

Description of Covered Operations

1. Introduction

This document provides a detailed description of the covered operations performed by **ABC Company**. It outlines the core business functions, processes, and activities that fall within the scope of our organization and are subject to regulatory compliance or certification.

2. Scope of Covered Operations

The covered operations include all activities related to the provision of IT managed services for external clients. These operations are performed at the primary office location and via remote infrastructure management solutions.

3. Key Activities

- Network and server monitoring and maintenance
- Incident response and problem resolution
- Backup management and disaster recovery planning
- User access provisioning and de-provisioning
- Patch management and system updates
- Client support through ticketing system
- Compliance with data protection and privacy regulations

4. Exclusions

The following activities are **not** included within the scope of covered operations:

- Development of software products
- Third-party vendor activities
- Business conducted outside the primary office location

5. Locations Involved

- Headquarters: 123 Business Lane, City, State
- Remote operational center (virtual)

6. Important Notes

- This document should be reviewed and updated regularly to ensure ongoing accuracy.
- Accurate definition of covered operations is crucial for audit and compliance activities.
- Misrepresentation of scope may result in regulatory or contractual repercussions.
- Employees should be aware of which activities are covered under this document.