan Template

Please feel free to use this template to align your support responsibility matrix between your business and your client/prospect business. You should modify this for your own needs/skillsets. Enumerate

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Primary Resource** | **Secondary Resource** | **3rd Party Vendor Resource** |
| Core Infrastructure / Support |
| Level 1 User Support* Password resets
* New users
* Terminations
* Basic user support
 | *MSP / Client* | *MSP / Client* | *Vendor name & phone / web / email* |
| Escalated User Support* LOB support
* Connectivity
* Remote Access
 |  |  |  |
| Server / Core Service Support |  |  |  |
| M365 / G-Suite Support |  |  |  |
| * User Support
 |  |  |  |
| * Service Support
 |  |  |  |
| Phones / VoIP Support |  |  |  |
| Network Support |  |  |  |
| Printer Support |  |  |  |
| Network Security |
| Firewall(s) |  |  |  |
| VLANs |  |  |  |
| Anti-Virus / EDR |  |  |  |
| SPAM / Phishing |  |  |  |
| NOC / SOC |  |  |  |
| Backup and Disaster Recovery |
| Overall BCDR Policy / Procedure |  |  |  |
| Endpoint BCDR |  |  |  |
| Server BCDR |  |  |  |
| Cloud BCDR |  |  |  |
| Website / Domain Names / SSL |
| Domain Name(s) |  |  |  |
| Public DNS |  |  |  |
| Website |  |  |  |
| Public SSL Certs |  |  |  |