

CHECKLIST

IT AMC and managed services contract checklist

From our guide: IT AMC vs managed services in the UAE: costs, SLAs and what to put in the contract. Read the full guide, with the reasoning and official sources, at www.missanglobal.com/resources/it-amc-contract-checklist-uae/

Organisation _____

Completed by _____

Date _____

Scope

- ☐ Asset list or user list attached as a schedule, with a process to add and remove.
- ☐ Included services listed one by one; exclusions listed just as clearly.
- ☐ Included onsite visits per month and per site.
- ☐ Definition of a project versus support.

Security and data

- ☐ Who is responsible for patching, EDR, email security, firewall rules and MFA.
- ☐ Backup monitoring and restore tests: included or not, and how often.
- ☐ Data processing terms that cover the provider's access to personal data, to support your PDPL obligations.
- ☐ Provider staff access: named accounts, MFA, logged, removed when staff leave.
- ☐ Incident notification: how fast the provider tells you about a security event they see.

Reporting and governance

- ☐ Monthly service report and a quarterly review with recommendations and a budget view.
- ☐ Asset and licence register kept up to date and shared with you.

Commercials

- ☐ Fixed fee, what changes it, and notice for price changes at renewal.
 - ☐ Rates for out-of-scope work agreed in advance.
 - ☐ Term, renewal and notice period. Avoid silent auto-renewal for long terms.
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Exit

- ☐ Handover of all documentation, passwords, admin accounts and configuration backups.
 - ☐ Microsoft tenant, domains and licences registered to you, not to the provider.
 - ☐ A transition period during which the outgoing provider cooperates with the new one.
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Red flags

- ☐ No written SLA, or one that only covers response by email.
 - ☐ Your domains or Microsoft tenant registered in the provider's name.
 - ☐ "Unlimited support" with no list of what that includes.
 - ☐ No reporting, so you cannot tell what you are paying for.
 - ☐ Reluctance to put exit and handover terms in writing.
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Want a second pair of eyes on this?

Our engineers can walk through this checklist with you and tell you which gaps to close first. Call **+971 6 562 6006** or write to us at www.missanglobal.com/contact-missan/. We reply within one business day.

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General information for planning, not legal or tax advice. Confirm the current position with the official sources linked in the guide.