

MICROSOFT 365 MANAGEMENT AND SECURITY

G-Cloud 15





ABOUT IMICRO

iMicro is a UK-based IT and communications services provider supporting public and private sector organisations. We deliver managed IT, cloud, cyber security, and connectivity services, with experience supporting healthcare providers, local authorities, and other public sector bodies.

ABOUT THIS DOCUMENT

This document provides the service definition for iMicro's **Microsoft 365 Management and Security** service offered under the G-Cloud framework. It describes the scope of the service, how it is delivered, and any relevant constraints. Pricing, service levels, and contractual terms are agreed at call-off in accordance with the G-Cloud framework.

1. SERVICE OVERVIEW

iMicro provides Microsoft 365 Management and Security services to UK public sector organisations, including healthcare providers and local authorities. The service supports the secure configuration, management, and operation of Microsoft 365 environments used to deliver public services.

The service focuses on the ongoing management of Microsoft 365 tenant settings, security controls, policies, and incident support across Microsoft 365 workloads.

2. SERVICE SCOPE

Included:

- Secure configuration and management of Microsoft 365 tenant settings
- Implementation and management of Microsoft 365 security controls
- Identity and access policy management
- Monitoring of security events and alerts within Microsoft 365
- Incident triage and support related to Microsoft 365 services
- Configuration and policy management across Microsoft 365 workloads
- Coordination with customer teams and third-party suppliers where required

Excluded:

- Supply of Microsoft 365 licences
- End-user IT support unrelated to Microsoft 365 management
- Penetration testing or security audit services
- Vulnerability remediation activities unless explicitly agreed
- Out-of-hours support unless agreed at call-off

3. SERVICE DELIVERY

Support is primarily delivered remotely. Microsoft 365 environments are managed and supported in accordance with service levels agreed at call-off.

Onsite support may be provided where required, subject to location, agreement, and additional cost.

4. ONBOARDING AND OFFBOARDING

Onboarding

Onboarding includes:

- Review of the Microsoft 365 tenant environment
- Agreement of service scope and responsibilities
- Secure access configuration
- Definition of incident handling and escalation processes

Offboarding

Offboarding includes:

- Secure handover of documentation
- Removal of access permissions
- Support for transition to an alternative supplier (if applicable)

5. SERVICE MANAGEMENT

Service activities are managed using agreed processes and tooling. Incidents and security-related issues are prioritised and handled in line with agreed escalation arrangements defined at call-off.

6. SECURITY AND COMPLIANCE

Service delivery aligns with UK GDPR requirements and public sector information security expectations. Access to Microsoft 365 environments is restricted to authorised personnel on a role-based basis.

Staff involved in service delivery are subject to appropriate pre-employment screening and Baseline Personnel Security Standard (BPSS) checks, proportionate to their role.

7. ORDERING AND PRICING

Services are ordered through a call-off contract under the G-Cloud framework. Pricing and service levels are agreed at call-off in accordance with the framework pricing documentation.

8. SERVICE CONSTRAINTS

- Support is primarily delivered remotely
- The service applies only to Microsoft 365 environments
- Microsoft 365 licence supply is excluded unless explicitly agreed
- Support is provided during UK business hours unless otherwise agreed
- Remediation activities outside the agreed scope are excluded unless explicitly stated

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