

Microsoft 365 Onboarding and Enablement

K12

Prepared by
Professional Services



Project Background

Customer has engaged Microware Limited hereafter “**Microware**” for assistance to provide solutions and services for Microsoft 365 onboarding and enablement.

Through the meeting discussions and the technical workshops between Customer and Microware, Microware has learnt that the services are M365 Tenant onboarding and enablement, based on the technical requirement, Microware will offer the service for Domain Upgrade, Hybrid AD setup, Email and Document Migration and the Client endpoint management.

All adoption and migrations start with Microware professional service, a fully automated, 100% SaaS migration solution that can be accessed at any time from anywhere. Sign up, configure, and initiate mailbox, document, personal archive, and public folder projects from a single, centralized user interface.

Enable the Microsoft 365 value for robust security, reliability, and user productivity to enhance customer business operation and User experience.

Inside This Proposal

- Project Background
- Proposed Solution
- Scope of Work
- Project Milestones
- Schedule Payment
- About Microware PS

Portions of this document and the information contained herein are the confidential and proprietary information of Microware Limited (hereafter Microware). The portions of this document and information which belong to Microware may not be copied, published, distributed, or transmitted without the prior written consent of Microware.

Microware makes no representations or warranties regarding this document and the information contained herein, including the implied warranties of merchantability and fitness for a purpose. Microware shall have no liability for the information contained herein, and this document shall not be considered legally binding on either Microware or the recipient, except as may be provided in a separate agreement.

Microware Limited
1/F Century Center
44-46 Hung To Road
Kwun Tong, Kowloon
Hong Kong SAR, PRC
+852 2856 5678
<http://www.microware.com.hk>

Proposed Solution

Microsoft 365 Overview

Microware's recommendation for Microsoft 365 Migration overview:

Microsoft 365 Description

The Microsoft 365 service offering from Microsoft encompasses several productivity technologies that have been woven together to provide a seamless solution in the cloud for a modern workplace. Teamwork, Get Modern, and Advanced Security—work as a journey for your customer and your business. Using play guidance and offers, you can help small and medium size customers invest wisely in best-in-class cloud-based productivity tools they can use to grow and strengthen their business in a secure way.

Use this reference to quickly get a handle on the four key technologies in Microsoft 365, their purpose, and problems they are designed to solve.

Microsoft 365 Business Premium subscription includes:

Office across devices

Get the familiar Office experience across most devices, empowering your employees to get work done wherever they are.

Compliance simplified

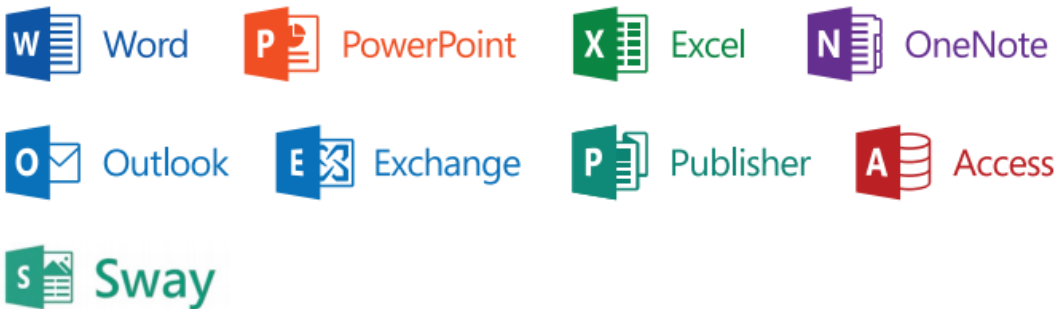
Archive, use in-place legal hold, and find the documents you need fast. Advanced data protection helps keep your data safe.

Advanced IT controls

Give your IT flexibility and control while reducing IT costs. Move to the cloud on your terms, manage easily, and automate tasks.

