848

# Identify

## Service Definition

## Secure Business

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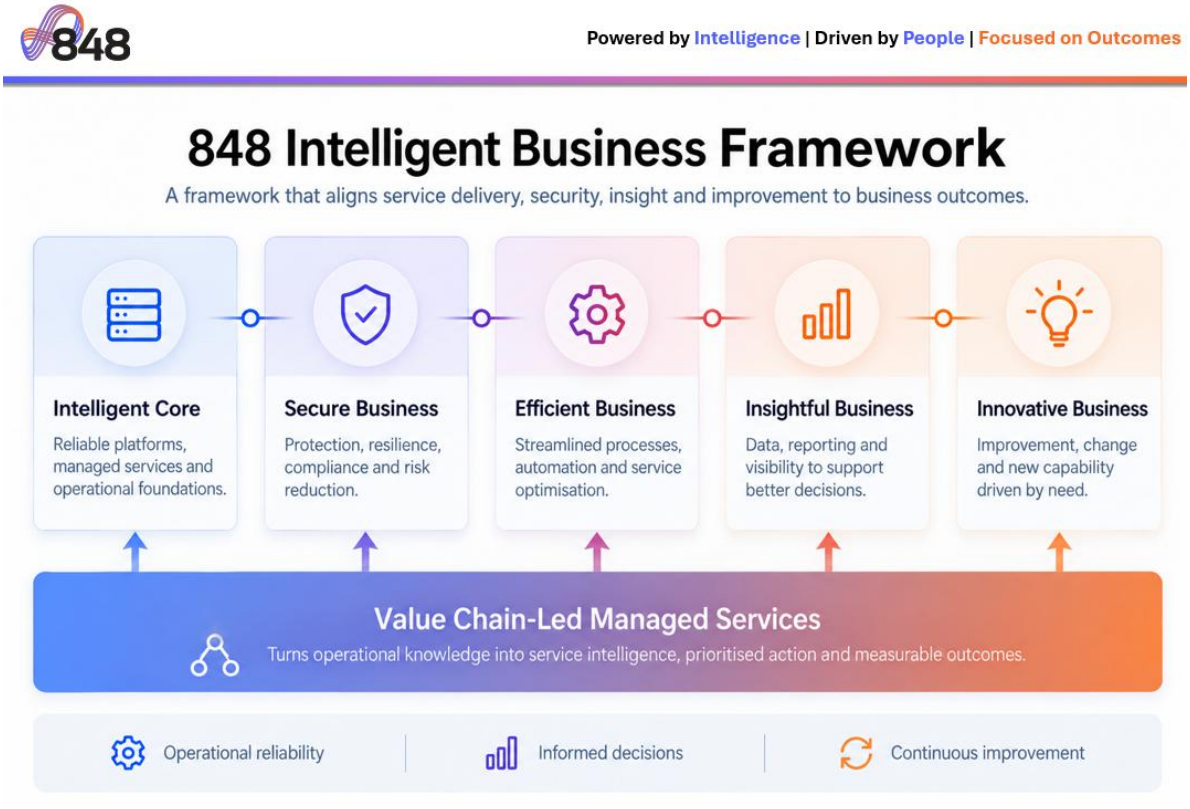
Driven by **people.** Powered by **intelligence.** Value chain **led.**

# 1. Service Overview

Security investment is easier to prioritise when the organisation understands what it owns, where exposure exists and which weaknesses matter to its operations. Incomplete inventories and disconnected assessments can make that picture difficult to establish. Identify brings available technical and organisational evidence together to support clearer security decisions.

Identify sits within The Secure Business, part of 848's Intelligent Business Framework. The framework connects technology investment to the way the organisation operates, makes decisions and delivers services. Each engagement addresses the selected outcome while considering its place in the wider customer environment.




## From business need to usable capability

The work establishes a baseline that stakeholders can review and use. Technical observations are considered alongside business context, and recommendations explain the priorities arising from the evidence. The customer gains a practical basis for selecting protection or improvement work and can see where information remains incomplete.

Identify informs the safeguards delivered through Protect and the visibility needed by Detect. Its recommendations can also guide Respond and Recover readiness work. Architectural findings connect to The Intelligent Core, so security priorities can be considered alongside wider platform investment.

