Office 365 Implementation Service

Summary Details

Requirement:	Office 365 Audit and Implementation

Introduction

Camwood offer an Office 365 migration service to accelerate migration to Office 365.

This service includes a detailed audit of the desktops to obtain a detailed understanding of the client's application estate ensuring that any application dependencies are fully understood and are in the appropriate position to work effectively in a Microsoft Office 365 / Microsoft Outlook 2016 environment.

The service covers the following elements of an Office 365 programme

- Mobilisation
- Identify
- Planning
- Implement and Migration
- Training
- Handover

Mobilisation

Any successful programme requires a phase of mobilisation to establish the exact success criteria for a service. The mobilisation is typically a one-day on-site activity encompassing the following aspects:

- Set-up of Knowledge Management System for storage of all application related information, typically RIMO3 software.
- Walk-through of approach.
- Governance.
- Project controls and reporting.
- Identify key personnel in client's organisation for the programme.
- Agree tool-sets to be used.
- Environmental requirements.
- Agree time-lines.

Identify

Camwood will undertake an automated audit of the desktop estate to gain an understanding of the applications deployed to each of the desktops. This audit will provide a detailed view of the applications that are important to the business and help prioritise use-cases where application integration with Office 365 could be a concern. Data pertaining to this audit will be gathered as a result of using 3rd party software and Camwood Rimo3.

Additionally, the client will have to provide information relation to the supporting architecture and infrastructure. This would typically include the following aspects as well as an understanding of any existing / planned programmes that potentially impact any of the following.

- Identity Management
- Networks
- Firewall and Proxy
- Existing E-mail configuration
- Current E-mail archiving solution
- Application deployment
- Client device configurations
- Productivity data locations

In Camwood's experience, the collation of this data is best served by a set of workshops over a two to five-day period. The expectation is that the client will provide complete access to all design documentation for the Camwood team.

Planning

As a result of getting a thorough understanding of the client's existing IT estate, Camwood will run a series of planning workshops to ensure that the right outcome is achieved for the client. The output from these workshops will be an agreed approach for the Implementation, Pilot, Migration and Training phases.

These include:
- Project plans
    - Migration
    - Resource
    - Rollout
    - Test
- Communications plan / User Training
- Profiling of users

- Change Control
- Design Documents
- Back-out plan

Implementation and Migration

Following on from the 'Planning' stage, Camwood will create a set of documents that describe the new environment along-side a detailed approach for making the changes to the client's infrastructure.
Once these documents are signed-off and agreed, Camwood and the client team will implement the changes required for the organisation to move to Office 365.

Camwood will use specialist technical consulting alongside 3rd party tooling to implement the Office 365 solution. This can include the preparation of the appropriately configured Office 2016 software for automated client deployment by tooling such as SCCM 2016.

It is expected that the implementation will be a collaborative approach with the client taking the responsibility to enforce the changes required to any supporting architecture.

The migration will only commence upon a successful pilot and then into batches of users.

Training

Camwood can optionally provide training for the users as workshop based sessions as well as providing more detailed training for the support teams.

Camwood will offer to support the existing First, Second and Third line teams during the migration period as there will be an increase in user questions as a result of a new implementation

Handover

Once the programme is complete, Camwood will undertake a formal handover to the support teams. It is envisaged that this handover will occur during the project with this aspect being simply a check with the team.

Camwood would be in a position to offer ongoing-support as and when required. For the purposes of this submission, it is assumed that this would not be required.