

Cloud Adoption, Assurance & Optimisation Support

Service Definition Document

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1. SERVICE OVERVIEW

This service provides independent assessment, assurance, and optimisation support for organisations using cloud platforms and services. It is designed for buyers who have existing cloud investments and need expert guidance to evaluate their current state, identify risks, improve performance, or provide evidence of compliance to internal governance bodies, regulators, or auditors.

The service delivers practical, evidence-based recommendations rather than implementation. It is advisory in nature, helping organisations understand what they have, how well it is performing, and what actions would improve security, compliance, efficiency, or user adoption. Where remediation work is required, this can be scoped separately or delivered under a related Cloud Support engagement.

Engagements are typically short-duration and outcome-focused, ranging from targeted health checks through to comprehensive governance reviews. The service is platform-agnostic in approach, though our primary expertise lies in Microsoft 365, SharePoint, Power Platform, and associated cloud productivity and collaboration tools.

2. SCOPE OF SUPPORT

The service covers a range of assessment and advisory activities that can be delivered individually or combined into a broader engagement. These activities fall into four main categories.

Configuration and Governance Reviews. Assessment of tenant configuration, security settings, access controls, and policy alignment against recognised standards, internal requirements, or regulatory expectations. This includes review of identity and access management, data loss prevention settings, sharing policies, and administrative controls.

Security and Compliance Assessments. Evaluation of cloud environments against compliance frameworks such as ISO 27001, Cyber Essentials, GDPR, or sector-specific requirements. This includes gap analysis, risk identification, and prioritised recommendations for remediation. The service can support preparation for audits or provide independent assurance reporting.

Optimisation and Right-Sizing Reviews. Analysis of current cloud usage, licensing, storage consumption, and performance to identify opportunities for cost reduction, efficiency improvement, or better alignment with business needs. This may include review of redundant or underutilised services, sprawl identification, and consolidation recommendations.

Adoption and Effectiveness Diagnostics. Assessment of how well cloud services are being used across the organisation, including user adoption patterns, training gaps, and

barriers to effective use. This supports investment decisions and helps organisations understand whether they are realising intended benefits from their cloud platforms.

3. WHAT IS NOT INCLUDED

This service is advisory and assessment focused. It does not include implementation, remediation, or ongoing operational services. The following are explicitly excluded from the scope of this service.

Managed services, continuous monitoring, or ongoing support arrangements are not provided under this service. Where ongoing support is required, this should be procured separately under an appropriate service listing or contract.

Provision of software, tooling, or licences is not included. Where specialist tools are required to conduct assessments, these will either be provided by the buyer, used under existing licences where appropriate, or agreed separately in advance.

Remediation or implementation of recommendations is not included unless explicitly agreed as part of the engagement scope. Assessment outputs provide actionable recommendations that can be implemented by the buyer's internal teams or through a separate engagement.

This service does not provide legal advice, formal certification, or act as an accredited auditor. While assessments can support compliance efforts and audit preparation, any formal certification must be obtained through appropriate accredited bodies.

4. DELIVERY APPROACH

Engagements follow a structured approach adapted to the specific scope and objectives agreed with the buyer. The typical delivery phases are described below, though the precise approach will be confirmed during engagement planning.

Discovery and Information Gathering. Initial phase to understand the buyer's environment, requirements, and objectives. This typically involves stakeholder discussions, documentation review, and technical access arrangements. The output is a confirmed scope and assessment plan.

Analysis and Assessment. Core assessment activity conducted against the agreed scope. This may include technical configuration review, policy analysis, usage data examination, or user research depending on the engagement type. Assessment work is conducted remotely unless on-site presence is specifically required and agreed.

Reporting and Recommendations. Findings are documented in a written report with clear, prioritised recommendations. Reports are designed to be actionable and appropriate for both technical and non-technical audiences. A findings review session is included to walk through results and answer questions.

Timescales vary depending on scope. A targeted health check may be completed within one to two weeks, while a comprehensive governance review may require four to six weeks. Indicative timescales are provided during scoping and confirmed in the engagement agreement.

5. ROLES AND RESPONSIBILITIES

Buyer Responsibilities. The buyer is responsible for providing timely access to systems, documentation, and stakeholders as required for the assessment. This includes appropriate administrative access to cloud environments where technical review is required, and availability of key personnel for discovery sessions and findings reviews. The buyer is responsible for acting on recommendations; OfficeLabs provides advice, but decisions and implementation remain with the buyer.

Supplier Responsibilities. OfficeLabs is responsible for conducting assessments professionally and to the agreed scope, providing clear and actionable recommendations, and delivering outputs within agreed timescales. We will assign appropriately skilled consultants to each engagement and provide a named point of contact for the duration of the work.

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 or variable-scope work where requirements may evolve during the engagement.

Fixed-Scope Engagements. Where scope is clearly defined, a fixed price can be agreed for the complete engagement. This provides cost certainty and is suited to well-understood assessment requirements.

Packaged Assessments. Standard assessment packages are available for common requirements such as SharePoint health checks, M365 security reviews, or governance readiness assessments. These provide a defined scope and deliverable at a fixed price, with options to extend if additional depth is required.

Pricing is not included in this document and will be 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.