Microsoft 365 Business Premium includes:

Business Premium on your desktop or online (word-processing, spreadsheets, presentations, note-taking, and email):



Communication:



File storage and sharing:



Business insights and intelligence:



Office apps

Get the Office apps (Word, Excel, Outlook, PowerPoint and OneNote) installed across PCs, Macs, tablets and mobile devices



Email and calendaring

Use business-class email through an Outlook experience you can access from your desktop or from a web browser



File storage and sharing

Manage your files from anywhere with 1TB of storage



Data protection controls

Protect your business data on both personal and company-owned devices



Cyberthreat protection

Guard against unsafe attachments, suspicious links, and other malware



Administration and deployment

Manage new PCs and devices faster and more easily than ever



Dependability and support

Get a 99.9% financially-backed uptime guarantee and 24x7 online and phone support

Microsoft 365 Education Plan Comparison

Services	Microsoft 365 Education A3	Microsoft 365 Education A5
Office 365 platform	Yes	Yes
Office for the web	Yes	Yes
Microsoft 365 Apps for enterprise	Yes	Yes
Exchange Online	Yes ₂	Yes ₂
SharePoint Online	Yes ₄	Yes ₄
OneDrive for Business	Yes	Yes
Microsoft Teams	Yes	Yes
Skype for Business Online	Yes	Yes
Project	No ₅	No ₅
Yammer Academic	Yes	Yes
Classroom tools	Microsoft 365 Education A3	Microsoft 365 Education A5
Classroom experiences in Microsoft Teams	Yes	Yes
OneNote Class Notebook	Yes	Yes
Microsoft Sway	Yes	Yes
Microsoft Forms	Yes	Yes
Learning tools	Yes	Yes
Accessibility Checker	Yes	Yes
Office Lens	Yes	Yes
Minecraft Education Edition with Code Builder	Yes	Yes
Take a Test app	Yes	Yes
Set up School PCs app	Yes	Yes
Voice, video, and meetings	Microsoft 365 Education A3	Microsoft 365 Education A5₆
Skype Meeting Broadcast	Yes	Yes
Microsoft Bookings	Yes	Yes
Office 365 Audio Conferencing	No	Yes
Office 365 Phone System	No	Yes
Analytics	Microsoft 365 Education A3	Microsoft 365 Education A5
Delve	Yes	Yes
Power BI Pro	No	Yes
My Analytics	No	Yes

Azure Active Directory¹¹	Microsoft 365 Education A3	Microsoft 365 Education A5
Azure Active Directory Basic	Yes	Yes
Azure Active Directory Plan 1	Yes	No
Azure Active Directory Plan 2	No	Yes
Compliance	Microsoft 365 Education A3	Microsoft 365 Education A5
Office 365 Rights Management	Yes	Yes
Azure Information Protection Plan 1 ⁷	Yes	No
Azure Information Protection Plan 2 ⁷	No	Yes
Litigation Hold	Yes	Yes
eDiscovery search	Yes	Yes
eDiscovery export	Yes	Yes
Advanced eDiscovery	No	Yes
Data loss prevention	Yes	Yes
Office 365 Message Encryption	Yes	Yes
Customer Lockbox	No	Yes
Advanced Data Governance	No	Yes
Management and security	Microsoft 365 Education A3	Microsoft 365 Education A5
School Data Sync	Yes	Yes
Advanced Security Management	Yes	Yes
Intune for Education ⁸	Yes	Yes
Advanced Threat Analytics	Yes	Yes
Windows Defender Antivirus	Yes	Yes
Device Guard	Yes	Yes
Advanced security	Microsoft 365 Education A3	Microsoft 365 Education A5
Advanced Threat Protection	No	Yes
Threat Intelligence	No	Yes
Cloud App Security	No	Yes
Microsoft Defender Advanced Threat Protection	No	Yes ¹³
Server and CAL benefits	Microsoft 365 Education A3	Microsoft 365 Education A5
Exchange ⁹	Yes ¹⁰	Yes
SharePoint ⁹	Yes ¹⁰	Yes

Skype for Business ⁹	Yes ¹⁰	Yes
Windows Server CAL	Yes	Yes
Microsoft Endpoint Configuration Manager	Yes	Yes
System Center Endpoint Protection	Yes	Y

