Deloitte Cloud Managed Services – Service Catalog Overview

### Foundational Cloud Managed Services

- **Infrastructure Management**
  - Provisioning
  - Management
- **OS image/patch Management**
- **Backup Management**
- **Disaster Recovery**

**Add-on Services**

- **Application Management**
  - Operations Support
  - Maintenance
- **DevOps and Automation**
  - Release Management
  - Continuous Integration
  - Continuous Deployment
- **Compliance & Risk**
  - Integrated Controls Framework
  - HIPAA
  - GxP
  - GDPR
- **Cost Optimization**
  - Consolidated Billing
  - Cost Management & Allocation
  - Enhanced Optimization

- **Global Cloud Operations**
  - Incident Management
  - Change Management
  - Problem Management
  - Request Management
  - Operational Reporting
- **Identity & Access Management**
  - Vulnerability Management
  - Data Protection & Privacy
- **Security Monitoring**
  - SOC 2

- **IT Service Management**
  - Incident Management
  - Health Monitor
  - Fulfillment
- **Event Triage & Health Monitor**
- **Vulnerability Management**
- **Data Protection & Privacy**
- **Security Monitoring**
- **SOC 2**

- **Cyber Security**
  - Identity & Access Management
  - Security Monitoring
  - SOC 2

- **Infrastructure Provisioning**
  - Reports Views
  - Dashboard Views
- **Reporting & Dashboards**
  - Asset Tracking
  - Support Access
  - Service Performance
- **IT Service Management**
  - Reporting Views
  - Incident Management
  - Change Management
  - Problem Management
  - Request Management
  - Knowledge Management
- **Global Cloud Operations**
  - Event Triage & Health Monitor
  - Incident Management
  - Fulfillment
  - Operational Reporting
- **Identity & Access Management**
  - Vulnerability Management
  - Data Protection & Privacy
- **Security Monitoring**
  - SOC 2

### Add-on Services

- Included in standard Cloud Managed Service engagements
- Add-on services are integrated with foundational services to provide seamless support
- Foundational services can be deployed multiple ways

- Add-on services can be included based on client requirements
- Flexible pricing based on consumption model or solution based
- Compliance and risk require specific security guardrails and documentation to support controls
- Cost optimization typically done as workloads stabilize and execute continuously