

■ SERVICE BRIEF

Microsoft Purview *Managed Services*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Managed Services for Microsoft Purview. These services provide ongoing governance, monitoring, and policy optimization for Microsoft Purview tools, including sensitivity labels, DLP, retention, auditing, insider risk, and data lifecycle configurations. This service engagement is governed by this Service Brief and associated with SKU: GOV-PURVIEW-MANAGED. The quantity defined in the quote represents the number of on-premise databases, Microsoft 365 repositories, and Microsoft 365 user groups to be actively supported under this engagement.

This service does not include real-time incident response or forensic investigation. Redesign supports policy tuning, administration, and configuration validation, not threat containment.

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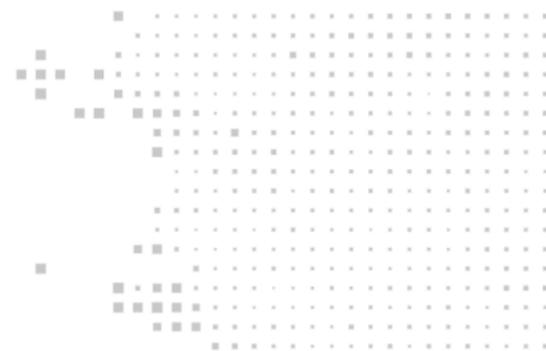
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01. Services Overview

Redesign's Microsoft Purview Managed Services provide sustained oversight and tuning of Microsoft 365 compliance features to help organizations continuously improve their data protection and regulatory posture.

Services include monthly policy reviews, change support, enforcement trend analysis, and strategic recommendations aligned to evolving compliance needs.



02. Offer Structure

PRIMARY SERVICES

- Administration of sensitivity labels,
- DLP policies, retention rules, and audit configurations
- Monitoring of enforcement logs and policy health
- Monthly reporting and usage insights
- Change management for scoped configuration items
- Recommendations for optimization and risk reduction

OPTIONAL ADD-ONS

Separate SOW

May include:

- 24/7 monitoring
- User awareness training,
- Executive briefings
- Alert-to-ticket automation
- Forensic escalation handling

03. Project Scope

The engagement includes the ongoing support and optimization of in-scope Microsoft Purview components, with access to Redesign consultants for analysis, remediation, and policy change support during business hours.

In-Scope Activities

- Monitoring and alerting trends for DLP, sensitivity, and retention activity
- Label and policy adjustment based on compliance changes or usage feedback
- Enablement of new workloads as licensed (e.g., Teams, Exchange, SharePoint)
- Support for policy exceptions and incident review
- Stakeholder briefings and roadmap planning

04. Quantity & Effort Model

- Service SKU: GOV-PURVIEW-MANAGED
- Quantity: Number of databases, repositories, and user groups

05. Services & Key Activities

| Stage | Key Activities |
|----------------------------------|---|
| {✓} Onboarding & Baseline Review | <ul style="list-style-type: none">▪ Review existing configuration of Microsoft Purview components▪ Confirm licensing, scope, and business objectives▪ Identify points of contact and reporting preferences |
| 🔧 Active Management | <ul style="list-style-type: none">▪ Monitor usage and enforcement of labels and policies▪ Respond to change requests and support configuration updates▪ Review and flag inactive, over-permissive, or unassigned policies▪ Support internal stakeholder questions on Purview use and scope |
| 📄 Optimization & Reporting | <ul style="list-style-type: none">▪ Deliver monthly policy health and enforcement activity report▪ Recommend remediation or refinement of ineffective policies▪ Document change history and version control▪ Propose quarterly roadmap adjustments as needed |

06. Deliverables

Redesign will deliver all scoped services within the monthly support hour limit defined in the quote. Fixed deliverables (e.g., scheduled reports or platform reviews) will be prioritized.

Support beyond the allocated hours is not guaranteed and may require a revised quote or separate SOW.



**Monthly Microsoft
Purview Activity
& Health Report**



**Change Log
and Configuration
Summary**



**Quarterly
Optimization
& Risk Advisory
Summary**



**Compliance
Drift Alerting
(where applicable)**



**Knowledge
Transfer Sessions
(as requested)**

07. Services Scope Changes

Expansion to additional data types, policies, or M365 tenants may require an updated quote or separate SOW.

08. Services Scope Exclusions

This engagement does not include:

- Initial configuration or first-time deployment of Microsoft Purview (available under GOV-PURVIEW-DEPLOY)
 - Real-time incident response or active threat remediation
 - Enforcement of compliance across third-party cloud tools or on-prem data without Microsoft connectors
 - Legal eDiscovery processing or archive migration
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09. Customer Responsibilities

- Maintain valid Microsoft Purview licensing (Microsoft 365 E5 or equivalent)
- Provide administrative access to Redesign for scoped tenants
- Inform Redesign of any major org changes affecting compliance configuration
- Review monthly reports and respond to requests for approval or clarification
- Identify internal data owners or compliance contacts for collaboration

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

10. Services Schedule

- **Start Date:**
Upon quote acceptance and platform access
- **Completion:**
Final deliverables submitted and knowledge transfer completed

11. Terms and Conditions

This engagement will be governed by the Seller's terms and conditions located at:

ⓘ SERVICES WILL NOT BEGIN UNTIL THE FOLLOWING PREREQUISITES ARE MET

- Signed quote referencing SKU: GOV-PURVIEW-MANAGED and quantity
- Access to Microsoft Purview platform and Microsoft 365 tenant
- Licensing validated for scoped features
- Stakeholders identified and available for collaboration

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

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