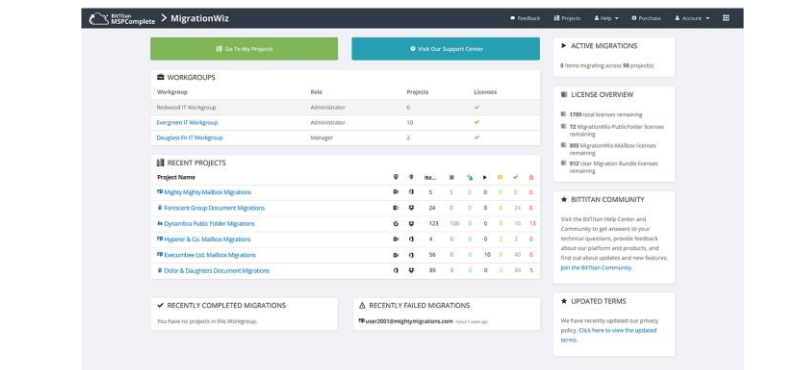
Microsoft 365 Migration

Microware's recommendation for M365 Migration overview:



SaaS Tenant Migration Services

Fully automated and 100% SaaS, MigrationWiz streamlines the migration process for you and your customers with no specialized training or professional services required. Initiate and run cloud and on-premises migrations anytime from anywhere – all from one dashboard.



i. Easy to Use

No specialized training or certifications necessary, and no hardware or software to install and maintain. We're 100% SaaS with a single UI and flow for all project types.

ii. Fast and Scalable

From five seats to 50,000, MigrationWiz is equipped to quickly transfer data to your new environment at scale. Migrate hundreds of users concurrently - even run mail and document projects side by side if Source bandwidth allows.

iii. Collaborate on a Project

With project sharing and action logging features, multiple engineers can work together to manage projects. Increase visibility and efficiency for migrations of all sizes.

iv. Minimal Downtime

Limit interruption and downtime during your project. With MigrationWiz, impact to end users is minimized and predictable - so your customers are ready to work on day one.

v. Global Support and Documentation

Migration experts from the BitTitan Support Team are on hand to solve any project roadblocks. Search through step-by-step migration guides and articles from the industry's largest migration knowledge base.

vi. Secure and Compliant

BitTitan datacenters are compliant with ISO/IEC 27001/ 27002:2013, SOC 1, Type 2 and SOC 2 Type 2, PCI DSS Level 1, HIPAA/HITECH, CJIS, CSA CCM, FERPA, and more.

