

Intelligent Decisioning Ltd

G Cloud 15 Service Definition Document

docCentrum Control and Compliance (Mandatory Read)

Microsoft
Partner



Copyright Notice: The content of this document is protected by copyright © Intelligent Decisioning Limited 2025. All rights reserved.

T +44 0845 643 9726 **E** info@id-live.com **W** www.id-live.com

Yours Offices, Sherwood Park, Lutterworth, Leicestershire, NN15 6DT
Intelligent Decisioning Ltd, Reg No: 03334833

You may not sell, share, copy or republish this document.

Copying of this document in any form is prohibited.

If you want further copies of this document, please make a request to the author shown on the front page.

Any questions regarding this document should be directed to:	
Name	Intelligent Decisioning Ltd
Address	1 Cranmer St, Long Eaton, Nottingham NG10 1NJ
Telephone	0845 643 9726
Email	info@id-live.com

Revision History

Version	Revision Date	Author	Comments
1.0	16 th December 2025	Tony Pounder	Initial Version

Contents

Revision History	3
Contents.....	4
docCentrum Control and Compliance (Mandatory Read)	5
Introduction	5
Overview of docCentrum Control and Compliance (Mandatory Read)	5
Detailed Descriptions	6
Service Features and Benefits.....	6
docCentrum Control.....	7
docCentrum Compliance (Mandatory Read)	8
Scope	9
Project Approach.....	9
Typical Project Timeline.....	10
Support and Warranty	11
Pricing and Licensing	11
About Intelligent Decisioning	12
Trusted Partner Network.....	12
Microsoft Partners.....	12
Use of Subcontractors and Partners	12
Registered Address.....	14
How to obtain further Information	14

docCentrum Control and Compliance (Mandatory Read)

Introduction

This is the Service Definition Document for Intelligent Decisioning Ltd docCentrum Control and Compliance (Mandatory Read) under the G-Cloud Framework.

Overview of docCentrum Control and Compliance (Mandatory Read)

docCentrum Control and Compliance (Mandatory Read) is a Microsoft 365-integrated solution designed to simplify document governance and ensure compliance across your organisation. Built for regulated environments, it provides secure document storage, version control, approval workflows, and mandatory read tracking to meet audit and regulatory requirements.

The service includes deployment into your Microsoft 365 tenant, configuration of document control and compliance features, and integration with SharePoint Online and Power Platform. Standard onboarding covers administrator and user training via online sessions and comprehensive documentation.

Post go-live, customers benefit from a six-month warranty for in-scope functionality and 12 months of support for bug fixes and Microsoft updates.

Advanced compliance modules, bespoke workflows, and third-party integrations are available as optional enhancements. Our processes align with ISO 27001 and UK Government Cloud Security Principle 5, ensuring operational security and resilience. SLAs guarantee rapid response times, including critical incident resolution within 30 minutes and 99.9% service availability.

Detailed Descriptions

Service Features and Benefits

Microsoft 365 provides many places to store documents which can lead to confusion for your users. The options available are shown in the following illustration:

