



# CDW Documentation

## Mission Statement for Documentation

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Running a cloud managed services team requires having several policies in place to ensure that the team operates efficiently and effectively. Here are some policies that you should consider implementing:

- **Service Level Agreements (SLAs):** Establish SLAs that define the expected response and resolution times for incidents and service requests. This will help you manage customer expectations and provide consistent service.
- **Incident Management Policy:** Create an incident management policy that outlines the process for identifying, reporting, and resolving incidents. This should include steps for escalation, communication, and documentation.
- **Change Management Policy:** Develop a change management policy that defines how changes to cloud infrastructure and services are requested, reviewed, approved, and implemented. This should include a testing and validation process to ensure that changes don't negatively impact existing systems.
- **Security Policy:** Develop a comprehensive security policy that covers data protection, access controls, threat management, and compliance requirements. This should include guidelines for configuring and securing cloud services, managing identities and access, and monitoring and reporting on security incidents.
- **Backup and Disaster Recovery Policy:** Establish a backup and disaster recovery policy that outlines how backups are performed, where they are stored, and how data can be restored in the event of a disaster.
- **Performance Monitoring and Optimization Policy:** Define policies for monitoring cloud infrastructure and services, identifying bottlenecks and performance issues, and optimizing resources to ensure that services meet performance and scalability requirements.
- **Reporting Policy:** Establish a reporting policy that defines how reports are generated, what data is included, and how frequently reports are produced. This should cover reporting on performance, availability, incidents, and other key metrics.

## [AI Cloud Managed Services Policies and Procedures](#)