

CLOUD BACKUP

Service Definition Document

Interested Parties

Interested Party	Name	Position
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Modification history

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1.0	Initial drafting	Joshua White	26-01-2026

Referenced Documents

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1 Introduction

This document sets out the scope, delivery model, support boundaries, and key features of our Cloud Backup service, provided to UK public sector organisations via the G-Cloud framework.

The service provides secure backup and recovery for Microsoft 365, endpoint devices, and physical and virtual servers.

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

Our Cloud Backup service provides automated, encrypted backup and recovery to protect critical organisational data.

The service protects:

- Microsoft 365 data (including Exchange, OneDrive, SharePoint, and Teams)
- Endpoint devices
- Physical and virtual servers

The service enables recovery from accidental deletion, cyber incidents, system failure, or data corruption.

Dolphin IT Solutions does not develop or host the Acronis platform; it is operated by Acronis.

2.1 Service Scope

Included within the service:

- Backup policy configuration and scheduling
- Encrypted backups in transit and at rest
- Monitoring of backup success and failure
- Data restoration and recovery support
- Retention and version management
- Access to a secure management portal
- Platform-level escalation to Acronis

2.2 Exclusions

The service does not include:

- End-user IT support or device troubleshooting
- File-level user training
- Disaster recovery orchestration beyond backup and restore
- Local infrastructure or network support

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



3 Hosting

Backup data is stored and processed within Acronis-operated cloud infrastructure.

Data is hosted in UK-based data centres, subject to Acronis service architecture and customer configuration.

4 Availability and Resilience

The service is built on resilient cloud infrastructure using redundancy, monitoring, and automated recovery mechanisms provided by Acronis.

4.1 Disaster Recovery

The service enables recovery of data from backups.

Overall business continuity planning, recovery prioritisation, and recovery timelines remain the responsibility of the Customer.

5 Support Model

Support is provided during 7am-7pm UK time, Monday to Friday, via email, phone, and ticketing.

Support includes assistance with:

- Backup configuration
- Monitoring and alerting
- Data restoration requests.

6 Incident & Change Management

Backup failures or service issues are monitored and investigated in line with defined operational procedures.

Changes to backup policies are controlled and documented. Platform-level incidents and maintenance are managed by Acronis.



7 Onboarding

The Supplier will:

- Configure backup policies
- Connect Microsoft 365 tenants
- Deploy backup agents where required
- Validate backup operations
- Provide onboarding guidance

8 Data Access & Exit

Customers retain full ownership of all backed-up data and recovery points.

At contract end:

- Data can be restored or exported on request
- Remaining backup data is securely deleted following confirmation from the Customer

9 Customer Responsibilities

Customers are responsible for:

- Authorising systems and tenants for backup
- Maintaining appropriate administrative access
- Ensuring network connectivity for backup and recovery
- Complying with data protection and regulatory obligations

10 Security

The Cloud Backup service includes:

- Encryption of data in transit and at rest
- Role-based access control
- MFA-protected administrative access
- 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.

