

Information Governance & Records Management Support

Service Definition Document

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1. SERVICE OVERVIEW

This service provides advisory and implementation support to help organisations establish, improve, and operate effective information governance and records management arrangements in cloud environments. It is designed for buyers who need to implement or enhance governance controls, retention models, and lifecycle management to meet regulatory, legal, and organisational requirements.

The service supports both assessment and delivery activities, including the configuration and implementation of governance frameworks, records structures, and lifecycle controls. It enables organisations to manage information consistently, reduce risk, and demonstrate compliance through practical, evidence-based approaches.

Engagements may range from targeted governance reviews through to full implementation of records management and information lifecycle controls. The service is platform-agnostic in approach and is commonly delivered in environments using Microsoft 365, SharePoint, and associated cloud information management services.

2. SCOPE OF SUPPORT

The service covers information governance and records management activities delivered as discrete or combined engagements. Typical areas of support include:

Information Governance Design and Implementation

Design and implementation of governance frameworks, policies, roles, and operating models. This includes alignment with organisational requirements and applicable regulatory or sector standards.

Records Management and Retention Configuration

Design and configuration of records management structures, retention schedules, and disposal rules within cloud platforms. This includes file plans, record categories, and retention policies.

Data Auditing and Organisation

Assessment and organisation of existing information to support classification, retention, and defensible disposal. This may include identification of redundant, obsolete, or trivial information and recommendations for remediation.

Classification and Lifecycle Management

Design and implementation of classification schemes, metadata models, and lifecycle controls to support secure handling, retention, and disposal of information.

Governance Assurance and Remediation

Assessment of existing governance controls, identification of gaps, and implementation of agreed remediation actions to improve compliance and operational effectiveness.

3. WHAT IS NOT INCLUDED

This service does not include managed services, continuous monitoring, or ongoing operational ownership of governance controls. The following are explicitly excluded unless separately agreed:

- Ongoing management or operation of governance or records management systems
- Continuous compliance monitoring or audit services
- Provision of software, licences, or cloud subscriptions
- Legal advice, formal certification, or accredited audit services

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 confirm objectives, scope, success criteria, and access requirements. This may include review of existing documentation, stakeholder discussions, and environment familiarisation.

Design and Implementation

Delivery of agreed governance and records management activities. This may include configuration of policies, structures, and controls within cloud platforms, as well as supporting documentation.

Review and Handover

Completion of implementation activities, validation against agreed requirements, and handover of documentation and recommendations. Review sessions are included to confirm outcomes and next steps.

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

5. ROLES AND RESPONSIBILITIES

Buyer Responsibilities

The buyer is responsible for providing access to relevant systems, documentation, and stakeholders, and for making decisions required to support governance implementation. Ownership of governance outcomes remains with the buyer.

Supplier Responsibilities

OfficeLabs is responsible for delivering the agreed scope professionally, configuring governance and records management controls as agreed, 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.