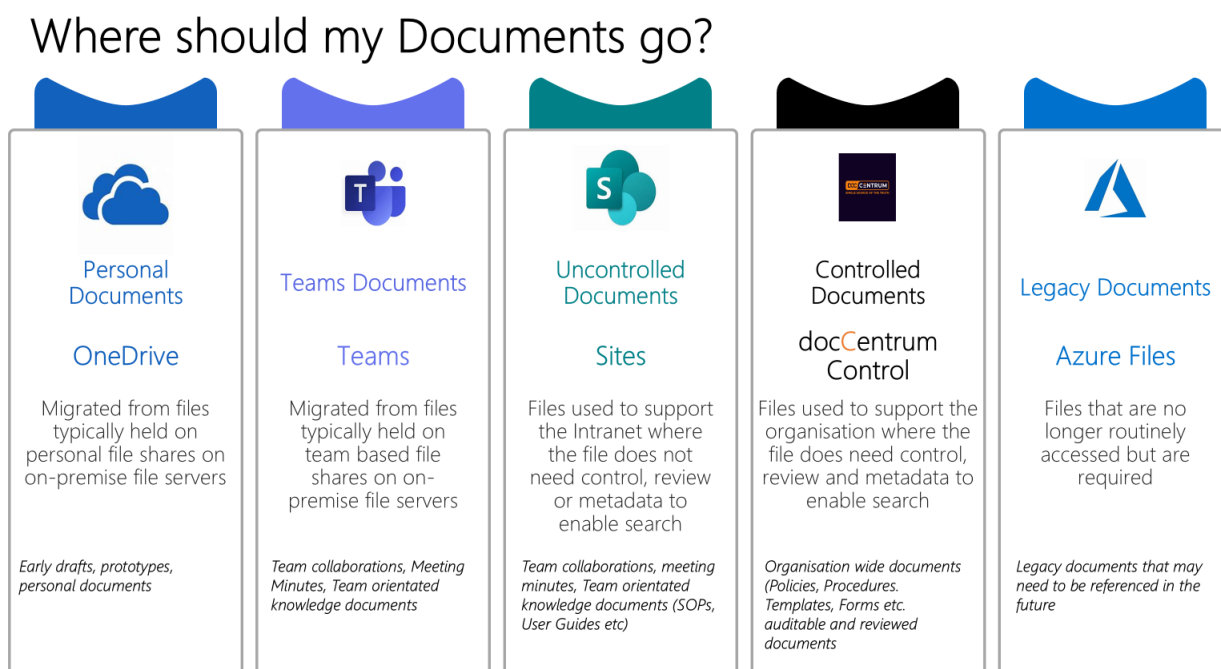


Figure 1 - Where should my documents go?

A well organised and governed Microsoft 365 tenant has documents which can start their lifecycle in an individuals OneDrive for Business, or a Microsoft Team. Documents which are for wider consumption can then be moved to SharePoint intranet sites, or to docCentrum for documents which are long lived, and require regular review - docCentrum Control provides a “single source of the truth” for your important organisational / departmental / business function documents.

At a high level, docCentrum Control provides:

- Document control processes: publishing lifecycle, approval, and archiving.
- Integration with SharePoint Online and Power Platform.
- Role-based access and audit trails.
- Modern SharePoint Framework components for rapid deployment.

The inclusion of docCentrum Compliance (Mandatory Read) provides:

- Compliance module: mandatory read tracking, notifications, and reporting.
- Automated notifications for compliance tasks.
- Modern SharePoint Framework components for rapid deployment.

docCentrum Control

docCentrum Control

docCentrum Document Control is a suite of tools for enhancing your document management experience, ensuring a single source of the truth, standardised publishing framework, full lifecycle management and risk mitigation.

- ✓ Secure document control
- ✓ Customisable Information Architecture
- ✓ Flexible workflows
- ✓ Engaging Data Input Files
- ✓ Integrated Document Review
- ✓ Automated Approval and Publishing
- ✓ Document Deletion and Archiving
- ✓ Records Management



Figure 2 – docCentrum Control features List

Document Control



Secure

"Single Source of the Truth"

One standardised method of managing documents

Metadata that describes your business

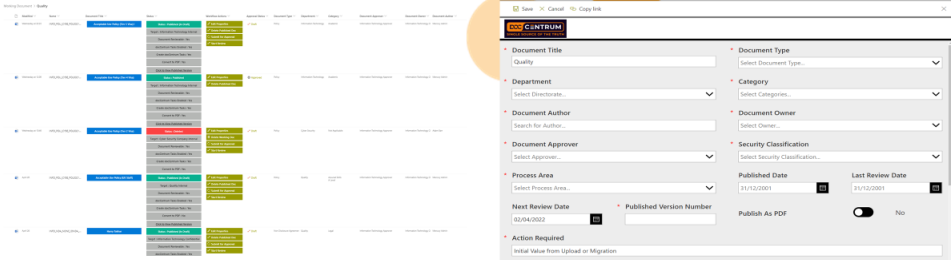
Approval and Review designed to remove risk from the business

Compliance Integration to prove the access to and understanding of company vital information

docCentrum Control provides a suite of tools for enhancing your document management experience, allowing you to manage the "Single Source of the Truth"

It will:

- Store Working Documents in a single Site Collection with an automated publishing lifecycle to multiple Published areas
- Provide a full publishing lifecycle for Controlled, Part Controlled and Non Controlled Documents
- Allows the implementation of Security Models to match your organisations needs
- Integrates with ALL Security and Compliance features in Office 365
- Simplifies the SharePoint document manage experience for the end user
- Improves the onboarding experience for new staff as documents are stored as few a locations as the security model dictates.



