



Managed Service Provider for Okta

Innovate is delighted to provide an Okta fully managed support service to meet the needs of our customers.

There is no need to have an internal support team with Okta expertise. We cover the day-to-day operations of your Okta tenant(s), handling of service requests, incidents, and problem management. We also perform regular health checks to ensure your Okta platform operates at its best. Monthly service reviews provide a summary of headline figures and trends.

		Fully Managed Service
Day to Day	Incident Management – Platform & integrations	✓
	Problem Management	✓
	Platform Support	✓
	Daily dashboard checks (Clearing down/resolution of events)	✓
	Configuration changes (e.g., updates to security policies, MFA & conditional access, group permissions)	✓
	Administration of admin roles (least privilege)	✓
	Vendor management (escalations)	✓
Monthly	Health check	✓
	Service Reporting	✓
	New features and recommendations – Roadmap	✓
As Required	Beta testing	✓
	Service Request automation	✓
	1 st Line support training	✓
	Discount on Future PS Services - for new integrations and consultancy	✓ 10%
Options	Proactive monitoring (requires API integration to Innovate MSP Portal)	✓
	Out of Hours (OOH) support for P1 Incidents	✓
	Bespoke Reporting	✓

Key Areas Of The MSP Service



Day to Day Operations



- **Platform and Application Maintenance:** Daily checks to ensure the platform is performing as expected, clearing down errors & reviewing for unusual activity.
- **Service Request (SR) Fulfilment:** User Onboarding and Offboarding; self-service or automated processes to handle other SR's where possible.
- **Configuration Changes:** Changes to conditional access, security policies, and adaptive MFA.
- **Maintenance of Reporting Configurations for Governance and Licencing**
- **Maintaining Operational Documentation:** Work Instructions (WI) and any Knowledge Articles (KA) required by the Service Desk, application owners or end users.

Incident and Problem Management



Our support staff have a broad and deep knowledge of Okta products, including integrated applications and are adept trouble-shooters which typically results in fast incident resolution. If they feel the issue is at an application level, they are best placed to use their knowledge of the client's environment and Okta to resolve or communicate with Okta Support directly if required. We will also work with third-party application vendors to investigate and resolve issues related to their products and your Okta platform as required.

Incident Priority	Response Time (Hours)	Target Service Restoration Time
1	1 (during core hours)*	4 hours
2		8 hours
3		24 hours
4		5 days
*Optional: Priority 1 Incident management Out Of Hours support service 24/7		
Core Hours		Support Hours
Mon-Fri (excluding UK Bank Hols)		09:00 - 17:00 (GMT)

Health Checks



Platform Health:

- Application errors (outstanding tasks);
- Recommended configurations or security policy changes based on Okta or industry best practices;
- Review of API tokens highlighting any that need attention.

Usage:

- User statistics (active and inactive users, logins etc) over the last month and trending to previous report;
- Suspicious activity;
- Logins by geographical location.

New Features:

- Keep up to date with Okta improvements and new features, Innovate will make appropriate recommendations.

Availability, Incident and Problem:

- A summary of any incidents, resolution applied and resolution time during the reporting period and their status;
- A summary of any problems that were handled during the reporting period and their status.

Service Reviews



Innovate provides the customer with a monthly service review, This meeting will review service performance and to discuss service improvements, using our wealth of knowledge of the Okta product. As an Okta Gold Service Delivery Partner, we are well placed to inform you of up-coming features.