

# Data Discovery, Migration & Remediation Support

## Service Definition Document

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## 1. SERVICE OVERVIEW

This service provides discovery-led support for cloud data migration and remediation initiatives. It is designed for organisations that need to understand existing information, reduce risk, and remediate data issues before or during migration to cloud platforms and services.

The service combines data discovery, assessment, and remediation activities to enable safer, more efficient migration outcomes. It supports evidence-based decision-making by identifying redundant, obsolete, or trivial information, governance risks, and structural issues that could impact migration, compliance, or usability.

The service includes both advisory and implementation activities delivered as defined project engagements. It is commonly used alongside cloud software services that provide data discovery, classification, records management, or migration capabilities, and can be applied to environments using Microsoft 365, SharePoint, file shares, and other supported cloud repositories.

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## 2. SCOPE OF SUPPORT

The service supports data discovery, migration, and remediation activities delivered individually or as part of a wider programme. Typical areas of support include:

### **Data Discovery and Assessment**

Discovery and analysis of existing data across cloud and on-premises repositories to understand volumes, age, ownership, access, duplication, and risk indicators. This supports informed migration planning and remediation decisions.

### **Migration Readiness and Planning Support**

Assessment of data readiness for migration, including identification of technical, structural, and governance issues. This includes recommendations for sequencing, prioritisation, and risk mitigation.

### **Data Remediation and Clean-up**

Implementation of agreed remediation actions, including organisation, consolidation, restructuring, and removal of redundant or obsolete data. Remediation activities are aligned to governance, retention, and compliance requirements.

### **Target Structure Design**

Design of target information structures, metadata models, and folder or site architectures to support effective use of migrated data in cloud environments.

### **Controlled Migration Support**

Support for controlled migration activities, including validation of migrated data, structure verification, and post-migration optimisation.

### 3. WHAT IS NOT INCLUDED

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

- Continuous migration operations or ongoing data management
- Managed cloud services or operational support
- Provision of software, licences, or cloud subscriptions
- Legal advice, formal certification, or accredited audit services

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

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### 4. DELIVERY APPROACH

Engagements follow a structured, delivery-focused approach aligned to the agreed scope and objectives.

#### **Discovery and Scoping**

Initial activities to confirm data sources, objectives, constraints, and success criteria. This includes access arrangements and confirmation of scope.

#### **Assessment and Design**

Data discovery, analysis, and target design activities are performed to identify risks, remediation requirements, and migration approaches.

#### **Remediation and Migration Support**

Implementation of agreed remediation actions and support for controlled migration activities. This may include validation, optimisation, and handover activities.

Delivery is primarily remote. Indicative timescales are agreed during scoping and vary depending on data volume, complexity, and remediation requirements.

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### 5. ROLES AND RESPONSIBILITIES

#### **Buyer Responsibilities**

The buyer is responsible for providing access to relevant systems, data sources, documentation, and stakeholders. The buyer retains ownership of data and decisions relating to migration and remediation outcomes.

#### **Supplier Responsibilities**

OfficeLabs is responsible for delivering discovery, remediation, and migration support activities to the agreed scope, providing clear documentation, and supporting controlled delivery.

## 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.