



JOSKOS SOLUTIONS

Service Definition

Document

M365 Data Migration

2026



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Document Version Log

Date	Revision	Approved By	Description of Change
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Service Overview

The Joskos Microsoft 365 Data Migration Service provides a structured, secure and education-focused approach to migrating organisational data into Microsoft 365. The service is designed to minimise disruption to teaching and operations, protect data integrity, and ensure that users are able to adopt Microsoft 365 confidently from day one.

This service definition follows the same structure and presentation as the Joskos Service Definition - LONTRA, and incorporates the delivery approach, controls and assumptions set out in the Microsoft 365 Data Migration documentation.

The service supports migrations from legacy on-premise and cloud platforms into Microsoft 365 workloads, including Exchange Online, SharePoint Online, OneDrive for Business and Microsoft Teams

2. Service Objectives

The objectives of the Microsoft 365 Data Migration Service are to:

- Safely migrate data into Microsoft 365 with minimal risk and disruption
- Maintain data integrity, permissions and ownership
- Ensure compliance with data protection and security requirements
- Enable users to access data seamlessly post migration
- Provide clear governance, communication and assurance throughout the migration lifecycle

3. Scope of Service

The Microsoft 365 Data Migration Service includes:

- Discovery and data assessment
- Migration planning and sequencing
- Secure data migration execution
- Validation and assurance testing
- Post migration support and handover

The service is delivered as a project-based engagement and can be consumed standalone or alongside wider Joskos managed or transformation services.

4. Supported Migration Workloads

The service supports migration of data into the following Microsoft 365 services:

- **Exchange Online** - email, calendars and mailboxes
- **SharePoint Online** - document libraries, site structures and permissions



- **OneDrive for Business** – personal user data
- **Microsoft Teams** – files and underlying SharePoint data

Where required, the service can also support coexistence and staged migrations.

5. Delivery Approach

Joskos delivers Microsoft 365 data migrations using a phased and controlled methodology.

5.1 Discovery and Assessment

- Data source identification and validation
- Volume, structure and complexity analysis
- Permissions and ownership review
- Risk and dependency identification

Outputs include a confirmed migration scope and validated data set.

5.2 Migration Planning

- Migration strategy definition (phased or full cut-over)
- Workload sequencing and scheduling
- User and stakeholder communication planning
- Cutover and rollback planning

A detailed migration plan is produced and approved prior to execution.

5.3 Migration Execution

- Secure migration tooling configuration
- Test migrations to validate approach
- Production data migration
- Monitoring and progress reporting

Migrations are scheduled to minimise disruption to teaching, learning and operational activity.

5.4 Validation and Assurance

- Data completeness verification
- Permission and access validation
- User acceptance testing (UAT) support
- Issue remediation



Joskos ensures that migrated data is accessible, accurate and usable.

5.5 Post-Migration Support and Handover

- Hypercare support period
- Knowledge transfer and documentation
- Decommissioning guidance for legacy systems (where applicable)

6. Security and Data Protection

Security is embedded throughout the migration lifecycle:

- Data handled in accordance with UK GDPR and Data Protection Act requirements
- Secure authentication and access controls
- Encrypted data transfer, where supported by source platforms
- Least-privilege access applied to migration accounts

Joskos operates an ISO 27001-aligned information security management framework

7. Assumptions and Dependencies

The service is delivered based on the following assumptions:

- Source systems are supported and accessible
- Required permissions and credentials are provided in a timely manner
- Data volumes and structures align with agreed scope
- Microsoft 365 tenant is available and appropriately licensed

Any changes to scope or assumptions may require re-planning.

8. Service Governance and Reporting

Throughout delivery, Joskos provides:

- Named delivery leadership
- Regular progress updates
- Risk and issue tracking
- Clear decision points and approvals



Governance is aligned to the same principles used across Joskos service definitions.

PEOPLE FIRST

RESULTS ORIENTED

INNOVATION

SERVICE FOCUSED

MAKING A DIFFERENCE



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