

Work Package: Entra ID Migration

a. Scope

i. Customer Scope

Customer Variable	In Scope
Organisation (s)	<<EIMOrgs>>
Location	<<EIMLoc>>

ii. Service Scope

Service Variable	In Scope	Out of Scope
Resources	<<EIMInScopeResources>>	<<EIMOutOfScopeResources>>
Virtual Machines	<<EIMInScopeVMs>>	<<EIMOutOfScopeVMs>>

b. Service Term (Project)

i. Service Start Date: Within ten (10) days from countersign date of this Statement of Work

ii. Service Expiration Date: 12 months from the Service Start Date

All Services must be consumed within 12 months from the Service Start Date. Services not consumed by the Expiration Date are terminated, and any Fees paid for such Services will be deemed earned by Bytes and no refund will be provided. The reinstatement of expired Services will require the execution of a Change Order or new SOW prior to delivery and may be subject to additional Fees.

c. Agreed Work Location

Work delivered for the Service will be conducted remotely from Bytes' registered offices, or proxy locations of employees.

d. Prerequisites

Item	Responsibility	Ready By
Provide a single point of contact (SPOC) for all engagement queries and concerns. The SPOC must identify relevant technical and business stakeholders as requested, and ensure they are available to assist with this engagement if required.	Customer	Discovery phase
Identify maintenance/implementation window(s) appropriate for this project	Customer	Discovery phase
Entra ID tenant set up and users provisioned	Customer	Discovery phase
Identify appropriate individuals to involve in each phase of the project, and ensure they are available as needed.	Customer	Discovery phase
Provide or facilitate access to any systems, information or individuals that is required	Customer	Implementation phase
Appropriate access to Entra ID	Customer	Implementation phase

Appropriate access to on-premises systems and networks	Customer	Implementation phase
Appropriate user licensing for Entra ID (as identified in Discovery phase)	Customer	Implementation phase
Appropriate software licensing is in place	Customer	Implementation phase

e. Deliverables

This Service will produce the following Deliverable(s):

Deliverable	Description	Frequency	Sign-Off
Entra ID Migration	Collaborative design, planning, and implementation of a customer's M365 environment and optional assistance with the migration of data to the new platform.	Once	Implementation

f. Service Specification

Bytes will provide migration activities to Microsoft Entra ID.

Module Overview: Collaborative design, planning, and implementation of a customer's M365 environment and optional assistance with the migration of data to the new platform.

Inclusions	Bytes will assist Customer in creating the Active Directory Domain Trusts. Customer Limited is responsible for creating the VPN connections between all domains. Configure Quest On Demand migration projects for all users. Migrate user and shared mailboxes from the source tenant to destination tenant in Office 365. Migrate private Teams chats to destination tenant in Office 365. Migrate user's OneDrive data from the source tenant to destination tenant in Office 365. Migrate SharePoint data from the source tenant to destination tenant in Office 365. Migrate all configuration and policies for each of the tenants into the target tenant. Configure email relay in Office 365 for the relevant tenants that are being migrated. Assistance is required from Customer to make any changes required in their devices, if applicable. Move domain(s) to the destination tenant. Reconfigure Azure AD Connect to include the synchronisation of all the Active Directory domains.
Exclusions	Remove Entra ID Connect servers from source tenants. Delete source tenants in Office 365. Creation of any public folder databases is excluded within this work Ingestion of local pst files into Office 365. End user support will be provided by Customer
Dependencies	Global Admin Access to the target environment

Key Information / Assumptions	
Product(s)	
Bytes Resource	Microsoft Consultant
Customer Resource	None