

Work Package: Azure Virtual Desktop Deployment

Scope

Customer Scope

Customer Variable	In Scope
Location	UK only
Organisation (s)	
Entra ID	
Azure Virtual Desktop Deployment	
User Personas	

Prerequisites

The following pre-requisites for the Project have been identified:

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
Provide or facilitate access to any systems, information or individuals that is required	Customer	Implementation phase
One or more Azure Subscriptions (as identified in Discovery phase)	Customer	Implementation phase
Appropriate access to Azure Active Directory	Customer	Implementation phase
Appropriate access to Azure Subscription(s)	Customer	Implementation phase
Appropriate access to on-premises systems and networks	Customer	Implementation phase
Appropriate user licensing for AAD (as identified in Discovery phase)	Customer	Implementation phase

Service Specification

Deliverable	Estimated Duration	Involved Parties
Discovery workshop		Bytes + Customer
Design & Plan		Bytes
Implementation		Bytes + Customer
Support with User Acceptance Tests		Bytes + Customer
Documentation		Bytes
Handover		Bytes + Customer
Total		

Inclusions

- Project Kick Off and Introductions to the project team
- Discovery of current solution and Policies
- Low Level Design Document
- Implementation:
 - Save as new master image(s) required for AVD Pools
 - Deploy Azure Virtual Desktop for up to 50 users.
 - Configuration of Four (4) host pools to provide a total of up to 50 user sessions.
 - Training Users 11 Users, 2 Multisession Desktops
 - Third Party Support 5 Users, 1 Multisession Desktop
 - Aderant Test 4 Users 1 Multisession Desktop
 - Document Management Developers 26 Users, Persistent Single User Desktops
 - Session hosts configured as per the user personas
 - Session policy created to allow for auto scaling of resources in line with demand
 - FSLogix deployed and configured for User Profiles and M365 container.
 - Create up to 10 intune policies required for AVD.
 - Functional Tests of the AVD solution
- Support with user acceptance tests limited to 1 day.
- Handover and Shadowing of the solution

Exclusions

- Procurement of hardware, software and licensing unless explicitly stated in this document.
- Follow on tasks or documentation, unless explicitly stated in this document.
- Configuration of Servers outside of the in scoped items
- Configuration/deployment of applications
- Configuration of on-premises Firewall(s)
- Deployment of Azure Resources not covered by the Design Documentation provided as part of this engagement.
- Testing outside of that defined within the statement of works.
- Installation of business applications/agents required for the master image will be managed by the customer.
- Other User Personas not described in Appendix A
- Application packaging for apps to be delivered by Intune.
- End User Acceptance Testing and Coordination
- End User Support

- Migration of users and user communications
- Migration of devices

Product(s)

Bytes Resource Cloud Implementation Consultant

Customer Resource Technical Lead

Dependencies

- Contributor RBAC Access to the target environment
 - Customer's Entra ID, Conditional Access, MFA, Azure and Intune environment is working as expected
 - Azure Landing Zone
 - The customer will provide a snagging list during user acceptance tests
-