Office 365: What to Expect When Moving to the Cloud

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What is Office 365?

- Cloud-based platform created by Microsoft
- Takes services traditionally in a server in your office and brings it into the cloud which is accessible from anywhere
- Guaranteed 99.9% uptime
- World-class enterprise data security
What is included in Office 365?

Office Applications

- Word
- Excel
- PowerPoint
- Access

Services

- Exchange
- SharePoint
- OneDrive
- Skype for Business
- Microsoft Teams
- Yammer
- Power BI
• Option 1:
  ➢ Provided compliance with Federal requirements for cloud services, including FedRAMP Moderate, and requirements for criminal justice and federal tax information systems (CJI and FTI data types).

• Option 2: GCC High and DoD
  ➢ Compliance with Dept of Defense Security Requirements Guidelines, Defense Federal Acquisition Regulations Supplement (DFARS), and International Traffic in Arms Regulations (ITAR).
Licensing Options for Government

• Exchange Only
  ➢ Exchange Online Plan 1
  ➢ Exchange Online Plan 2

• Other Workloads sold separately

• Bundles
  ➢ Government G1
  ➢ Government G3
  ➢ Government G5
## Office 365 Government Bundles

<table>
<thead>
<tr>
<th>Office 365 Government Community G1</th>
<th>Office 365 Government Community G3</th>
<th>Office 365 Government Community G5</th>
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<tbody>
<tr>
<td>All the features of Exchange Online U.S. Government Plan 1 plus cloud file storage and sharing, online meetings and instant messaging, HD videoconferencing, intranet and team sites, and other services.</td>
<td>All the features of Office 365 U.S. Government Community G1 plus Office desktop applications, personalized search and discovery, self-service business intelligence, enterprise management of apps, eDiscovery tools, hosted voicemail with auto-attendant capabilities, and other services.</td>
<td>All the features of Office 365 U.S. Government Community G3 plus unified communications with Skype for Business Server, advanced eDiscovery with predictive coding and text analytics, Exchange Online Advanced Threat Protection, personal and organizational analytics, Audio Conferencing, and other services.</td>
</tr>
<tr>
<td><strong>Office Applications:</strong> Not included</td>
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<td><img src="image" alt="Exchange" /> <img src="image" alt="OneDrive" /> <img src="image" alt="SharePoint" /> <img src="image" alt="Skype for Business" /></td>
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How do I decide what is right for me?

• If you are planning to use 2+ workloads, it is best to go with a bundle like G1, G3, or G5

• Review the description for each plan with an SHI Licensing Executive against what your needs/requirements are

• IMPORTANT: if you are a government agency, more than likely you will have compliance requirements and should most likely go to the government cloud.

  ➢ If you go to the commercial cloud first, you will need to do a migration to the government cloud from there, which will be additional work and potentially money.
Identity Management Scenarios for Deploying Office 365

- **Cloud Only**
  - No connection with on-premises directory (AD)

- **Account Synchronization (Azure AD Connect)**
  - Account Information Only – separate password for accessing Office 365 services
  - Account with Password Sync (Azure AD Connect) – this is the most common scenario which synchronizes the on-premises password hash to Office 365 so the same password can be used both on-premises and in Office 365
  - Account with Federation (ADFS or Active Directory Federation Services) – otherwise known as Single Sign-On (SSO); where the on-premises Active Directory is federated with Office 365 Azure AD to provide a security access token to grant access to Office 365 services
Identity Management - Authentication

Users

Azure Active Directory

Azure AD – Cloud-Only Account

Office 365 Exchange Online
Identity Management - Authentication

Azure AD Connect
(user uses different password than is used with the on-premises account)
Identity Management - Authentication

Azure AD Connect with Password Sync
(user uses the same password as used with the on-premises account)
Identity Management - Authentication

Azure AD Connect with Federated Services (SSO)
(user account is provided an access token to services from on-premises)

Active Directory
Federated Services (ADFS)

Azure Active Directory
Connect

On-Premises
Active Directory

Office 365
Exchange Online

Users

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Prerequisites

• Office 365 Tenant
• Routable UPN suffix
  ➢ A namespace like @shi.com that is internet routable (in other words, like an email address)
• Network Connectivity
  ➢ Must have adequate internet bandwidth
• Outlook Client Version
  ➢ Must be on Outlook 2010 or greater (2 versions back), and on the latest patch
Office 365 Hybrid Scenarios

• Types of hybrid solutions
  ➢ Exchange Hybrid
  ➢ Skype for Business Hybrid
  ➢ SharePoint Hybrid

• Purpose of hybrid
  ➢ Management of services
  ➢ Migration of services

• Can the hybrid be decommissioned?
  ➢ It can, but my architects recommend keeping it in place for management of services
• Office 365 Envision/Planning Engagement
  ➢ Exchange, SharePoint, and Skype for Business
  ➢ Planning Service Vouchers accepted
• Office 365 Setup and Configuration
• Office 365 Migrations
  ➢ From Exchange, Google Mail (Gmail), or other IMAP source
  ➢ From SharePoint on-premises
  ➢ From home shares or my documents
  ➢ From Skype for Business on-premises
Project Delivery Methodology

• Design
  ➢ Customer requirements are understood and a design is created.
  ➢ The design is reviewed with the client for approval in order to proceed.