## 2. Scope and Service Boundaries

Customers select the elements that support their intended outcome. The scope identifies what 848 will deliver and the work retained by customer teams or suppliers.

| Service | Outcome |
|---|---|
| Asset discovery and inventory | Existing telemetry and customer records are consolidated into an asset view. Findings explain coverage and classification; deploying discovery tools or operating an asset management system is separate. |
| Shadow IT and SaaS discovery | Available Microsoft security signals reveal application use and potential unmanaged exposure. The assessment informs customer oversight, with policy enforcement separately commissioned. |
| Security configuration and risk | Available configuration and governance evidence is assessed against agreed comparison frameworks. Prioritised observations support decisions; technical remediation and formal conformity assessment are separate. |
| Threat and vulnerability identification | Agreed scanning or advisory analysis identifies exposure and validates findings. Scanning requires customer authorisation; exploitation, penetration testing and continuous monitoring are outside this element. |
| Maturity assessment and roadmap | Interviews and evidence reviews establish current maturity and improvement priorities. A target and roadmap guide subsequent investment; implementing the recommendations is separate. |
| Governance and compliance alignment | Existing policies and risk practices are compared with selected frameworks. Cross-mapping identifies gaps, with policy rollout and certification activity separately scoped. |
| Security architecture review | The selected architecture is reviewed for security gaps and alignment to the intended outcome. Recommendations and reference guidance support design decisions; detailed build specifications are separate. |
| Data classification and mapping | Information locations and flows inform a classification model and sensitivity recommendations. Purview policy implementation and an enterprise data governance programme are separate. |
| Security leadership advisory | Selected vCISO advice supports leadership oversight and security priorities. Customer leaders retain decisions and operational management; technical delivery and policy implementation require separate scope. |
| Audit readiness review | A pre-audit review identifies weaknesses in controls and supporting evidence. The findings help the customer prepare; formal audits, certification and creation of submission evidence are separate. |

### Dependencies and exclusions

Findings reflect the available evidence and assessment window. Required Microsoft tooling must already be deployed and licensed. Implementation, incident response and ongoing monitoring are separate. Framework comparisons support readiness insight, not certification or legal assurance.

# 3. How 848 Delivers the Service

Delivery follows the selected scope, using the customer's operating context to guide the work. The sequence below explains how evidence and decisions progress towards the agreed outputs. Customer review and knowledge transfer form part of that progression.

## Define the assessment question

848 agrees the environment and security questions with the customer. Stakeholders identify the decisions the assessment needs to support. The baseline scope records relevant systems, selected comparison frameworks and limits on evidence collection.

## Collect and validate evidence

848 reviews available Microsoft telemetry and customer documentation, supported by interviews or workshops. Authorised scanning is used only where selected. Customer owners help confirm coverage and resolve inconsistencies in the available information.

## Assess impact and priorities

848 relates observations to the operational context and distinguishes confirmed findings from evidence gaps. Recommendations explain the action needed and its priority. Maturity and architecture work use the selected assessment model without presenting it as a formal certification result.

## Review the findings and roadmap

848 presents the outputs to the relevant owners and explains their implications. The customer validates the context and considers the recommended next steps. Handover establishes a shared understanding of the baseline and the work needed to progress.

# 4. Service Delivery and Management

## 4.1. Deliverables and Outcomes

The outputs give the customer a usable record of the work and the information needed to act on it. The selected elements determine which deliverables apply; findings and limitations remain visible alongside the results.

| Deliverable | Use for the customer |
|---|---|
| Validated assessment baseline | Provides the commissioned inventory, evidence summary or maturity assessment with coverage limitations. |
| Findings and comparison outputs | Explains identified risks, architectural gaps or framework alignment within the selected scope. |
| Prioritised recommendations | Supports customer decisions about remediation, further assessment and subsequent delivery work. |

## 4.2. Working with 848

Security and governance owners provide context and review findings. Technical administrators provide agreed access. Business or data owners validate the importance of affected services and information.

| Participant | Responsibility |
|---|---|
| 848 delivery team | Performs the selected work, explains findings and documents the relevant outputs. Coordinates review and knowledge transfer with the customer. |
| Customer service owner | Confirms the intended outcome and scope. Makes customer decisions and identifies who can resolve dependencies or approve changes. |
| Customer specialists and suppliers | Provide relevant information and agreed access. Complete retained activity and participate in review or validation where their systems or processes are involved. |
| Receiving team | Reviews the relevant outputs and takes ownership of the activities that continue after handover. |