Document ID	Document Title	Document Type	Document Status	Document Owner	Document Approver	Document Category	Document Security	Document Version	Document Date
1	Document Title	Document Type	Document Status	Document Owner	Document Approver	Document Category	Document Security	Document Version	Document Date
2	Document Title	Document Type	Document Status	Document Owner	Document Approver	Document Category	Document Security	Document Version	Document Date
3	Document Title	Document Type	Document Status	Document Owner	Document Approver	Document Category	Document Security	Document Version	Document Date
4	Document Title	Document Type	Document Status	Document Owner	Document Approver	Document Category	Document Security	Document Version	Document Date
5	Document Title	Document Type	Document Status	Document Owner	Document Approver	Document Category	Document Security	Document Version	Document Date

Document Title

Document Type

Document Category

Document Owner

Document Approver

Document Security

Document Version

Document Date

Document Status

Document Category

Document Owner

Document Approver

Document Security

Document Version

Document Date

Document Status

Document Category

Document Owner

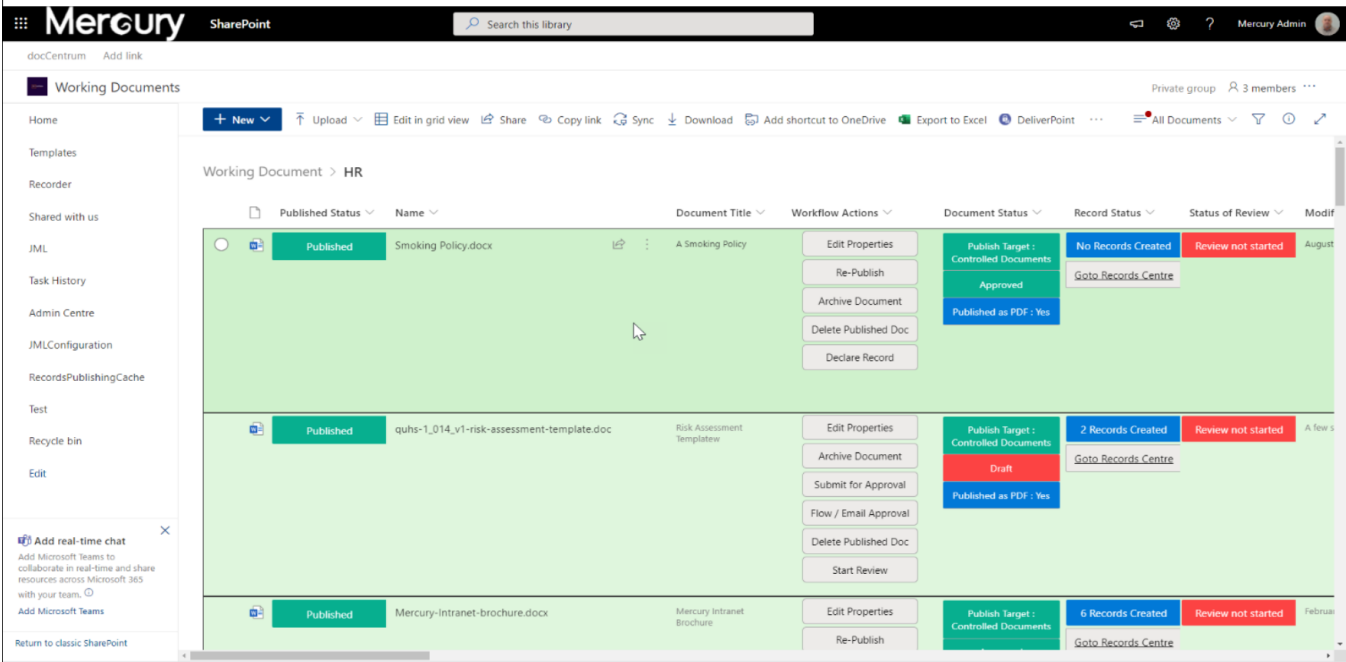
Document Approver

Document Security

Document Version

Document Date

docCentrum Document Dashboard



docCentrum Compliance (Mandatory Read)

