

Work Package: M365 Tenant to Tenant User Data Migration

a. Scope

i. Customer Scope

Customer Variable	In Scope
Organisation (s)	<<ClientName>>
Location	<<CustomerCountry>>
SharePoint Target Tenant	<<TenantName>>

ii. Service Scope

Service Variable	In Scope	Out of Scope
Technologies	- OneDrive - Teams - SharePoint Online - Intune Devices - Power Platform - Exchange Online - M365 Policies - Purview	All other resources
User Mailboxes Data (GB)	<<MigrationUMBGB>>	
User Mailboxes	<<MigrationUM>>	
Shared Mailboxes Data (GB)	<<MigrationSMBGB>>	
Shared Mailboxes	<<MigrationSMB>>	
SharePoint Online (inc Teams) Data (GB)	<<MigrationTeamsGB>>	
OneDrive for Business Data (GB)	<<MigrationOneDriveGB>>	
Devices (Android)	<<MigrationAndroid>>	
Devices (iPhones)	<<MigrationiPhones>>	
Devices (Tablets)	<<MigrationTablets>>	
Devices (Windows)	<<MigrationWindows>>	
Devices (macOS)	<<MigrationmacOS>>	

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
Provide or facilitate access to any systems, information or individuals that is required	Customer	Implementation phase
Appropriate access to M365 Tenants in scope	Customer	Implementation phase
Quest ONDemand T5 licences	Customer	Build phase
Access to the public DNS portals and the ability to update records will be required for each of the vanity domains	Customer	Migration
Microsoft 365 Licensing will be required in both the destination and source tenants in parallel for a period during the data and service transition. This allows the destination objects to be created and data to be transferred whilst the source object continues to be used. At the point of cut-over, the destination object becomes active. Typically, businesses like to continue to licence content in the source tenant for a period after the migration has been completed, to allow for any mop-up and continued access to data which may not have successfully transitioned. It should be noted that once licensing has been removed in the source tenant the content associated with that user's license is deleted.	Customer	Migration

e. Deliverables

This Service will produce the following Deliverable(s):

Deliverable	Description	Frequency	Sign-Off
Post Migration Handover	The Post Migration Support and Handover phase of the Project provides an opportunity to review the deployed solution against the Project objectives.	Once	Engagement

f. Service Specification – M365 Tenant to Tenant User Data Migration

Module Overview: Bytes will provide a Cloud Implementation Consultant to work with <<ClientName>> around their migration requirement.

Inclusions	M365 Data Migration
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- Discovery
 - Project Kick Off introducing all stakeholders and review project scope
 - Discovery of the source tenant
 - Spreadsheet containing users required for migration with Entra ID's both source and destination
 - Design
 - High Level Plan of Migration
 - Build
 - Bytes will work with the client to create a new Azure AD Connect Server to point to the new tenant if required.
 - Configure Migration Tools for the migration project
 - Default policies will be enabled in Exchange Online Protection. Further customisations are the responsibility of the client.
 - Configure email relay in Microsoft 365.
 - If applicable assist the client in re-configuring Sender Policy Framework (SPF), Domain-based Message Authentication Reporting and Conformance (DMARC), DomainKeys Identified Mail (DKIM) records. If such records have not previously been configured for the domain(s) being migrated, Bytes will not be configuring them from scratch. This work can be scoped separately.
 - The client will licence all users with an appropriate Microsoft 365 licence
 - Migration and Data Validation
 - Migrate user and shared mailboxes from the source tenants to destination tenant in Microsoft 365.
 - Migrate private Teams chats to destination tenant in Microsoft 365.
 - Migrate user's OneDrive data from the source tenants to destination tenant in Microsoft 365.
 - Migrate SharePoint data from the source tenants to destination tenant in Microsoft 365 as a lift and shift experience.
 - Final Data Sync and Domain Cutover
 - Final User Data Sync and Data Check.
 - Move domain(s) to the new destination tenant.
 - Enable MFA for all migrated users in the target tenant.
 - Enable Single Sign On for all migrated users.
 - User Acceptance Testing
 - Support any snagging issues limited to 1 day following the user data migration.
 - Handover
 - Knowledge transfer to IT staff.
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M365 Device Migration

- Discovery
 - Review Device Endpoint Estate in Microsoft Intune and Autopilot.
 - Endpoint Estate **is 15 Laptops** that's currently managed with Intune.
- Design
 - **Create a high-level migration plan on removing Windows endpoints from the current tenant and migrating to the new domain and copying the user profile leveraging Quest OnDemand T5 licenses.**
- Build
 - Build and configure **Quest OnDemand server** to support the device migration to the new tenant.
- Migration
 - Run **Quest OnDemand** to migrate devices to new tenant based on phases as agreed in the design and migration plan.
- UAT
 - Support during User Acceptance Tests to confirm services, permissions and accounts are working as expected on the new tenant.
- Service Transition
 - Handover to the IT Support Teams for BAU

Exclusions

Any additional work required outside of this will be discussed and agreed upon in a separate Statement of Work.

- The proposal has assumed that all Enterprise applications will be created by the customer.
 - Mailbox delegated access relationships.
 - Remove Azure AD Connect servers from source tenants if required.
 - Delete source tenants in Microsoft 365.
 - Creation of any public folder databases is excluded within this work.
 - Advanced networking, application integration or scripting options.
 - Additional protocols other than scope defined in this scope.
 - External DNS records required for the email migration are the responsibility of the client.
 - Public folders will not be migrated.
 - Installation or upgrade of Office apps on client devices are the responsibility of the client.
 - All issues with the re-configuration of Office apps from the client devices are excluded from this proposal.
 - No signatures, watermarking, and metadata scrubbing will be configured as part of this project.
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	- Any additional hardware/software configuration/modifications not listed in this statement of work. - Any changes or modifications to the hardware/software configuration listed in this statement of work. - Multiple basic installation services requiring project management services. - Additional storage configuration. - Export archive mailboxes to PST for ingestion into Office 365. - Update the application's OAuth or SSO configuration to point to the new tenant's Azure AD. - Bytes will not provide any training or support for the Customer's end-users on how to use the devices or applications. - Bytes will not provide any service level agreements (SLAs) or warranties. - End User Communications. - End User Acceptance Testing and Coordination. - End User Support. - Testing outside of that defined within this proposal. - Decommissioning of Infrastructure and Tenants
Dependencies	Appropriate access to source and destination tenants.
Key Information / Assumptions	- Customer has licensed all users with an M365 license. - Customer involvement and availability during remote session. - Access, where required, to existing environments for review.
Product(s)	- Spreadsheet containing users required for migration with Entra ID's both source and destination (XLSX/CSV) - High Level Plan for Migration (PDF)
Bytes Resource	Cloud Implementation Consultant
Customer Resource	Customer IT Resource