



CYGNUSA
TECHNOLOGIES

IT as a Service

Playbook

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Confidentiality: Public View



CYGNUSA Technologies – ITaaS PlayBook

The **CYGNUSA IT-as-a-Service (ITaaS) Playbook** defines the operational blueprint, best practices, and service execution standards for managing small and medium enterprise IT environments.

This playbook aligns CYGNUSA’s enterprise-grade IT capabilities with the evolving needs of SMBs—ensuring seamless onboarding, secure operations, proactive governance, and strategic scalability.

It outlines **tier-based service models (Bronze, Silver, Gold, Platinum)**, along with defined **responsibilities, processes, and SLAs** that guide service delivery and client collaboration.

1. Scope of Services

CYGNUSA Technologies (“Service Provider”) shall deliver IT-as-a-Service (ITaaS) under the subscribed tier — Bronze, Silver, Gold, or Platinum.

1.2 Services include setup, configuration, management, and support as described in the Playbook.

1.3 The services are designed for **Small and Medium Businesses (SMBs)** with up to **50-150 users** based on the Tier and agreed approach

Governance Model

- **Service Owner:** CYGNUSA Operations Team
- **Client POC:** Assigned IT Administrator / Manager
- **Reporting:** Monthly IT Performance Dashboard, Quarterly Review
- **Escalation:**
 - Level 1 – Support Lead
 - Level 2 – IT Manager
 - Level 3 – Virtual CTO



Bronze - Foundational IT Setup

Service: Domain Integration

Description: Integrate all devices and users into a unified domain for centralized security and management.

Procedure: Setup domain controller, configure DNS and policies.

Responsibility: CYGNUSA

SLA: 2 Business Days

Service: Active Directory Setup

Description: Enable centralized identity management.

Procedure: Create OUs, define roles, apply group policies.

Responsibility: CYGNUSA

SLA: 3 Business Days

Service: End User System Setup

Description: Configure new systems with approved OS and security baseline.

Procedure: Install OS, software, and link to AD.

Responsibility: CYGNUSA

SLA: 1 Business Day per device

Service: Single Sign-On

Description: Unified user authentication across systems.

Procedure: Configure SSO with chosen identity provider.

Responsibility: CYGNUSA

SLA: 2 Business Days

Service: Software Installation

Description: Standardize software deployments.

Procedure: Deploy from approved catalog, verify licensing.

Responsibility: CYGNUSA

SLA: Within 24 Hours

Service: Workspace Configuration

Description: Configure M365/Google/Zoho environment.

Procedure: Add users, assign roles, enable 2FA.

Responsibility: CYGNUSA

SLA: 2 Business Days

Service: Antivirus Setup

Description: Deploy endpoint protection.

Procedure: Install antivirus, configure policy, test scan.

Responsibility: CYGNUSA

SLA: 1 Business Day

Service: Onboarding & Exit Maintenance

Description: Secure account creation/removal.

Procedure: Provision or deprovision users, manage access.

Responsibility: CYGNUSA + HR

SLA: 8 Hours

Service: Email & Drive Backup

Description: Ensure business continuity.

Procedure: Automated backup schedule & restoration testing.

Responsibility: CYGNUSA

SLA: Accepted periodicity & on off-boarding

Service: License Management

Description: Maintain license compliance.

Procedure: Track, renew, and audit usage.

Responsibility: CYGNUSA

SLA: Monthly/Annually



Silver - Cloud & Operations Efficiency

Service: Cloud Server Management

Description: Manage cloud infrastructure (AWS/Azure/GCP).

Procedure: Deploy, monitor, optimize servers.

Responsibility: CYGNUSA

SLA: Based on requirement

Service: Cloud Installation Services

Description: Deploy workloads securely.

Procedure: Configure instances, apply IAM, test apps.

Responsibility: CYGNUSA

SLA: 3–5 Business Days

Service: Snapshots & Backup

Description: Automate recovery-ready backups.

Procedure: Daily incremental, weekly full.

Responsibility: CYGNUSA

SLA: 99.9% Success Rate

Service: Monitoring & Reporting

Description: Continuous system visibility.

Procedure: Generate monthly analytics reports.

Responsibility: CYGNUSA

SLA: Monthly

Service: Asset Management

Description: Track IT inventory lifecycle.

Procedure: Maintain asset registry and tagging.

Responsibility: CYGNUSA

SLA: Quarterly Review

Service: Quarterly IT Audit

Description: Comprehensive security & compliance audit.

Procedure: Assess & document findings.

Responsibility: CYGNUSA

SLA: Quarterly

Service: IT Training

Description: Enhance user knowledge.

Procedure: Conduct workshops & security training.

Responsibility: CYGNUSA

Gold - Secure & Scalable IT Management

Service: Endpoint Security Management

Description: Advanced endpoint threat protection.

Procedure: Deploy EDR, monitor, and respond.

Responsibility: CYGNUSA

SLA: Response within 4 Hours

Service: IT Procurement & Vendor Management

Description: Streamline hardware/software purchases.

Procedure: Source vendors, compare pricing.

Responsibility: CYGNUSA

SLA: Within 7 Days

Service: Security Certification Support

Description: Assist with ISO/SOC2 audits.

