

On Demand Migration Onboarding

Description

The On Demand Migration Onboarding Services Offering is designed to guide Customer through the steps necessary to start effectively using the On Demand Migration subscription. During the service engagement, Customer will be educated regarding the capabilities and usage of the platform in up to three scheduled sessions.

Approach and Activities

Quest will schedule three (3) sessions of up to two hours each, over the course of two (2) weeks to guide Customer through onboarding. The below activities will be completed, though the specific session agenda may vary based on pace of progress.

- **Session 1: ODM Introduction & Planning**
 - Conduct ODM Technical Workshop to provide an overview of the platform
 - Discuss Customer Migration Goals & General Migration Setup
 - Review Common Practices and prerequisites for testing
 - Guide Customer through setup of the On Demand organization
 - Review the On Demand Interface, migration options, and platform capabilities
 - Advise Customer through setup of the ODM Project for Migration
- **Session 2: ODM Configuration & Testing**
 - Guide Customer through methods of Account Discovery
 - Test Migration of Mail & OneDrive
 - Test migration of SharePoint, M365 Groups and Teams
 - Review of Migration Tasks and Events
- **Session 3: Wrap-Up, Q & A and Final Guidance**
 - Review Desktop Update Agent
 - Provide Guidance for Pilot and Production Migration

Prerequisites and assumptions

Customer agrees to cooperate with Quest in its delivery of the Services. Customer agrees to the following:

- Customer will ensure that adequate licensing for the On Demand platform and Microsoft platform are in place prior to the beginning of the engagement.
- Customer will commit a technical resource for the working sessions with adequate authority to conduct the migration.
- All activities will be performed remotely utilizing Quest provided web and voice conferencing.
- Customer will collaborate with Quest to schedule sessions within the two weeks following purchase.

SKU

JXB-WGA-PP	On Demand Migration Onboarding
------------	--------------------------------