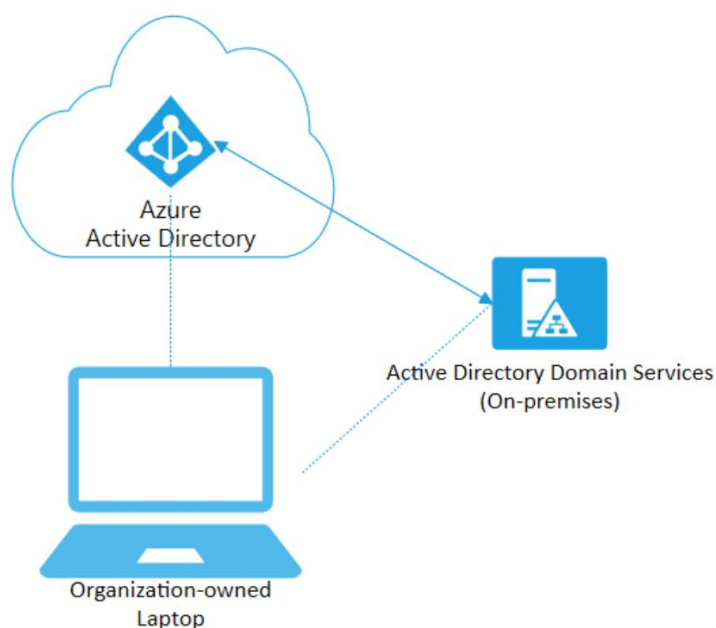


Sources [S] & Destinations [D] Mailboxes	Sources [S] & Destinations [D] Documents	Sources [S] & Destinations [D] Personal Archives
<ul style="list-style-type: none"> ✓ Microsoft Office 365 [S] [D] ✓ On-Premises Exchange 2003 [S] ✓ On-Premises Exchange 2007+ [S] [D] ✓ Hosted Exchange 2007+ [S] [D] ✓ G Suite [S] [D] ✓ IMAP [S] [D] ✓ Open-X-Change [S] [D] ✓ Amazon WorkMail [D] ✓ Lotus Notes 6/5+ [S] ✓ Novell GroupWise 7+ [S] ✓ POP [S] ✓ Zimbra [S] 	<ul style="list-style-type: none"> ✓ Microsoft OneDrive [S] [D] ✓ Microsoft SharePoint Online [S] [D] ✓ Microsoft SharePoint Server 2010+ [S] [D] ✓ Google Drive [S] [D] ✓ Dropbox [S] [D] ✓ Microsoft Windows File System [S] 	<ul style="list-style-type: none"> ✓ Microsoft Office Archives 365 [S] [D] ✓ On-Premises Exchange 2007+ [S] [D] ✓ Microsoft Office 365 [D] ✓ Google Vault [S] ✓ PST Files [S] [D] ✓ G Suite [D]

Identify Management

Microsoft recommends building the Hybrid AD Join environment for the Microsoft 365 integration and enabling the Online Application for the customer Business operation and Security requirement

Customer environment has an on-premises AD footprint and you also want to benefit from the capabilities provided by Azure Active Directory, you can implement hybrid Azure AD joined devices. These devices are devices that are joined to your on-premises Active Directory and registered with your Azure Active Directory.



Hybrid Azure AD Join

- Definition: Joined to on-premises AD and Azure AD requiring organizational account to sign in to the device
- Primary audience: Suitable for hybrid organizations with existing on-premises AD infrastructure

Applicable to all users in an organization

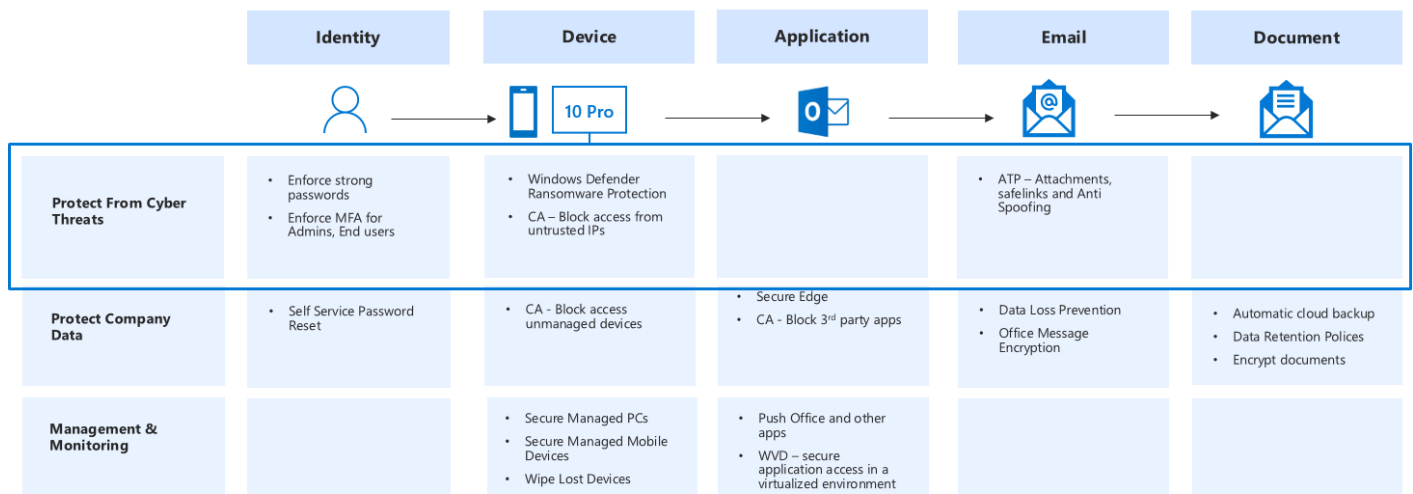
- Device ownership: Organization
- Operating Systems: Windows 10, 8.1 and 7 Windows Server 2008/R2, 2012/R2, 2016 and 2019
- Provisioning: Windows 10, Windows Server 2016/2019
 - Domain join by IT and autojoin via Azure AD Connect or ADFS config
 - Domain join by Windows Autopilot and autojoin via Azure AD Connect or ADFS config
 - Windows 8.1, Windows 7, Windows Server 2012 R2, Windows Server 2012, and Windows Server 2008 R2 - Require MSI
- Device sign in options: Organizational accounts using:

