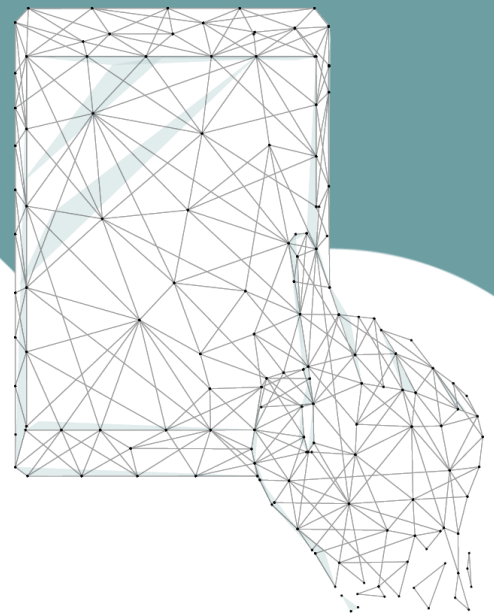
G Cloud - Support

Service Definition Document

Microsoft Teams Adoption & Migration



quorum

SERVICE DESCRIPTION

Quorum can provide Microsoft Teams deployment support from design to end user training.

Quorum will work with your business to run workshops and build a design with relevant security standards in mind to meet your business needs and then implement this design.

We will work with you to learn about your end users and tailor an approach to ensure the product is adopted within the business successfully, and the end users receive appropriate training.

