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 delivery, Customer will be educated regarding the capabilities and usage of the platform in up to three (3) scheduled sessions.

Approach and Activities

Quest will schedule three (3) sessions of up to two hours each, over the course of 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
  - o Conduct ODM Technical Workshop to provide an overview of the platform
  - o Discuss Customer Migration Goals & General Migration Setup
  - o Review Common Practices and prerequisites for testing
  - o Guide Customer through setup of the On Demand Organization
  - o Review the On Demand Interface, migration options, and platform capabilities
  - o Setup the Project for Migration
- ### Session 2: ODM Configuration & Testing
  - o Guide Customer through Match Accounts
  - o Test Migration of up to five (5) Mail & OneDrive Accounts
  - o Test migration of SharePoint, M365 Groups and Teams
  - o Review of Migration Tasks and Events
- ### Session 3: ODM Wrap-Up, Q&A, and Final Guidance
  - Review Desktop Update Agent
  - Provide Guidance for Pilot and Velocity 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 On Demand platform and Microsoft platform are in place prior to beginning of engagement.
- Customer to 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 initial two weeks following purchase of the Services.

SKU

JXB-WGA-PP	On Demand Migration Onboarding