Procedure: Prepare documentation & evidence.

Responsibility: CYGNUSA

SLA: Based on Client's Requirement

Service: IT Policy Implementation

Description: Define IT governance policies.

Procedure: Draft, approve, and enforce policies.

Responsibility: CYGNUSA + Client

SLA: 15 Business Days



Platinum - Enterprise Grade IT Management

Service: DevOps Management

Description: Automate deployments and CI/CD.

Procedure: Setup pipelines, manage build automation.

Responsibility: CYGNUSA

SLA: 99.9% Pipeline Uptime

Service: GIT Management

Description: Secure version control.

Procedure: Setup repos, manage permissions.

Responsibility: CYGNUSA

SLA: 1 Business Day

Service: CI/CD Pipeline - Release Management

Description: Automate and monitor releases.

Procedure: Validate, deploy, and log updates.

Responsibility: CYGNUSA

SLA: 24 Hours

Service: Performance Optimization

Description: Continuous infrastructure improvement.

Procedure: Analyze logs, apply optimizations.

Responsibility: CYGNUSA

SLA: 10% QoS Improvement

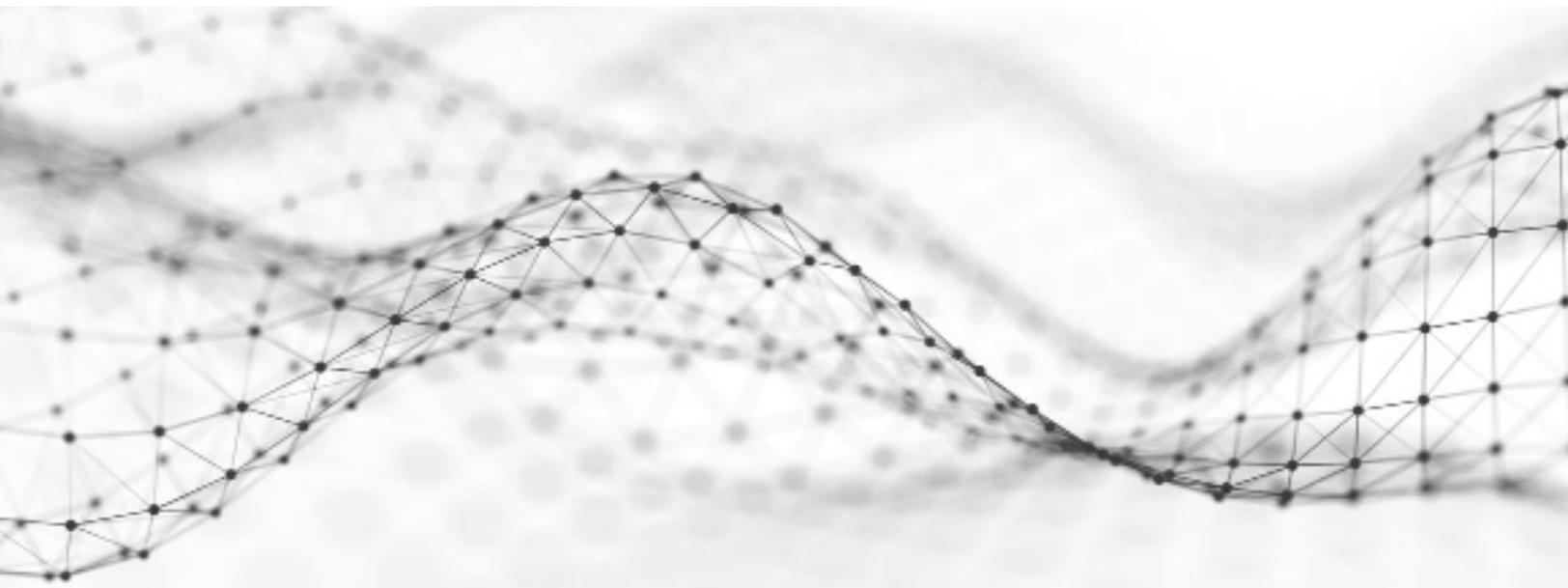
Service: Virtual CTO Services

Description: Strategic IT guidance.

Procedure: Plan IT roadmap, review performance.

Responsibility: CYGNUSA

SLA: Bi-Monthly Review



Empowering Businesses Through IT-as-a-Service

The **CYGNUSA ITaaS** serves as a strategic and operational compass for delivering enterprise-grade IT capabilities to small and medium businesses. Through structured service tiers, proactive governance, and measurable SLAs, CYGNUSA ensures technology becomes a **growth enabler**, not a constraint.

By integrating automation, security, and cloud-native frameworks, CYGNUSA transforms traditional IT management into a **scalable, predictable, and outcome-driven service model**. This approach empowers clients to focus on business innovation while CYGNUSA ensures reliability, compliance, and continuous optimization in the background.

As digital transformation accelerates across industries, CYGNUSA remains committed to **future-proofing IT operations** — aligning with evolving business needs, regulatory changes, and emerging technologies.

CYGNUSA Technologies — where IT-as-a-Service becomes the foundation of your business agility, resilience, and growth.