docCentrum Compliance

docCentrum DM is a suite of tools for enhancing your document and compliance experience, allow you to track user interaction with required and optional access to documents, news, content, knowledge, video etc.

- ✓ Integrated with document management
- ✓ Target tasks at individuals or groups
- ✓ Email Notifications for new tasks, reminders and escalation
- ✓ Read and Acknowledge tasks to track compliance
- ✓ Test and validate understanding of tasks through quizzes
- ✓ Real-time reporting of tasks
- ✓ Lifetime read receipts
- ✓ Comprehensive administration system

Figure 3 -docCentrum Compliance Features list

Compliance

Protect

Mandatory and Reads

Joiner's, Movers & Leavers

Task Allocation

Task Management

Email Notification

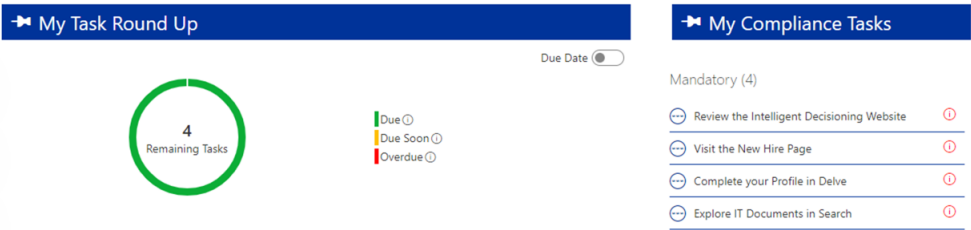
Quiz

Automatic Task Generation

docCentrum Compliance reduces organisation risk by providing a simple and intuitive process for users to keep track of their reading assignments, including a clear confirmation process to explicitly acknowledge that they have read and understood the document.

It benefits include:

- Integration with docCentrum DC
- Target tasks at individuals or groups
- Email Notifications for new tasks, reminders and escalation
- Read and Acknowledge tasks to track compliance
- Test and validate understanding of tasks through quizzes
- Real-time reporting of tasks
- Lifetime read receipts
- Comprehensive administration system



Scope

The following activities are in scope:

Scope Declaration

What is In Scope?

Setup of all SharePoint Sites with OOTB and docCentrum web parts to display information

Creation of Metadata to describe your documents in a business context

Setup of All Working and Published Libraries with metadata mapping to your business's security model

Configuration of External Access to documents

Configuration of Search to ensure documents can be easily found

Setup of data entry forms with validation

Provision and configuration of all workflows to manage the process

Configuration of a standard multiple Step Approval process

Configuration of a standard multiple Step Collaboration or Review process

User Management for Librarians

Training Materials and Training Sessions

Standard Reporting via PowerApps and Power BI

Configuration of Compliance elements e.g., Email Notifications, Joiner's Movers & Leavers

Integration with Compliance to provide auto allocation of tasks on document publishing

All of the above are included in the Project Scope

What is Out of Scope?

3rd Party Integration e.g. docuSign / AdobeSign integration

Integration with 3rd Party Internal Applications e.g., Bamboo HR, non-Office 365 Intranets

Multiple custom Approval and Review Processes

Enhanced custom-made Reporting

Major changes to docCentrum Control core functionality (small changes can usually be accommodated within the project t scope and cost)

Major changes to docCentrum Compliance core functionality (small changes can usually be accommodated within the project t scope and cost)

Migration of existing documents into docCentrum (requires business knowledge to accurately classify documents)

