

MyTeamsWork – Service Definition (G-Cloud)

Service overview

MyTeamsWork is a lightweight case and task management solution built on Microsoft 365. It enables public sector organisations to manage work, cases, and operational activities directly within their existing Microsoft environment, without introducing new infrastructure, data silos, or hosting arrangements.

The service is designed for organisations that want structured workflow, visibility, and accountability, while retaining full ownership and control of their data within Microsoft 365 (SharePoint, Teams, and associated services). MyTeamsWork acts as an application layer that configures, surfaces, and manages Microsoft 365 capabilities in a consistent, governed way.

No customer data is stored or hosted by the supplier. All data remains entirely within the customer's own Microsoft 365 tenant at all times.

What the service does

MyTeamsWork provides: - Structured case and task management - Configurable workflows and statuses - Role-based access control - Audit visibility through Microsoft 365 - Reporting and oversight using native Microsoft tools

The service is deployed into the customer's Microsoft 365 environment and operates using Microsoft-supported services and security controls.

Use cases (summary)

MyTeamsWork supports common public sector operational scenarios including case handling, internal request tracking, regulatory activities, and cross-team coordination. The service provides a consistent framework for managing work, approvals, and outcomes within Microsoft 365, without introducing additional systems or data stores.

Non-technical buyer narrative

MyTeamsWork is designed for buyers who want better control and visibility of work without buying or running another IT system.

If your organisation already uses Microsoft 365, MyTeamsWork fits into what you already have. There is no separate hosting platform, no new data centre, and no duplication of data. Your information stays exactly where it already lives – inside your Microsoft tenant.

The service reduces reliance on email chains, spreadsheets, and informal tracking methods. Managers get clearer oversight, staff get simpler ways to manage work, and organisations benefit from improved consistency and accountability.

Because the service is built on Microsoft 365, it aligns with existing security, compliance, and governance arrangements. There is no need to approve a new hosting provider or move data outside your control.

Onboarding and implementation

Implementation is lightweight and typically includes: - Configuration of templates and workflows - Role and permission setup - Initial data structure creation - Administrator handover and guidance

Timescales depend on organisational complexity but are typically short due to the use of existing Microsoft 365 services.

Support and service management

Support is provided through an ITIL-aligned service desk. Incidents and requests are logged and tracked via a 24/7 support portal. Service levels are agreed contractually.

Security and data protection

All data is stored within the customer's Microsoft 365 environment. MyTeamsWork does not store, process, or transfer customer data outside Microsoft 365.

Security, resilience, monitoring, and audit capabilities are provided by Microsoft 365 and the customer's existing configuration.

Pricing model

Pricing is subscription-based and aligned to the scope of use. Full pricing details are provided in the G-Cloud pricing document.

Contract duration

Standard contract terms apply, with flexibility to align to buyer requirements.

End-of-contract process

At contract end, access to the MyTeamsWork application is removed. All data remains fully available within the customer's Microsoft 365 environment. No data extraction or migration is required.