A2g Cyber

Service Definition

Entra ID Passkey Migration Enablement and Deployment Support (Passkey Migration Helper) (Lot 3 - Cloud Support)

1. What the service is

A structured service to help your organisation migrate users to require passkeys for Microsoft Entra ID sign-in. We assess readiness, design an enforcement approach using Conditional Access, plan a phased rollout, and support user adoption. Where requested, we onboard and configure the Passkey Migration Helper (passkeyhelper.com) to guide users through registration, testing, and progressive enforcement.

Typical use cases include: passkey rollout programmes, reducing helpdesk demand during enforcement, safely moving from pilot to organisation-wide enforcement, improving visibility of device readiness and passkey adoption, and strengthening authentication to phishing-resistant methods.

2. What's included

Enablement activities (as applicable to scope):

- Readiness review and stakeholder workshops (identity, endpoint, service desk)
- Passkey strategy and rollout plan (pilot, phased enforcement, rollback)
- Conditional Access design to require passkeys for agreed user cohorts
- Break-glass, exceptions, and legacy access handling (as agreed)
- Passkey Migration Helper onboarding and configuration (if used)
- User communications templates and service desk handling guidance
- Adoption tracking and progress reporting (dashboards/exports)
- Optional implementation support for agreed policy and configuration changes

Deliverables:

- Executive summary and rollout plan (pilot to steady state)
- Conditional Access and group design pack (including rollback approach)
- Passkey Migration Helper configuration record (if used)
- Adoption reporting outputs (dashboards and/or exports)
- Knowledge transfer session(s) and handover notes/runbook

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3. Data backup/restore and disaster recovery

This is a consultancy and enablement service and does not provide hosting, data backup, or disaster recovery for your systems. Where we support configuration changes with you, we follow your change control and rollback approach (for example: documenting pre-change state, staged rollouts, pilot groups, and rollback steps).

4. Onboarding and offboarding

Onboarding:

- Kick-off to confirm objectives, scope, success criteria, stakeholders, and timelines
- Access method agreed (least privilege)
- Workshops/interviews with key stakeholders and access to design documentation (HLD/LLD/diagrams)
- Confirm passkey approach, target cohorts, and enforcement sequencing
- Data sources confirmed (e.g. Entra ID sign-in logs and retention; optional Log Analytics workspace)
- If using the Passkey Migration Helper: administrator reviews and grants required permissions (**admin consent**)

Offboarding / exit:

- Final report and deliverables supplied in agreed formats
- Access removed (accounts revoked, guest access removed if used)
- Working files handled per data retention section below
- Removal of Passkey Migration Helper app (if used)

5. Service constraints

- Delivered **remotely by default** (onsite by agreement).
- Findings depend on **access granted** and **log retention**. Limited access/retention may reduce assurance depth.
- Implementation support requires buyer approvals, change windows, and testing availability.
- Enforcement outcomes depend on device/platform readiness and agreed exception handling.
- If the organisation chooses to use the Passkey Migration Helper, a suitably privileged administrator must review and grant the required permissions (**admin consent**) for the app; without this, helper functionality may be limited.
- Scope is limited to the agreed tenant(s), user populations, and agreed environments/apps; additional scope is out of scope unless added.

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6. Service levels and support hours

- Support/engagement hours: **Mon–Fri 09:00–17:00 UK**
- Channels: Email, Microsoft Teams, phone (as agreed)
- Target response to questions during business hours: **within 8 working hours**
- No enhanced/out-of-hours support unless explicitly agreed in a call-off.

7. After-sales support

We can provide follow-up advisory sessions, adoption reviews, remediation support for edge cases, and validation reviews after the main engagement. All time is delivered and charged in line with the **Lot 3 rate card** for the relevant role.

8. Technical requirements

Buyer provides:

- A named technical contact and decision-maker for approvals
- Appropriate Entra ID roles and licensing to configure Conditional Access and authentication methods
- Administrative access for consent and configuration (least privilege; elevated only when implementing)
- Access to relevant logs and configuration where required (e.g. Entra ID sign-in logs; optional Log Analytics)
- Workspace for collaboration (Teams and document sharing)

9. Outage and maintenance management

We do not operate any buyer production service. Where changes are implemented, we plan changes within your maintenance windows and change control process and support testing, pilot rollout and rollback steps.

10. Hosting options and locations

No buyer hosting is provided as part of this service. Where used, the Passkey Migration Helper is provided as a cloud-hosted web application (passkeyhelper.com). Any documentation produced is shared using buyer-approved tooling and locations (e.g. buyer SharePoint/Teams or agreed secure transfer).

11. Access to data on exit

All outputs (plans, configuration packs, reports, runbooks) are provided to the buyer. On request, we will return or securely delete any buyer data we hold as working material, per agreed retention.

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12. Security

- Least-privilege access
- Buyer-controlled accounts and approval for changes
- Secure handling of information (encrypted storage where used; controlled sharing)
- No credential harvesting; no intrusive testing unless explicitly in scope
- Data minimisation: we only request/access what is needed for the engagement
- Passkeys remain stored on user devices/authenticators and are managed by Microsoft Entra ID
- Compliance with buyer security policies and reasonable assurance requirements

13. Commercials (high level)

Professional services are delivered on a time-and-materials basis and charged at the relevant **hourly rates listed on the Lot 3 rate card**, aligned to the role(s) provided. Where a Passkey Migration Helper subscription is required, this is priced separately under the applicable software pricing plan.

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