• Build
  ➢ The actual “implementation” is executed.

• Test
  ➢ Test plans for verifying the built solution are written and executed to verify that it performs as expected under various failure situations.
  ➢ Results are captured for review and analyzed.

• Deploy
  ➢ The built environment is turned over to the client with a specified amount of knowledge transfer.
Office 365 Migration: Design Phase

• Review Active Directory Environment
• Review Exchange (or current mail provider) environment
• Analysis and Planning for Exchange Online Migration
Office 365 Migration: Build Phase

- Setup and Configure Office 365 Tenant
- Setup and Configure Azure AD Connect
- (optional) Setup and Configure ADFS (Active Directory Federation Services), if required (minimum of 4 servers)
- Configure Exchange Online
- Setup and Configure Exchange Hybrid Server
Office 365 Migration: Test Phase

• Pilot Migration 1
• Pilot Migration 2
• Notes:
  ➢ Do not use executives or their assistants, key stakeholders, etc.
  ➢ Monitor bandwidth utilization in the pilot
• Production Migrations
  ➢ Cutover – move everyone over all at one time
    • Max 2,000 mailboxes, recommended that you only do 150 mailboxes
    • Not typically the method my deployment team chooses
  ➢ Batches/Staged Migration
    • Move users over in batches, small groups of users
    • Expect that about 20-30% of users moving over might call help desk, and if you move too many users at once, the help desk will be flooded with calls. Planning with SHI usually brings the percentage down to around 5%.
    • Preferred method for my deployment team
• Production Migrations
  ➢ Third-party Migration
  • Third-party tools are available to migrate mail from email platforms like G-Mail, IBM Lotus Notes, Novell GroupWise, etc.
  • Examples:
    – BitTitan MigrationWiz
    – Binary Tree
    – SkyKick
    – And more!
• Meet the minimum requirements to migrate to Office 365
  - Exchange Server version (2010 +) – 2 years back from current version
    • Are you patched to the latest service pack and cumulative update?
  - Active Directory (Win Server 2008 R2)
  - Outlook 2013/2016 (2016 preferred)
• Are you using PSTs or public folders?
• Internet bandwidth/network performance
• Throttling
  - Microsoft is in control
  - Limit on how fast and how much data can be extracted during a certain amount of time
• Are you using any third-party products for archiving, backup or anti-spam/email filtering? Do you want to keep them?
• What phone system are you using and will you be looking for “Unified Messaging”? 
Unified Messaging “Cloud Voicemail”

- Exchange UM Online will no longer offer direct SIP access for legacy PBX’s
- Customer that today have direct SIP access between their legacy PBX and Office 365/Exchange UM Online will need to find an alternative (AVST, Cisco Unity, etc)
- Customer with Exchange UM on-premise integrated to a legacy PBX that want to move to Office 365 will need to solve the same connectivity challenge

“One thing to note is that Unified Messaging role will not be available in Exchange Server 2019. Customers who currently connect either a 3rd party PBX or Skype for Business Server to Exchange Server won’t be able to do so with Exchange Server 2019 mailboxes. Those customers considering an upgrade to Exchange Server 2019 should consider migrating to Skype for Business Server 2019 and using Cloud Voicemail, or migrating to Office 365 with Cloud Voicemail. More information on this change will be available prior to launch.”

Case Study: K12 School District in NJ

- 8 year partnership with the customer who worked with another reseller for services
- We provided pricing for their Office 365 migration and since this project, we have closed 3 more services projects based on the support from our architect
- 4-5 month long project
- Over 8,500 mailboxes migrated from a failing Exchange environment to Exchange Online
- Over 15 Tb of data migrated
- Had 8 servers on-prem, down to 1 server for Exchange Hybrid (free license)
  - Saved money on all of the servers/maintenance and licensing
  - Predictable annual spend
- Enabled Skype for Business, Teams, SharePoint, OneDrive, O365 Groups
Case Study: Housing Authority in FL

• 105 mailboxes
• Hosted Exchange 2013 environment through USA.net
• Limited admin capabilities and wanted to take advantage of new features not available through their hosted provider.
• Hosted provider limited their mailboxes to 300 Mb
• Moving to Office 365 gave them:
  ➢ Better administration
  ➢ Larger mailbox size
  ➢ Email encryption options
  ➢ Skype for Business
• In the future, they are interested in Skype for Business
• We used BitTitan MigrationWiz to move their mailboxes from the 3rd party hosted provider to Office 365
Case Study: Large City in Florida

• Approximately 2,000 users
• Failing Exchange 2010 environment
• Multiple TB of mail in Enterprise Vault
• SHI team repaired the environment, moved all of the Exchange mail, developed a process to move the Enterprise Vault mail, and remediated all issues found
• End State: Exchange Online