## 4.3. Service Assurance

The customer reviews completeness, evidence traceability and the relevance of recommendations. Reports explain unavailable information and the limits of the assessment. Acceptance confirms delivery of the agreed analysis and findings.

| Review focus | What is checked |
|---|---|
| Scope alignment | The delivered work and outputs address the agreed requirements and selected service elements. |
| Evidence and validation | Findings or test results show the basis for conclusions, including known limitations and unresolved dependencies. |

| Review focus | What is checked |
|---|---|
| Customer acceptance | Relevant owners review the outputs and understand any open actions before accepting the commissioned work. |

## 4.4. Onboarding

Onboarding establishes the conditions needed for useful delivery. The customer and 848 confirm what the engagement should achieve and check that the people and information needed for the selected work will be available.

| Preparation | What needs to be established |
|---|---|
| Outcome and scope | Confirm the selected elements, boundaries and expected outputs, together with the customer's priorities. |
| Information and access | Customer records and working telemetry are needed for a reliable assessment. Appropriate access and stakeholder availability are required; scanning scope and authorisation must be confirmed before scanning activity. |
| Participants and decisions | Identify the service owner, relevant specialists and receiving team. Confirm review participants and escalation routes. |
| Delivery readiness | Agree the applicable schedule and customer prerequisites. Confirm any operational constraints affecting access, validation or handover. |

## 4.5. Operating and Improving

The baseline supports prioritisation of subsequent Protect or other improvement work. Reassessment can show how capability changes over time where separately commissioned. The customer owns execution of the recommendations.

## 4.6. Handover and Exit

848 explains findings to the nominated owners and identifies remaining information gaps. The customer takes forward the roadmap, with any continuing advisory time or implementation service expressly agreed.

| Handover item | Purpose |
|---|---|
| Agreed outputs | Provide the final documents or configuration material relevant to the selected service. |
| Findings and open actions | Preserve the evidence, limitations and remaining work for the customer or receiving provider. |
| Knowledge and ownership | Explain how the outputs should be used and confirm who owns the next operational or improvement activity. |

# 5. Why 848

848 helps organisations improve how technology supports the way they operate, make decisions and deliver services. Our focus is not on deploying technology for its own sake, but on connecting technology investment to measurable business outcomes.

Our services are aligned through The Intelligent Business Framework, which brings together five outcome areas: The Intelligent Core, The Secure Business, The Efficient Business, The Insightful Business and The Innovative Business. This provides a consistent way to move from technology foundations and security through to operational efficiency, data-led decision-making and innovation, without treating each requirement as an isolated project.

848 combines consulting, engineering and managed service capability within one UK-based team. That matters because the people who design and implement change understand how technology must operate once it enters live service. Architecture, cloud, security, data, Power Platform, Dynamics 365, Microsoft 365 and managed services can therefore be considered as connected parts of the customer environment rather than separate technical towers.

Our Microsoft capability is supported by established partner credentials and practical delivery experience across Microsoft Azure, Microsoft 365, Power Platform, Dynamics 365, Fabric, Sentinel, Defender, Intune, Entra ID and Purview. 848 is a Microsoft Solutions Partner for Security and a Microsoft Direct CSP, giving our teams direct access to Microsoft technologies, programmes and commercial capability.

Service quality and security are supported by recognised organisational standards. 848 holds ISO/IEC 27001, ISO 9001, Cyber Essentials and Cyber Essentials Plus, with security-cleared capability available where required. These controls sit behind the way we manage information, quality, access, risk and service delivery across customer engagements.

What differentiates 848 is the connection between delivery and improvement. Through Value Chain-Led Managed Services, service information is converted into practical intelligence about how technology and services perform across users, teams, suppliers, systems and hand-offs. Service Flow Analysis extends that view by identifying friction, delay, rework, unclear ownership and recurring service issues across end-to-end journeys. The result is a clear improvement backlog based on real operational evidence rather than assumption.

We also place a strong emphasis on internal capability. Knowledge transfer, clear ownership and practical handover are built into our services so that customers understand what has been delivered, how it works and how it should evolve. Where 848 remains involved, improvement continues through review, prioritisation and measurable service outcomes rather than static support.

For customers, the result is a partner able to move from strategy through design, implementation, validation, operation and improvement while maintaining a consistent view of the wider business outcome. 848 brings together the people, Microsoft capability and service intelligence needed to make technology easier to operate, easier to improve and more valuable over time.