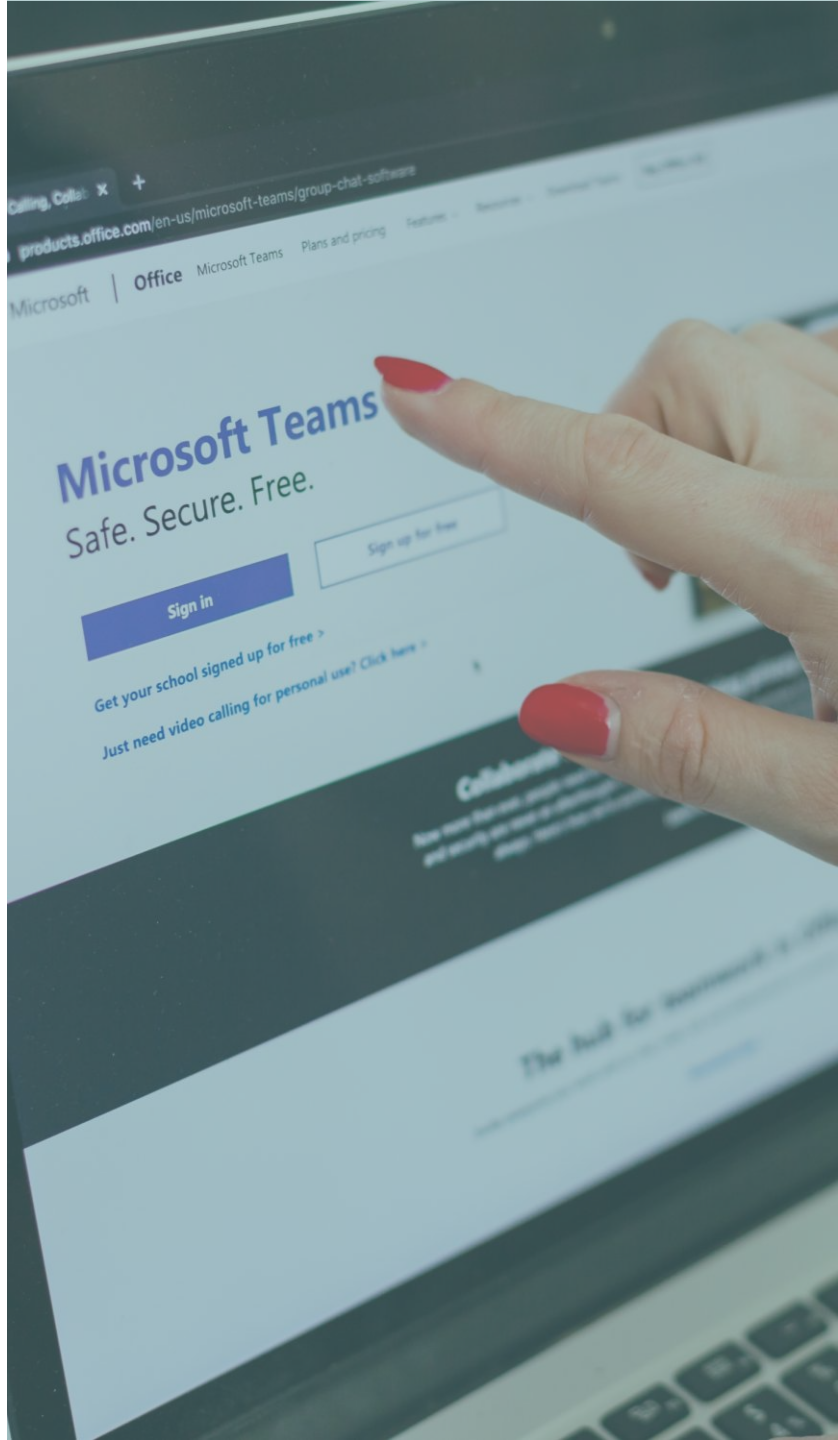


WHAT IS TEAMS?

Microsoft Teams is a powerful communication and collaboration tool which combines features such as voice telephony, meetings, chat, file sharing and live co-authoring collaboration.

Teams is part of Microsoft 365, cloud-based Software as a Service platform, eliminating or significantly reducing the need for on-premise hardware to run these services and support and maintenance to manage the infrastructure built within the cloud-platform.

We feel passionate about Teams because it brings together all your collaboration services into one easy to use tool whilst integrating with the powerful services already provided by Microsoft 365.



SERVICE FEATURES

- Integration within existing Microsoft 365 products to manage:
  - Multi-Factor Authentication;
  - Single Sign On via Entra ID (previously Azure AD);
  - Conditional access to restrict access to data services required by policy;
  - No additional licensing costs for Office 365 Business Premium/ Business Essentials or Enterprise E1, E3 or E5 subscriptions for core Teams access;
  - No additional log-in steps for end user;
  - Automatic, regular features upgrades in addition to cumulative updates and security patches delivered by Microsoft;
  - Integration of built-in audit logging options with Office 365 Security & Compliance centre;
  - Integration with over 150 third party applications including CRMs, project management tools, marketing etc;
  - Mobile device management with Microsoft InTune.



SERVICE BENEFITS

Some of the advantages include:

- One tool for most of your user's communication and collaboration needs, reducing the number of products needed to access and use, as well as delivering powerful communication and collaboration tools within the single service.
- Reducing Shadow IT services being used within our client's organisations to meet functional needs of users by delivering one tool that provides all or most functions they require.
- Streamlining costs and supportability into an existing managed service for those already taking advantage of Microsoft 365 products and services for inclusive or add-on costs, rather than implementing a standalone cost for additional services.
- Usage and call quality reporting and dashboards.



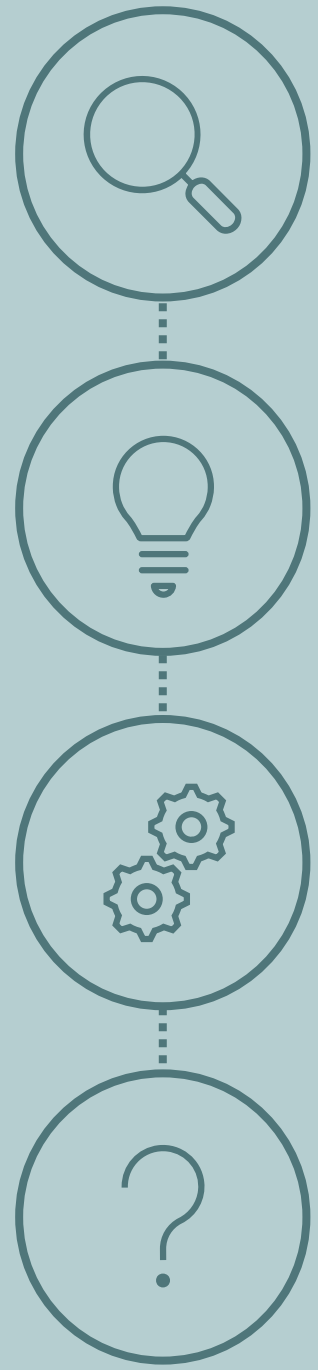
SERVICE PROVISION

Onboarding:

- Full end-to-end project management, implementation and training/end user adoption support. This includes floor walking support on go live dates.
- Quorum can provide ongoing support after the go-live through a Managed service if required.

