

MICROSOFT 365

Service Definition Document

Interested Parties

Interested Party	Name	Position
Dolphin IT Solutions	Andy Taylor	Director

Modification history

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1.0	Initial drafting	Joshua White	26-01-2026

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1 Introduction

This document sets out the scope, delivery model, support boundaries, and key features of our Microsoft 365 Software as a Service (SaaS) offering to UK public sector organisations via the G-Cloud framework.

1.1 About Dolphin IT Solutions

Dolphin IT Solutions is a specialist managed security services provider with deep technical expertise in the Microsoft ecosystem. We deliver a wide range of enterprise-grade solutions, including:

- Microsoft 365 and Google Workspace licences
- Hosting in Microsoft Azure, Google Cloud Platform and Amazon Web Services
- Hardware – computers / laptops / mobiles
- End user IT Support for M365, Google Workspace, and third-party applications
- Security products and solutions, accreditations
- Low code business process management solutions through our partner company WEBCON
- Bespoke software development and AI-driven solutions

Our in-house development team also delivers bespoke software solutions, including AI-driven applications, tailored to the specific needs of our clients. Our developers hold Microsoft certifications to prove our expertise and commitment to delivering high quality output. We are Cyber Essentials Plus certified and hold ISO 9001 accreditation for quality management, and ISO 27001 accreditation for data security.

1.2 Our Team

Dolphin IT Solutions is a small enterprise with an organisational structure that allows us to deliver projects end-to-end without relying on a single individual. Our team structure is as follows:

- **Project team** – engineers covering bespoke development, cloud hosting (Azure), AI, security and low-code solutions such as Microsoft Power Platform and WEBCON BPS.
- **Support team** – end user IT support, operational support including customer onboarding assistance, incident triage, and first line troubleshooting where needed.
- **Management** – project oversight and escalation handling.

We avoid having a single point of failure by ensuring each key responsibility has at least two people able to pick up work, maintaining continuity during leave or peak workload. We have a knowledge base for support issues, and our coding standards require high-quality coding documentation, so knowledge is not held by one person. All code changes are reviewed by another colleague to maintain knowledge of the system and changes to it across the team.



2 What the Service Is

Microsoft 365 is a cloud-based productivity and collaboration platform including email, document management, collaboration, conferencing, and security services.

We provide Microsoft 365 licences to UK public sector organisations via a trusted Microsoft reseller relationship, enabling customers to procure and manage their Microsoft 365 licences while retaining full ownership and control of their Microsoft 365 tenant. We provide licencing consultation to help organisations optimise their licencing costs where possible, whilst maintaining compliance.

Dolphin IT Solutions does not host or process customer operational data. All customer data remains within the customer's Microsoft 365 tenant and Microsoft-operated infrastructure.

2.1 Service Scope

Included within the SaaS offering:

- Supply and management of Microsoft 365 licences
- Licence provisioning, changes, cancellations, and renewals
- Licence optimisation reviews at no additional cost
- Platform-level escalation to Microsoft Premier Support
- Access to Microsoft 365 admin portals and reporting
- Included phishing simulation campaigns and security awareness tooling
- Coterminous subscription dates where possible

2.2 Exclusions

The service does not include:

- End-user IT support or device support
- Local network or on-premises infrastructure support
- User training beyond light-touch administrative guidance
- Migration projects or large-scale configuration changes

End-user and device support is provided by Dolphin IT Solutions under a separate G-Cloud IT Support offering.



3 Hosting

Microsoft 365 is hosted and operated by Microsoft. Data residency is provided with data stored in the United Kingdom and processed within the UK and European Economic Area, subject to Microsoft service architecture and customer configuration.

4 Availability and Resilience

Microsoft 365 is designed for high availability and resilience using globally distributed Microsoft datacentres, redundancy, automated failover, and continuous monitoring.

4.1 Disaster Recovery

Microsoft provides native backup, data protection, and disaster recovery capabilities as part of the Microsoft 365 platform. These include service replication across datacentres, automated failover, and platform-level restore mechanisms.

Business continuity and disaster recovery are managed by Microsoft in line with their published service architecture and public sector assurance commitments.

5 Support Model

Platform-level support is included with the cost of the licences.

This covers tenant-wide Microsoft 365 service issues and escalation to Microsoft Premier Support.

Support hours for escalation and coordination are 7am–7pm UK time, Monday to Friday.

Support is provided via email, phone and an online ticketing portal.

End-user and device support is not included; we have a separate G-Cloud IT Support offering for end-user support.

6 Incident & Change Management

Microsoft manages platform-level incidents, outages, maintenance, and changes.

Service health information is made available through Microsoft Service Health dashboards.

Dolphin IT Solutions will support customers by monitoring service health and managing escalation with Microsoft where required.

Changes to licensing are requested via our self-service licencing portal, or through support requests raised via our helpdesk.



7 Onboarding

For customers new to Microsoft 365, Dolphin IT Solutions can:

- Assist with initial Microsoft 365 tenant setup (where required)
- Provision and assign licences
- Provide light-touch administrative guidance
- Offer short remote walkthroughs of the Microsoft 365 admin centre

For customers already using Microsoft 365 and switching supplier, Dolphin IT Solutions can:

- Assist with transfer of licences from Microsoft / incumbent reseller
- Provision and assign licences following a licencing strategy consultation

8 Data Access & Exit

Customers retain full ownership and administrative control of their Microsoft 365 tenant and data at all times.

Customers may export data using Microsoft's native tools at any time. Dolphin IT Solutions does not retain copies of customer operational data.

At contract end, customers remain subject to Microsoft licence terms and commitment periods. Dolphin IT Solutions will support transition of licences to Microsoft directly or to another reseller at no additional cost.

9 Customer Responsibilities

Customers are responsible for:

- Maintaining appropriate Microsoft 365 licences
- Managing users, permissions, and access approvals
- Configuring tenant-level security settings
- Complying with applicable data protection and regulatory requirements

10 Security

Microsoft 365 operates under Microsoft's security and compliance framework, including:

- Encryption of data in transit and at rest
- Role-based access control and least privilege
- Multi-Factor Authentication
- Comprehensive audit logging and monitoring

Dolphin IT Solutions operates ISO 27001-aligned security governance for all access to customer tenants. Administrative access is controlled using role-based access and MFA.