- Password
- Windows Hello for Business for Win10
- Device management: Group Policy
 - Configuration Manager standalone or co-management with Microsoft Intune
- Key capabilities: SSO to both cloud and on-premises resources
 - Conditional Access through Domain join or through Intune if co-managed
 - Self-service Password Reset and Windows Hello PIN reset on lock screen
 - Enterprise State Roaming across devices

Microsoft Enterprise Mobility + Security

Microsoft recommends you enable the Microsoft EMS for the access control and Endpoint management, Use Intune and conditional access for the MDM and MAM solution in the device, Intune can manage the mobile and PC for the security control, patch management and inventory management.

Microsoft Enterprise Mobility + Security is an intelligent mobility management and security platform. It helps protect and secure your organization and empowers your employees to work in new and flexible ways.



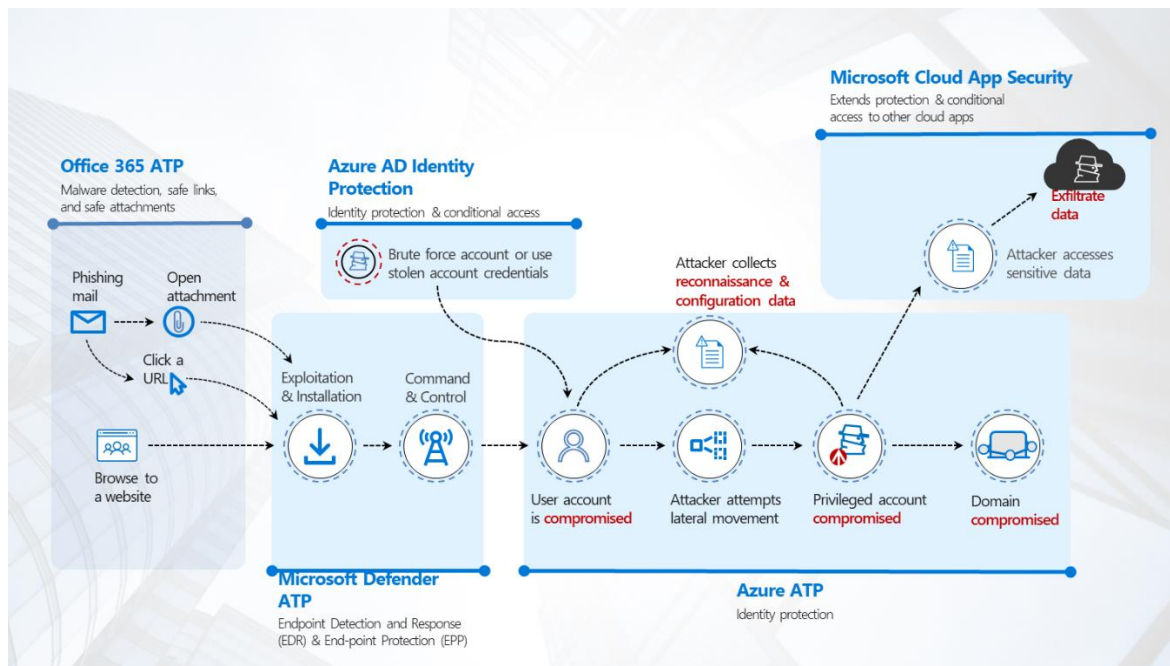
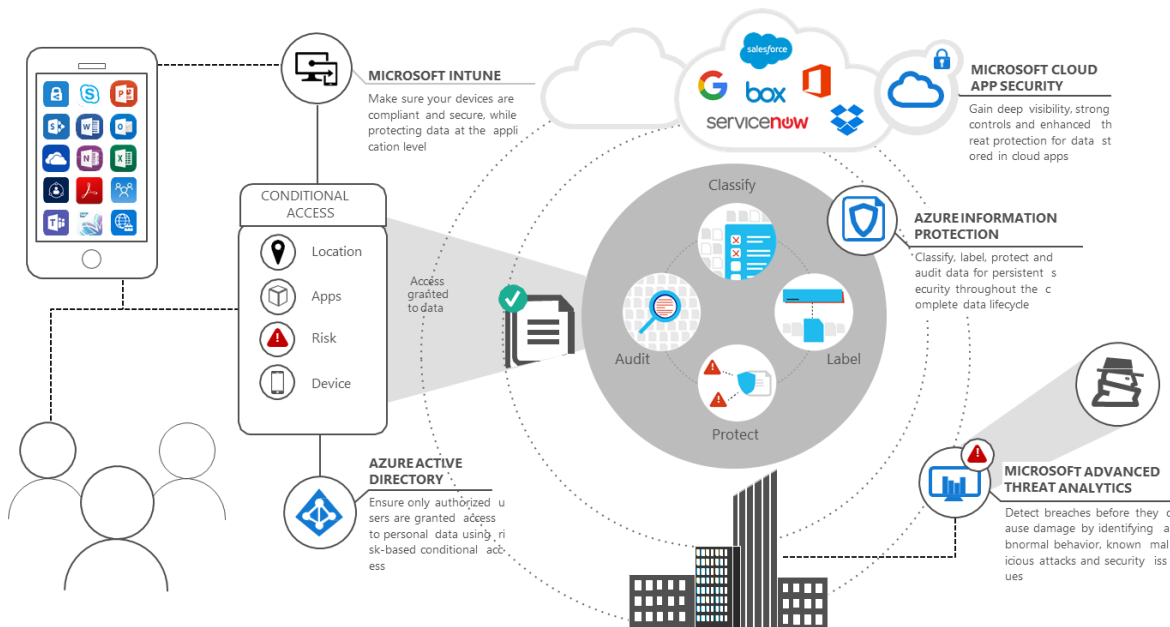
M365 EMS helps execute on your end-user management strategy by delivering three fundamental capabilities

