Digital Workspace | Windows 11 Migration

IMPLEMENTATION DELIVERABLES

- Establish the "Migration Team"
- Establish and document groups/rings/users/devices
- Define operational readiness criteria
- Identify the most appropriate deployment methodologies
- Architect any necessary changes to existing tooling
- Plan and document ongoing servicing
- Document inventory of Windows applications
- Define criteria for rating applications
- Establish a documented application testing methodology
- Perform general application installation functionality testing
- Perform upgrade scenario application functionality testing
- Perform Windows 11 feature testing
- Educate IT support
- Co-create user adoption documentation
- Reconfigure/update any existing supporting infrastructure solutions to support Windows 11 update delivery
- Validate the deployment architecture and perform update deployment testing
- Deploy Windows 11 migration workflow to the first pilot group
- Gather and document user feedback post-migration
- Create a centralized issue tracking system
- Perform final knowledge transfer with project stakeholders

ASSUMPTIONS

- Customer already has tools available and capable of programmatically gathering and reporting the following information from Windows endpoints in the enterprise:
  - Windows device count/versioning/location data
  - Device hardware inventory
  - Installed Windows applications
  - Windows 11 hardware readiness data:
    - TPM data
    - BIOS/UEFI data
    - Current OS architecture type
    - Multi-boot/Dual-boot information
- Pilot users must provide feedback on the migration experience. Without feedback, issues will be unknown and may impact further updates in production.
- Custom hardware is not supported.
- Customers endpoint hardware fleet meets the minimum requirements for running the Windows 11 operating system. Customer will address any non-compliant hardware endpoints by replacing the hardware with systems capable of running Windows 11.
- Customer already owns the necessary licensing to deploy Windows 11 to their enterprise device fleet.
- Remote, unattended, administrative access for CDI resources to all necessary systems and solutions to complete the milestones/objectives in this SOW.

NON-DELIVERABLES

- Deployment of any net new supporting technology solutions for the distribution/management of the Windows 11 update.
- Configuration/deployment of any endpoint management solutions for the purpose of provisioning new Windows 11 systems.
- Any necessary software, licensing or hardware updates to the virtual desktop infrastructure hosting solution.
- Changes/reconfiguration to any deployed group policy objects, security baselines, administrative templates, endpoint security solutions, or disk encryption solutions.
- Formal, structured training for Customer stakeholders on the Windows 11 operating system.
- Production deployment of the Windows 11 migration workflow beyond the initial pilot users/devices.
- Direct end user support. CDI will provide tier-3 support to the Customers IT staff only.
- Any replacement endpoint hardware necessary to support running Windows 11
- Ongoing management/monitoring/support of the project rollout and supporting issue tracking system post-pilot deployment.