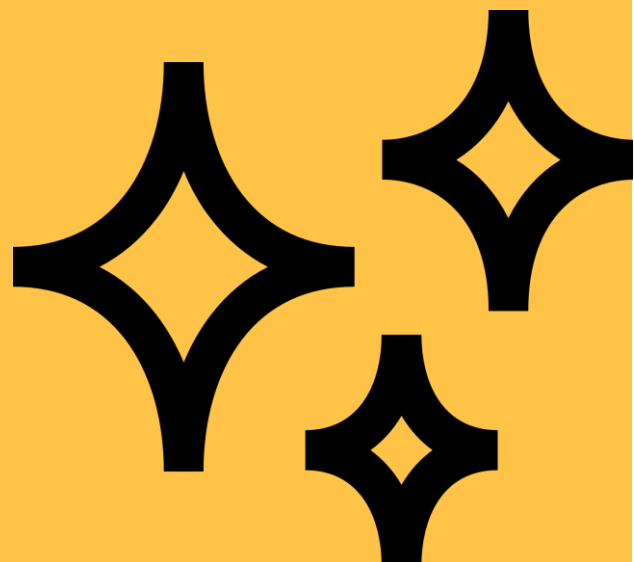




Service Definition Document

SharePoint Migration



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Solution Overview

The creation of intellectual property (IP), efficiency of business operations, and improved decision-making processes are based on the increasing volumes of data that businesses now have at their disposal.

It is vital for an organisation's survival and success in today's data-driven world and is now a business asset rather than a technology asset.

Data must also be protected from cyber threats and ensure it complies with an ever-growing number of data protection regulations. Therefore, appropriate data management should be a top priority for every organisation.

When deciding where to store, and how to manage what is now your organisation's largest asset (IP), there are several compelling reasons to take into consideration:

- Obsolete systems that are no longer supported, difficult to maintain and integrate with other systems, can disrupt user experience.
- Efficiency and performance
- Scalability and the ability to grow without major technical constraints is challenging in legacy storage systems
- Integration capabilities are crucial where decisions are made based on data that resides in many places
- Security and Compliance requirements are now mandatory, and constantly changing
- Data Accessibility must be fast and easier
- Business continuity can be compromised because of systems failures, lack of redundancy, or non-existent backups
- Data quality that does not require manual data cleansing that can lead to errors
- Analytics, Reports, and Insights must be available for business decisions to be made
- Governance
- Sensitive data must be protected

Obsolete systems will fail on most of these aspects, and are typically achieved by different solutions, creating complexity.

It is indispensable for organisations to migrate from legacy systems to stay competitive, secure, and efficient. To leverage the benefits of modern technology, reduce operational costs, and mitigate risks associated with outdated infrastructure and software.

However, data migration is a complex process that requires careful planning and execution to minimise disruption and ensure the integrity of the migrated data.

Aim and Objectives

Key objectives of the Service are:

- Data migration from legacy systems to modern platforms like SharePoint Online and Azure, which offer various benefits such as improved collaboration, data accessibility, scalability, security, compliance, backup, integration, analytics, and cost efficiency.

What is SharePoint online?

SharePoint Online is a cloud-based service that allows you to create, share, and manage content, knowledge, and applications in a secure and collaborative environment. SharePoint Online is part of the Microsoft 365 suite of products, which also includes Outlook, Word, Excel, PowerPoint, OneNote, and Teams. With SharePoint Online, you can:

- Create sites and pages to publish information and news within your organization or team.
- Store, sync, and share files and documents with co-workers and external partners.
- Build workflows and forms to automate business processes and streamline operations.
- Use lists and libraries to organize and manage data and metadata.
- Search and discover relevant content and people across your organization.
- Integrate with other Microsoft 365 apps and services to enhance your productivity and collaboration.

Key Features and benefits

Migrating data to Microsoft SharePoint and/or Microsoft Azure with iomart, offers several benefits to organizations:

- **Improved Collaboration:** SharePoint is a powerful collaboration platform that allows teams to share, access, and work on documents and data in a centralized and organized manner. Azure, with its cloud-based services, enables remote collaboration and access to data from anywhere with an internet connection.
- **Data Accessibility:** SharePoint and Azure provide secure, scalable, and readily accessible storage for data. Data is accessible from multiple devices, and locations
- **Scalability:** Adjusting storage and compute resources to meet changing demands is easy to achieve, which is especially valuable for companies' experiencing growth or seasonally varying workloads.
- **Security and Compliance:** Both offer robust security features, including encryption, access controls, and compliance certifications. Migrating data to these platforms can improve data security and assist organisations in meeting regulatory and compliance requirements, such as GDPR, or industry-specific regulations.
- **Data Backup and Disaster Recovery:** While Azure provides native comprehensive backup and disaster recovery solutions, SharePoint offers version history and recovery options for documents, with third party solutions that can backup SharePoint data available from iomart portfolio of products and solutions.
- **Integration:** Ability to integrate with a wide range of Microsoft and third-party applications, simplifying data sharing and communication across an organization and streamlines business processes.
- **Analytics and Business Intelligence:** Azure offers a suite of services for data analytics and business intelligence, allowing organizations to derive insights from their data. SharePoint also supports Power BI, making it easier to create and share interactive reports and dashboards.
- **Cost Efficiency:** While migrating data may involve initial setup costs, it can lead to cost savings in the long term. Organizations can reduce on-premises infrastructure and maintenance costs and pay only for the resources they use.
- **Mobile Accessibility:** Work seamlessly on mobile devices.
- **Futureproofing:** Microsoft is continuously investing in their cloud, ensuring that organizations have access to the latest features and security enhancements