- Secure, streamlined access to all the corporate resources
- Managed mobility that empowers users to do more on their devices, while safeguarding organizational assets
- Advanced security that constantly listens and learns from the ever-changing threat landscape so you can anticipate, detect, and respond to threats as they emerge

Microsoft 365 then consolidated the following products to comprise the EMS suite:

- Azure Active Directory Premium
- Azure Rights Management (Rights Management Services)
- Microsoft Intune
- Microsoft Advanced Threat Analytics

Microsoft 365 Logical Diagram



Scope of Work

Project Assumption

- i. Full system and data backups, Network VLAN, Security Port are all ready by the customer prior to any system changes through the project implementation
- ii. Managed by customer:
 - a. network and server are healthy, ready and reachable
 - b. Organizational restore procedure must be ready
 - c. Security/handling of the data in their environment
- iii. By changing the admin password, both parties between Microware and customer that the customer is offering to endorse and accept the project implementation
- iv. End User Training, Communication and Scheduling not included for implementation
- v. 3rd party software and application integration not included in this Scope

Project deliverables

- i. Project Management
 - a. Project Kick-off Meeting
 - b. Project Schedule and Technical Specification Confirmation
- ii. Directory Controller Upgrade
 - a. Setup the Windows 2016
 - b. Upgrade Existing Domain to 2016
 - c. Migration FSMO to New Primary DC
- iii. Directory Setup for New tenant
 - a. Setup the Azure AD Connector for Office 365 in New tenant
 - b. Enable the License for the Profiles Migration
 - c. Site Check Each PC for Microsoft Personal related Setting for Migration
- iv. Design and Implementation
 - a. Migration Board Setup
 - Migration Project Setup
 - Connect the Current Tenant
 - Access the current tenant information
 - Calculate the Data Size for Migration
 - Connect the Destination Tenant
 - Migration Task Setup
 - Account Mapping between the Current Tenant and New Tenant
 - Configure the Co-existence Mail Flow and Document Flow
 - Pilot Migration the mailbox, document, personal archive
- v. Mass Migration for Users
 - a. First Copy Migration the Existing Tenant mailbox, document, personal archive
 - b. Verify the Migration Healthiness
 - c. Configure the System Switchover
 - d. System Rehearsal before the switchover