Key Roles:

- Senior Cloud Architect
- Project Manager



SERVICE PROVISION – Phase 1: Initiate

The Initiate Phase is focused on requirements gathering across business users, senior leaders and decision makers and blends a mix of workshops, 1:1 interviews and surveys as required:

Kick Off

- Kick Off Workshop (Key Stakeholders)
    - Initial Teams demonstration
    - Overview of project delivery strategy
    - Initial discussions on Early Adopters/ Pilot program
    - Discuss Communication Strategy
    - Discuss Training Approach

Business Requirements Gathering

2-4 Workshops will be facilitated with business users, senior leaders and IT and business decision makers to gather requirements from the different perspectives including: what systems and tools users currently use and their level of satisfaction; what are their future requirements; application integration; business drivers for change; governance, management and lifecycle; and security and compliance requirements for the deployment of Teams. 1:1 interviews and surveys may substitute or supplement some workshops where appropriate.

- Business User Workshop and Demonstration (Business Users)
- Business Drivers Workshop and Demonstration (Senior Leaders)
- Governance, Management and Lifecycle Workshop (IT and Business Decision Makers)
- Security and Compliance Workshop (IT & Business Decision Makers)
- Skype for Business upgrade path Workshop (IT & Decision Makers)

SERVICE PROVISION – Phase 1: Initiate

Technical Discovery

One of our Senior Cloud Solution Consultants will lead the technical discovery including running network readiness tools, Teams tenant assessments, review of requirements for desktop integration to deploy the Teams desktop application, requirements to upgrade from Skype for Business; and assessing pre-requisites for Teams in Microsoft 365, hardware and licensing.

Feature Enablement & Deployment Planning

The final step in the initiate phase will be a review of information gathered across the various workshops and discovery to review and finalise requirements and plan for the deployment and rollout of Teams.

- Feature Enablement and Deployment Planning Workshop (IT & Decision Makers)
  - Review business user feedback
  - Confirm feature enablement plan (all features, phased or limited)
  - Confirm Upgrade from Skype for Business Plan
  - Confirm early adopters / pilot or tester group
  - Confirm testing strategy and approach
  - Confirm training and deployment approach

SERVICE PROVISION – Phase 2: Initial Deployment & Configuration

Technical deployment and configuration

Configuration and deployment in line with the decisions made in the initiate phase including delivery of:

- Pre-requisite work identified
- Desktop integration
- Configuration of Teams
- Licensing changes as required
- Hardware changes as required

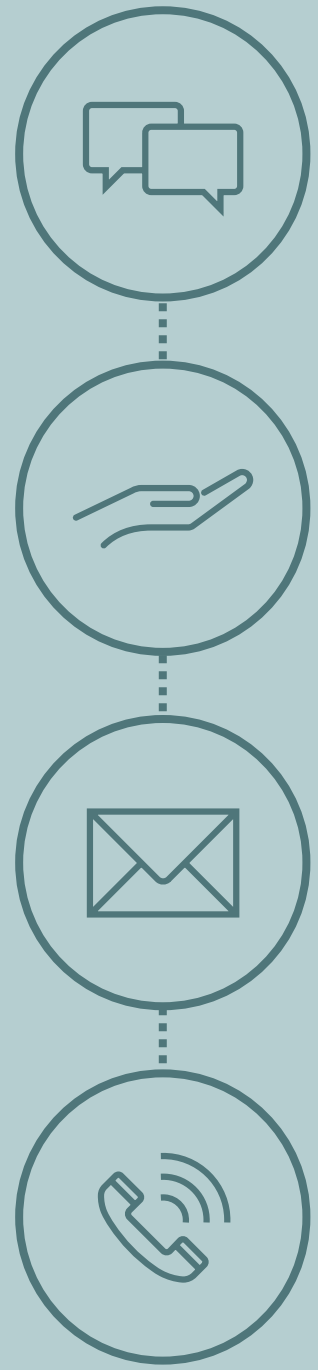
SERVICE SUPPORT

SLAs & Disaster Recovery (DR)

- Cloud Service 99.9% - All SLAs available on Microsoft website

Account Management

- If using this as part of a Managed Service from Quorum, your Service Delivery Manager will run service update meetings and provide reporting of any incidents/tickets raised to the service desk, otherwise a Quorum Account Manager will keep in touch.





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