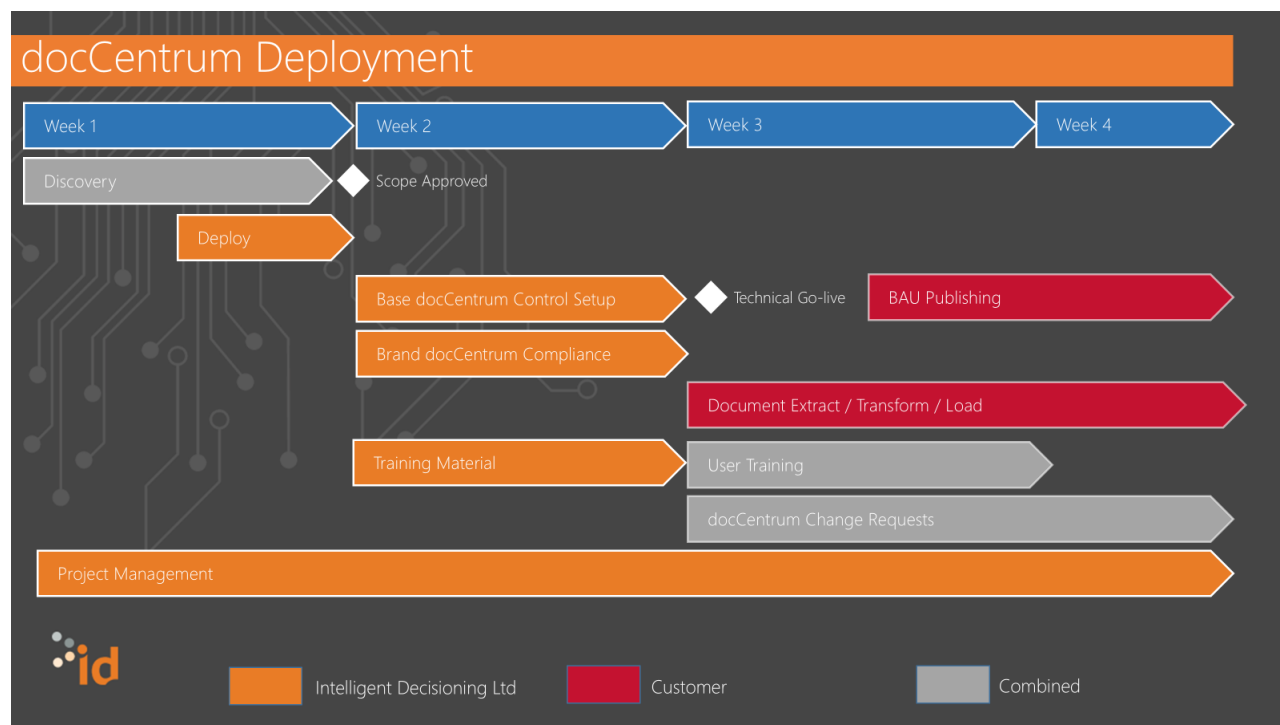
All of the above can be quoted for via Change Request

Project Approach

Our project process follows these steps:

- **Discovery**
Establish the specific requirements for docCentrum Control and Compliance (Mandatory Read)
- **Remote Delivery**
All activities are conducted remotely via Microsoft Teams, ensuring minimal disruption and efficient collaboration.
- **Tenant Configuration**
docCentrum Control and Compliance (Mandatory Read) is configured within the client's Microsoft 365 tenant, leveraging existing governance and security controls.
- **Pre-Production Testing**
A full pre-production test migration is performed to validate mapping, metadata preservation, and transformation logic before go-live.
- **Pilot and Validation**
Limited-scope migration runs allow stakeholders to validate outputs and identify any issues early.
- **Knowledge Transfer**
Comprehensive documentation and knowledge transfer sessions are provided to client teams, covering governance, troubleshooting, and best practices

Typical Project Timeline



Support and Warranty

- Warranty: Six-month warranty for in-scope functionality post go-live.
- Support: 12-month standard support for bug fixes and Microsoft updates.
- Consultancy: Retained consultancy available for enhancements.

Pricing and Licensing

See G Cloud 15 Rate Card and Product Pricing document for pricing details.