- vi. System Switchover
 - a. Final Copy Migration the Existing Tenant mailbox, document, personal archive
 - b. Pilot 5 users for switch the New Outlook Profiles connect to New Tenant
 - c. Enable MFA after Migration
- vii. Enable Azure AD
 - a. Build up Azure AD Join
 - b. Configure the Azure AD setting
 - c. Join Windows 10 to Azure Active Directory and undergo user profiles migration
- viii. Microsoft Mobility Security Implementation
 - a. Microsoft MDM
 - Setup the Intune for mobile and Windows 10
 - Configuration for the Policy Control
 - Configuration for the Windows 10 Patch management and inventory
 - Configuration for the App deployment for mobile and PC
 - Pilot deploy 2 set application package
 - Pilot deploy 5 set PC or Mobile for Intune Agent
 - b. Conditional Access Controls
 - Set up Terms of Use (ToU) for specific access
 - Enable Azure AD's Device Writeback security services
 - Enable monitoring of key health statistics for Azure AD Connect services
 - Limited access controls on MS Cloud applications
 - Deploy risk reports on underlying risk events
 - Deploy at least two units of Conditional Access Policies for Office 365 service
 - c. Multi - Factor Authentication (MFA)
 - Deploy Azure AD Multi - Factor Authentication via User Access policies
 - Mobile Device Management Auto - enrollment
 - User activation on Multi - Factor Authentication
- ix. User Functional Test
 - a. Migration Functional Test
 - b. Switchover Functional Test
 - c. AADC Configure Function Test
 - d. System Functional Test
- x. Documentation
 - a. User operation documents
 - b. Operation documents
 - c. System Configuration documents
- xi. Acceptance Sign off
 - a. 1 Days Handover Briefing
- xii. Overall User Acceptance Test
 - a. 1 Month Nursing Support Upon Acceptance Signoff
- xiii. Client PC Re-configuration – Optional
 - a. Re-installation for Office 365 Professional Plus

- b. Map One Drive and SharePoint for Business on User PCs Migrate local user profiles to Azure Active Directory user profiles
- c. Prepare the script for New outlook profiles configuration
- d. Configure the Outlook Profiles connect the new tenant

About Microware PS

Microware PS Project Management Process and Project Organization

Understanding the inherent risks involved in all IT projects, and the importance of keeping these risks constantly identified and at a minimum, Microware takes Project Management very seriously. Microware has created a Project Management Office of dedicated, qualified and experienced IT Project Managers and has separated the role of Project Management from the role of Technical Delivery.

Project Communicating

During the project implementation, regular and constant communication is important, Microware will keep track of several key project communication documents which will keep the key parties sufficiently informed of project progress:

Project Plan

The Project Plan identifies the key critical paths and milestones for the project, including the committed resources for each milestone of the project.

Detailed Requirements Specification, Preliminary Acceptance Criteria

The Detailed Requirements Specification will be confirmed during the Project Initiation stage of the project, from this the Preliminary Acceptance Criteria will be developed, these documents can be changed during the course of the project through a well-defined Change Management Process agreed upon between the Project Manager and the Customer.

Issue Management Log

The Issue Management Log will be used to keep track of any key issues that have come up during the implementation of the project, as well as a tool for managing change.

Regular Status Reports

Regular Status Reports will be presented both to the customer and to Microware Management on a schedule agreed upon with the customer, the status report will identify accomplishments, plans, and any deviations and risks.

Project Leadership Team

For each project engaged by Microware, Microware will provide a dedicated leadership team consisting of a Project Manager, and a separate Technical Delivery Owner. Together, these two persons will be responsible for the total success of the project.

