On Demand Migration Partner Assurance

Description

As a certified Quest Partner, this services package will help you validate your approach to customer discovery, process planning, validation, and project delivery. The activities included with this offering will allow the partner to ensure that the identified On Demand Migration components are correctly configured, implemented, and supports the customer migration plan and requirements. Focused on enabling Quest Partners and providing project assurance, this service offering includes the following phases:

- Planning: verify platform prerequisites have been established successfully, validate best practice migration process, review base customer migration plans
- Onboarding: validate that customer tenants and environments have been correctly connected to the On Demand platform
- Configuration & testing: review and validate the configuration of the On Demand components to meet migration needs, ensure expected behavior & outcomes
- Pilot Migration: provide guidance to Partner staff during a post-pilot event
- Knowledge Transfer: provide guidance to Partner for efficient and effective platform usage during migration project

The expected duration of this engagement is three (3) weeks. Partner should expect no more than six (6) sessions (four (4) hours each) over this three (3) week engagement.

The following On Demand Migration components included with this services package:
- Accounts
- Mailboxes
- OneDrive
- Teams (high-level)
- SharePoint (high-level)
- Desktop Update Agent
- On Demand Directory Sync
- On Demand Active Directory

The following On Demand Migration components are not included with this services package:
- Domain Move
- Domain Rewrite
- Chat Migration
- GAL Sync
- Azure AD Device Join
- PowerBi Migration

Approach and Activities

Quest Professional Services consultant (Provider) will work with the necessary Partner stakeholders on the following activities. The activities performed may vary slightly based on the complexity of the customer's environment and technical needs outlined during the planning phase.

Planning

Provider will host a planning review session with the Partner to verify environment readiness and migration plan.

Project Deliverables Planning Phase	Description
Project Initiation and kick off meeting	Host project initiation and kick off meeting lasting no more than one (1) hour.
Initial Review Workshop	Conduct one (1) review workshop session (up to four (4) hours) to include the following: • Review of customer business and technical requirements • Review established partner migration plans
Planning Validation	• Recommend best practice migration processes • Identify areas of risk and improvement with overall migration plan(s)

Onboarding

Provider will assist the Partner to ensure connection of the relevant environments to the On Demand platform.

Project Deliverables Onboarding Phase	Description
Tenant Onboarding	Validate connectivity between migration environments and the On Demand platform.

Configuration

Provider will assist the Partner to validate the configuration of On Demand that aligns with the recommended migration process.

Project Deliverables Configuration Phase	Description

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OnDemand Configuration	Validate the configuration of On Demand components in the customer's production environments. • Provider will make recommendations for modifications based on best practices when necessary
Unit Testing	During unit testing, validate the On Demand platform configuration and expected functionality. • Migration of up to 5 non-production objects • Recommend configuration changes of On Demand (as necessary)

Pilot Migration

Provider will assist Partner to complete an initial pilot migration.

Project Deliverables Pilot Phase	Description
Pre-Pilot Preparation	Conduct one (1) hour pre-pilot preparation session: • Verify completion of migration prerequisites • Validate migration roles & responsibilities, migration process, and post-migration support readiness
Pilot Migration	Conduct up to two (2) pilot migration events (no more than 50 objects combined). • Two (2) sessions should last no more than two (2) hours each
Post-Pilot Review	Conduct one (1) post-pilot review session (up to 2 hours): • Evaluate results of pilot • Recommend any changes to process, configuration, or other project variables

Qualifications and Responsibilities

This service offering does not include product platform training.

To qualify for this service offering, Partner has performed the necessary and appropriate amount of planning and discovery with the customer and should already have a migration plan established and documented. The Partner should be prepared to perform production migration pilot migrations within two (2) weeks of engagement start.

Partner agrees to cooperate with Quest in its delivery of the Services. Partner agrees to the following responsibilities:

- Provider will not take part in customer-facing sessions or events. The Provider will only interact with the Partner.
- Partner agrees that Provider does not offer discovery, planning, architecture, or design services with this offering.
- Partner will ensure that Provider can immediately view all components of the On Demand Migration platform, to include source and target environments upon request.

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- Partner will ensure that adequate connection between/to source and target(s) be verified prior to beginning of engagement.
- Ensure that the existing infrastructure and hardware configuration is sufficient to support the environment.
- Partner to commit a technical resource on a full-time basis during working sessions to provide Quest with the assistance required.
- Provide project team members with suitable business expertise, technical expertise, and decision-making authority to ensure efficient project progress.
- All activities will be performed remotely utilizing Quest provided web and voice conferencing.
- Quest Product Support will not address the items described above, as those services may only be addressed by Provider.
- Some activities may be performed during a "pre call" that could be required prior to the beginning of the scheduled engagement.
- Partner agrees that very limited troubleshooting will be performed by Provider. In-depth troubleshooting (more than 1 hour) is not included with this offering.

SKU

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