

How to add devices to and remove devices from Managed IT Operations

Overview

Managed IT Operations provides several options focused on enhancing the general health of your compute assets:

- Managed Monitoring as a Service
- Anti-Virus as a Service
- Patching as a Service
- Runbook Automation (coming soon)

This article provides information about how to add devices to and remove devices from these Managed IT Operations service options.

[!IMPORTANT] You must subscribe to Managed Monitoring as a Service to be able to also subscribe to any of the other service options.


To make changes, you'll need to fill in the appropriate details in the Managed IT Operations - Add or Remove Device spreadsheet (UKC-FRM-303) spreadsheet, which enables us to automate your requested changes. This is the same spreadsheet as the one you used to originally set up your service. The Service Request template will include a link to download the spreadsheet. When filling out the spreadsheet, ensure that you follow the instructions provided.

If you want to download the spreadsheet ahead of raising the request, click [here](#).

Adding a device to a Managed IT Operations service

If you have a new device that you want monitored, you can add it to your Managed IT Operations service.

1. In My Calls, raise a ticket using the **Managed IT Operations - Make changes to my managed devices** template.


 **Service Offering: Managed IT Operations - Make changes to my managed devices**
Make changes to your managed devices for the following options: Managed Monitoring, Patching as a Service, Anti-Virus as a Service

MANAGED IT OPERATIONS - MAKE CHANGES TO MY MANAGED DEVICES

* = required

SERVICE OPTIONS

* UKCloud Service

Account Name 

If you'd like to make changes, please download the spreadsheet below to specify the list of items that need amending. This will be the same spreadsheet that was originally used during your onboarding. When filling out the spreadsheet, ensure that you follow the instructions on the form. Once updated with your changes, please attach the file to the request offering before submitting to UKCloud.

[Click here to download the XLS file.](#)


USING THIS SPREADSHEET, YOU CAN CHANGE THE FOLLOWING SERVICE CONFIGURATIONS:

- ADD OR REMOVE A MONITORED DEVICE
- ADD OR REMOVE A MANAGED SERVICE I.E. ANTI-VIRUS/PATCHING
- AMEND CREDENTIALS
- CHANGE MONITORING THRESHOLDS
- AMEND THE TYPE OF MONITORING
- AMEND PATCHING SCHEDULE

Please attached your updated XLS file [here](#)

[Select files](#) [Delete all](#)

or drop files here

Effective From: 

- Download the spreadsheet linked in the template.

If you'd like to make changes, please download the spreadsheet below to specify the list of items that need amending. This will be the same spreadsheet that was originally used during your onboarding. When filling out the spreadsheet, ensure that you follow the instructions on the form. Once updated with your changes, please attach the file to the request offering before submitting to UKCloud.

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[!TIP] Each tab in the spreadsheet includes instructions on how to complete that tab.

- In the **Credentials** tab of the spreadsheet, add the details of any credentials required for the device.
- On the **Device Information** tab, add the details of the device that you want to add, including the device name, IP address and OS family.
- In the **AdministrativeCredentials** column, select the name of the credentials you created on the **Credentials** tab.
- Specify the service to which you want to add the device by selecting **Yes** in the appropriate column.

For example, to add the device to Managed Monitoring as a Service, select **Yes** from the list in the **ManagedMonitoring** column.

						UKCloud Managed Services		
PrimaryDeviceName	AdditionalDeviceNames	IPAddress	AdministrativeCredentials	OSFamily	ManagedMonitoring	Patching	Antivirus	
SFTPServer1	FarnboroughSFTPServer 1	10.1.2.3.4	ad-administrator	Windows	Yes			

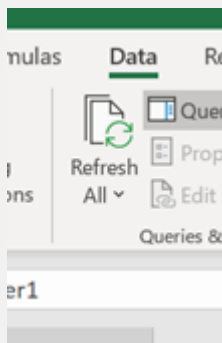
7. Make any changes to the relevant service option tab(s) as necessary.

For example, if you're adding a device to Managed Monitoring as a Service, update the information on the **Monitoring** tabs as necessary.

For more information about completing the different tabs see:

- [How to change your service configuration for Managed Monitoring as a Service](#)
- [How to define patching windows for Patching as a Service](#)

[!TIP] Device names from the **Device Information** tab are auto-populated into each of the service option tabs. If the information doesn't auto-populate, in the **Data** ribbon, select **Refresh All**.




Device names will then either auto-populate or appear in the dropdown list, depending on which tab you're on.

8. When you've finished completing the spreadsheet, in your My Calls ticket either click **Select files** and browse to the completed spreadsheet or drag the spreadsheet into the template.

Please attached your updated XLS file
★ here

[Select files](#) [Delete all](#)

or drop files here

Effective From: 

[Cancel](#) [Review & Submit](#)

9. Enter the date from which you want the changes to be effective.

10. When you're done, click **Review & Submit** then **Submit**.

As per our standard customer service targets, we aim to resolve your request within two working days.

Removing a monitored device from a Managed IT Operations service

If you have a device that you no longer want to monitor, you can remove it from your Managed IT Operations service.

1. In My Calls, raise a ticket using the **Managed IT Operations - Make changes to my managed devices** template.

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Make changes to your managed devices for the following options: Managed Monitoring, Patching as a Service, Anti-Virus as a Service

MANAGED IT OPERATIONS - MAKE CHANGES TO MY MANAGED DEVICES

* = required

SERVICE OPTIONS

* UKCloud Service: Managed Monitoring as a Service

Account Name: intassured-dev

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Please attach your updated XLS file [here](#)

[Select files](#) [Delete all](#)

or drop files here

Effective From:

2. Download the spreadsheet linked in the template.

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[Click here to download the XLS file.](#)

[!TIP] Each tab in the spreadsheet includes instructions on how to complete that tab.

3. In the **Device Information** tab of the spreadsheet, in the column for the service from which you want to remove the device, select **No**.

For example, to remove a device from Patching as a Service, select **No** from the list in the **Patching** column

4. When you've finished completing the spreadsheet, in your My Calls ticket either click **Select files** and browse to the completed spreadsheet or drag the spreadsheet into the template.

Please attached your updated XLS file
★ here

Select files Delete all

or drop files here

Effective From:

Cancel Review & Submit

5. Enter the date from which you want the changes to be effective.

6. When you're done, click **Review & Submit** then **Submit**.

As per our standard customer service targets, we aim to resolve your request within two working days.

Related articles

- [How to change your service configuration for Managed Monitoring as a Service](#)
- [How to define patching windows for Patching as a Service](#)
- [How to update contact information for Managed IT Operations](#)
- [How to provide notification of maintenance windows](#)

Feedback

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