About Intelligent Decisioning

Intelligent Decisioning Ltd (**id**) are a Microsoft Gold Partner with a specialism for SharePoint Online, Microsoft Teams and the wider Microsoft 365 (formerly known as Office 365) consultancy as well as the development of unique, cost-effective solutions.

id help businesses grow, adapt, and evolve with our specialist knowledge of SharePoint, Office 365 and the Microsoft Cloud.

From our offices in Nottingham and West Yorkshire we can provide the skills, resources, and expertise to allow your business to introduce SharePoint correctly. We can help strengthen your SharePoint development team, build innovative SharePoint applications and drive more business value from the SharePoint investments you have made.

Trusted Partner Network

We have a network of trusted partners covering everything from Office 365 development and training and believe that it is important to maintain a strong partner ecosystem. We are aware of the benefits in long-term customer relationships and strive to become a technology partner for our customers. This allows us to continue to support you and demonstrate functionality until you are at a point where you can do it alone.

Microsoft Partners

We are a Microsoft Gold Certified Partner. This means that we are trusted by Microsoft to deliver first class SharePoint and Microsoft 365 solutions. Our Microsoft certifications also recognise the fact that we adhere to Microsoft Best Practices and follow the guidelines and procedures set by Microsoft when implementing Microsoft 365 solutions.

Our connection to Microsoft through our Partner status and other channels enables us to work at the forefront of Microsoft Technologies and access top of line support. We are constantly aware of new developments on the Microsoft platform and always have the product roadmap in sight, so you can rest assured that the compatibility of your solution on future versions is as ensured as it can be.

Use of Subcontractors and Partners

The above services are delivered by Intelligent Decisioning Ltd. Depending on the Buyer requirement, we may operate with partner organisations.

Social Value

Our CEO and Board of Directors set our corporate CSR policies and procedures, which are then governed by compliance and improvement teams. These teams cover Intelligent Decisionings entire CSR agenda and cascade its operational policies and procedures into each Business unit, where the Managing Director oversees their use.

Theme	Evidence
Fighting climate change	As a company, we have made an ambitious commitment to achieve Net Zero Carbon emissions by 2040 (or sooner) by supporting our Buyer's net zero ambitions, creating software with inbuilt sustainability, and reducing our own impact. Our Carbon Reduction Plan demonstrates our ambition to become industry leaders in reducing our environmental impact in support of the UK's Net Zero Target. Underlining this ambition, we are focusing not only on our direct emissions sources but also actively engaging with our wider supply chain to understand, measure and develop meaningful emissions reductions targets in line with our Net Zero Target.
Tackling economic inequality	We are committed to building an inclusive and diverse culture that tackles inequality in employment, skills and pay. We promote equal opportunity through all our activities and ensure rights for all employees are always protected. We have increased our focus and commitment to ensure we proactively implement equal and non-discriminatory treatment to all our workers. We have implemented a Diversity & Inclusion Strategy and have a Diversity and Inclusion Lead to drive the implementation of this strategy. This aims to tackle inequality in recruitment practices, team development, skills and pay.
Equal opportunity	We are committed to providing equal opportunities and building an inclusive and diverse culture.
Wellbeing	We actively promote a mentally healthy workplace and workforce integrating mental health and general wellbeing in all that we do from recruitment, appraisals to strategic management. Through our Health and Wellbeing Policy Champion we encourage a flexible and realistic work/life balance. These provide a foundation to support both the mental and physical health of our staff via:

- | | |
|--|--|
| | <ul style="list-style-type: none">• Employee Assistance Programme/online Wellbeing Hub, offering 24/7 access to websites, e-mail, phone, and face-to-face counselling on personal issues.• Axa Health Workplace App for external mental health consultancy.• Mental Health Champions who support staff wellbeing in the workplace. |
|--|--|

Registered Address

The registered address for the Intelligent Decisioning team is 1 Cranmer Street, Long Eaton, Nottingham, Nottinghamshire NG10 1NJ

How to obtain further Information

For further information please see our website at www.id-live.com or contact us on 0845 643 9726.

