

## Sample email to existing provider

We are in the process of changing our IT service provider to Myrtec. <<add any information about the relationship or support provided to date>>. This transition date is occurring on <<date>> at <<time>> and Myrtec will take full responsibility for the IT systems from this time.

To ensure a seamless transition, can you please provide the following information where already available:

### **Critical**

**Passwords** – Passwords are required for all secure devices and applications such as servers, desktops, network devices, cloud applications & other software.

### **Important**

**Software & Licenses** – Software for business applications and any information relating to license agreements with Microsoft or other software vendors. Access to the Microsoft or Google email system.

### **Recommended**

**Hardware and Software Inventory** – A list of all hardware and software owned by the business, including purchase dates and warranty information.

**Documentation** – All documentation for the configuration, installation and maintenance of the system should. This documentation would include the configuration of servers, details of common applications or common support tasks.

**Backups** – Details on the existing backup procedures, including frequency and media rotation policy.

**Scheduled Maintenance** – Details on any scheduled daily, weekly or monthly maintenance and the procedures performed as part of this maintenance.

**Contact Information** – A contact registry of service providers, account numbers and the level of service provided. This will generally include the Internet service provider, telephone company, application vendor and web hosting company.

**Security & Compliance** – Copies of any internal security policies or compliance requirements, as well as any highly confidential folders on the network.

Please contact Myrtec on 02 9146 6330 or email [help@myrt.ec](mailto:help@myrt.ec) with any details that are available. Please note that this is not a request to complete billable work but to provide any existing information that already exists.

We appreciate your professionalism and confidentiality in dealing with this matter.

<<signature>>