Project Manager

Microware's Project Managers are qualified and experienced, carrying the relevant industry certifications, including PRINCE2 and PMP Certifications, and many years of experiencing managing IT projects for customers in different sectors. In a PS project, the Project Manager holds the absolute and final authority and responsibility for the success of the project and will be the single contact point for the customer with respect to all aspects of the project. The PM will be responsible for:

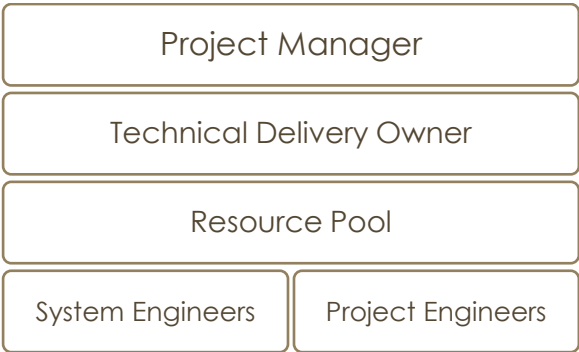
- Coordinating the various parties within and outside of the customer during the implementation of the project
- Identifying and reporting any perceived risks and developing risk mitigation plans during the project
- Resolving any crisis and conflicts during the implementation
- Oversight of the progress of the project and ensuring on-schedule delivery
- Regularly reporting the status of the project, both to the customer, and to management at Microware
- Managing of all resources, manpower and schedule
- Making all final decisions for the project

Technical Delivery Owner

Microware will additionally provide a qualified and experienced Technical Delivery Owner for the project; the technical delivery owner will possess the relevant technical experience and industry certifications to own all technical aspects of the project. The Technical Delivery Owner will work with the Project Manager and will in most cases be the individual with the sole responsibility for the technical delivery of the project, owning the design, architecture, and quality assurance. The Technical Delivery Owner will be responsible for:

- Fully understanding all technical and business requirements of the project
- Design and architecture of the final solution for the project
- Developing the implementation strategy for the project
- Working with the Project Manager to identify the key required technical resources for the project
- Identifying in advance any technical risks during the implementation of the project
- During the implementation, the TDO will be responsible for ensuring quality control, and quality assurance. Each deliverable will be checked and signed off by the TDO

Microware PS Project Team



Role	Qualification & Experience
Project Manager	PMP Certified 10+ Years' experience in Project Management
Technical Delivery Owner	Consultant with over 10 years' experience in IT Microsoft Certified on Active Directory and Exchange Platform VMware VCP certified
Solution Consultants	Microsoft MCP Certified

Reference Cases

Below reference cases represents the successful history from Microware PS Projects:

Project Information	Project Delivery
<ul style="list-style-type: none"> - Industry: Trading - Domino to Office 365 Implementation - No of mailbox: 8000 	<ul style="list-style-type: none"> • Design and implement O365 Infrastructure • Configuration the Domino to O365 migration tool • Domino and O365 co-existence server implementation • SharePoint implementation • Configure DirSync service between on-premises AD and Azure AD • Office 365 Tenant Consolidation • Configure the ADFS and ADFS proxy and enable Single-Sign-On (SSO)
<ul style="list-style-type: none"> - Industry: Properties - Office 365 Implementation - No of mailbox: 2000 	<ul style="list-style-type: none"> • Review the existing network infrastructure • Configure the Exchange Hybrid Infrastructure • Configure DirSync service between on-premises AD and Azure AD • Configure the ADFS and ADFS proxy and enable Single-Sign-On (SSO)
<ul style="list-style-type: none"> - Industry: Hotel - Domino to Office 365 Implementation - No of mailbox: 15000 	<ul style="list-style-type: none"> • Design and implement O365 Infrastructure • Configuration the Domino to O365 migration tool • Domino and O365 co-existence server implementation • SharePoint implementation • Configure DirSync service between on-premises AD and Azure AD

	<ul style="list-style-type: none"> • Configure the ADFS and ADFS proxy and enable Single-Sign-On (SSO)
<ul style="list-style-type: none"> - Industry: Trading - Domino to Office 365 Implementation - No of mailbox: 2500 	<ul style="list-style-type: none"> • Design and implement O365 Infrastructure • Configuration the Domino to O365 migration tool • Domino and O365 co-existence server implementation • SharePoint integration
<ul style="list-style-type: none"> - Industry: Manufacturer - Office 365 Implementation - No of mailbox: 8000 	<ul style="list-style-type: none"> • Review the existing network infrastructure • Configure the Exchange Hybrid Infrastructure • Configure DirSync service between on-premises AD and Azure AD • Configure the ADFS and ADFS proxy and enable Single-Sign-On (SSO)