Scope and Duration

Scope and duration will differ based on multiple factors e.g., source, size, complexity, and requirements. As a baseline iomart's implementation plan is as follows:



Strategy

- Usage, scenarios, and objectives
- Get recommendations
- Identify Path
- Document decisions

Plan

- Business Planning
- Governance
- Training
- Security
- Standardise processes

Ready

- Readiness checklist for adoption
- Create Landing zones
- Deploy lightweight implementation of an initial governance foundation

Adopt

- Migrate
- Modernise
- Innovate

Govern

- Identify gaps between current data and business priorities
- Define basic set of governance processes
- Define the policy statements and design guidance to mature the cloud governance
- Azure Security Benchmark (ASB)

Manage

- Establish operations baseline

Secure

- Risk insights
- Security Integration
- Access control
- Asset protection
- Security Governance

Organise

- RACI to track decisions regarding organisation structure over time

Data Protection & GDPR

iomart is committed to conducting its business in accordance with all applicable Data Protection laws and regulations and in line with the highest standards of ethical conduct. Our Data Protection policy sets forth the expected behaviours of iomart Employees and Third Parties in relation to the collection, use, retention, transfer, disclosure, and destruction of any Personal Data belonging to an iomart Contact (i.e. the Data Subject). iomart, as a Data Controller, is responsible for ensuring compliance with the Data Protection requirements outlined in our Data Protection policy (available on request).

iomart's leadership is fully committed to ensuring continued and effective implementation of this policy and expects all iomart Employees and Third Parties to share in this commitment.

iomart uses the Personal Data of its Contacts for the following broad purposes:

- The general running and business administration of iomart Entities.
- To provide services to iomart customers.
- The ongoing administration and management of customer services.
- The use of a contact's information should always be considered from their perspective and whether the use will be within their expectations or if they are likely to object.








Each iomart Entity will Process Personal Data in accordance with all applicable laws and applicable contractual obligations. More specifically, iomart will not Process Personal Data unless at least one of the following requirements are met:

- The Data Subject has given Consent to the Processing of their Personal Data for one or more specific purposes.
- Processing is necessary for the performance of a contract to which the Data Subject is party or in order to take steps at the request of the Data Subject prior to entering into a contract.
- Processing is necessary for compliance with a legal obligation to which the Data Controller is subject.
- Processing is necessary in order to protect the vital interests of the Data Subject or of another natural person.
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Data Controller.
- Processing is necessary for the purposes of the legitimate interests pursued by the Data Controller or by a Third Party

Why iomart?

Here's why you should use iomart for your solution:

- Expertise and Experience – our experienced team of consultants are experts in their field, offering advice and guidance to bridge any knowledge gaps within your organisation.
- Resource Scalability – our consultants act as an extension of your own team, temporarily scaling up resources to carry out particular projects and activities on your behalf.
- Future Ready – our consultants use best practice to design services fit for tomorrow's world, keeping you ahead of the competition and at the edge of innovation.
- Customised – our consultants tailor their services to meet your individual requirements ensuring meaningful results that really matter to your organisation.
- Security – with the increase in cybersecurity attacks, particularly ransomware, our services always place the security of your data at the forefront of everything they do.
- Continuous Improvement – we are ITIL aligned and follow a rigorous process to identify where you are today, where you want to be tomorrow, and how you get there.
- Highly accredited – we are highly accredited, as shown below, so you can be assured that your projects, team, and data are in safe hands.

★ Welcome to straightforward ★		★ Managing Risk ★		★ Environment + Societal + Governance ★			
Quality	Service	Security	Stability	Environment	Energy	Safety	
							
→ Fully Integrated Management System Standards ←							
Customer Assurance Sales, Service & Support		Business Confidence Group resilience & integrity		Waste Control & Recycling	Managing Utilisation	Employee Wellbeing	
Quality as a Service Managed Service Agreement Service Level Agreements		Data Protection	Business Continuity	Environmental Responsibilities	Climate Change Responsibilities	Health Protection Responsibilities	
Customer Assurance		Business Resilience		Sustainable Goals			
