

Cloud Information Architecture & Collaboration Support

Service Definition Document

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1. SERVICE OVERVIEW

This service provides design and implementation support for cloud-based information architecture and collaboration environments. It is designed for organisations seeking to build or improve intranets, information portals, document management systems, and digital workspaces that enable effective collaboration and information access.

The service focuses on structuring information, designing navigation and access models, and configuring collaboration environments to support consistent, user-friendly ways of working. It supports both new implementations and improvements to existing environments, helping organisations create scalable and well-governed digital workplaces.

Engagements are delivered on a project basis and may include both advisory and implementation activities. The service is platform-agnostic and commonly delivered in cloud productivity and collaboration environments used across public sector organisations.

2. SCOPE OF SUPPORT

The service supports the design and delivery of information architecture and collaboration solutions, delivered individually or as part of a broader programme. Typical areas of support include:

Information Architecture Design

Design of information structures, navigation models, taxonomies, and metadata to support intuitive access to content across intranets, portals, and document management systems.

Intranet and Information Portal Implementation

Design and implementation of intranet and portal structures, including page hierarchies, content areas, and audience-based access models.

Document Management System Configuration

Configuration of document libraries, content organisation models, and access controls to support effective document storage, retrieval, and lifecycle management.

Collaboration Workspace Design

Design and implementation of collaboration workspaces for teams and departments, including structure, permissions, and usage patterns aligned to organisational needs.

Access and Permissions Design

Design and configuration of permissions and access models to ensure information is accessible to the right users while maintaining appropriate controls.

3. WHAT IS NOT INCLUDED

This service is delivered as a defined project engagement and does not include ongoing operational or managed services. The following are explicitly excluded unless separately agreed:

- Ongoing content publishing or editorial management
- Day-to-day platform administration or operational support
- Continuous monitoring or managed collaboration services
- Provision of software, licences, or cloud subscriptions

Where ongoing support or operational services are required, these should be procured under a separate agreement or appropriate service listing.

4. DELIVERY APPROACH

Engagements are delivered using a structured, project-based approach aligned to the agreed scope.

Discovery and Planning

Initial activities to understand objectives, users, content, and constraints. This includes stakeholder engagement and review of existing environments where applicable.

Design and Implementation

Design and configuration of agreed information architecture, intranet, portal, document management, or collaboration components.

Review and Handover

Validation of delivered structures, documentation of configurations, and handover to the buyer. Review sessions are included to confirm outcomes and next steps.

Delivery is primarily remote. Indicative timescales are agreed during scoping and depend on complexity and scale.

5. ROLES AND RESPONSIBILITIES

Buyer Responsibilities

The buyer is responsible for providing access to relevant systems, content, and stakeholders, and for making decisions required to support design and implementation activities. Ownership of content and ongoing use remains with the buyer.

Supplier Responsibilities

OfficeLabs is responsible for delivering agreed design and implementation activities, configuring information structures and collaboration environments, and providing clear documentation and guidance.

6. COMMERCIAL MODEL

This service is available through flexible commercial arrangements to suit different buyer requirements and procurement preferences.

Time and Materials

Engagements can be delivered on a time and materials basis using agreed day rates. This approach suits exploratory, advisory, or variable-scope work where requirements may evolve during delivery.

Fixed-Scope Engagements

Where scope and outcomes are clearly defined, a fixed price can be agreed for the complete engagement. This approach provides cost certainty and is suited to well-understood assessment, implementation, or remediation activities.

Packaged Services

Standard packaged services are available for common requirements, providing a defined scope, deliverables, and fixed price. Packages can be extended or combined where additional depth or complexity is required.

Pricing is not included in this document and is confirmed based on the specific requirements of each engagement. Quotes are provided following an initial scoping discussion to understand the buyer's environment, objectives and constraints.