



Self-Service Modern Work Migration

Solution Overview
V0.9.0



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Introduction

SilverSky's Self-Service Modern Work Migration is a self-managed migration service designed for small organizations without complex business requirements or for enterprise clients with a well-developed IT organization and the desire to manage the migration themselves. This service empowers customers by providing the software, licensing, and configuration of the Hosted Exchange Environment required to support the migration. Additionally, customers are supplied with documented processes to guide them through each migration step. SilverSky also offers regular community support calls to ensure a smooth transition, providing expert assistance as needed.

Key Benefits

- **Rapid Deployment:** The Self-Service Migration is tailored for small teams with straightforward migration needs or an enterprise client looking to leverage in-house expertise to manage the project at their own pace.
- **Cost-Effective Solution:** By placing the client in control, the Self-Service Migration offers a budget-friendly self-managed option.
- **Expert Guidance:** SilverSky's experienced team provides the necessary documentation and community support to execute your self-service transition successfully.

Scope of Work

SilverSky will provide the customer with the following migration services:

- **Data Migration:** The migration solution will enable customers to migrate all content from the Hosted Exchange Mailbox to the destination Microsoft 365 Mailbox.
- **License Support:** SilverSky will provide the number of licenses required to complete your Self-Service migration and the associated software.
- **Documentation:** SilverSky will provide complete documentation around the software's installation, configuration, and use.
- **Support:** Community drop-in calls and break-fix support for the migration software are included in the service. Paid support is available if additional assistance is required.



Service Implementation

In the week leading up to your scheduled Migration, the Service Delivery team at SilverSky will provide you with an informational packet including everything that you need to get started:

- Contract packets outlining the included products and services.
- Detailed Installation guides and walkthroughs for the included migration software
- Reporting data for the current Hosted Exchange environment
- Information for SilverSky's drop-in support calls
- Escalation list information in the event of a critical emergency

Service Transition

Once the migration has been completed, your service will transition to the ongoing management and security phase, during which SilverSky will provide you with 24x7 support for your Managed Microsoft 365 environment.

Service Definition

SilverSky will provide documentation to the customer on all management functions below to support their Microsoft 365 environment.

Conditional Access Policies

SilverSky will provide baseline conditional access policies, including configuration, testing, and troubleshooting of policies that control access to your Microsoft 365 resources based on user, device, location, and risk factors. These policies will be enabled in a report-only mode to ensure a smooth migration and allow on-site staff to gradually enroll users without interruption to the business process.

Multi-Factor Authentication

SilverSky will provide the customer with the setup and configuration instructions of Entra ID MFA using Microsoft Authenticator. This robust and flexible solution adds an essential layer of security to your Microsoft 365 sign-in process.

Additional Offerings

SilverSky is committed to providing managed migrations for customers of all sizes. For larger clients or those with complex business needs, our Comprehensive Managed Migration service offers a



tailored approach, ensuring every aspect of your transition to Microsoft 365 is meticulously planned and executed. This service accommodates the intricate requirements of larger organizations, providing in-depth analysis, custom configurations, and phased migration batches to guarantee a seamless and efficient migration process.

Please contact our team for more information on SilverSky's Modern Work & Identity Security services or to schedule a consultation. We look forward to helping you optimize your Microsoft 365 environment.

RACI Matrix

Roles and Responsibilities are used to assign the level of task responsibility for various components of the SilverSky services:

Responsible	The person who is responsible for doing the work
Accountable	The person who is ultimately accountable for the process or task being completed properly
Consulted	People who are not directly involved with carrying out the task but who are consulted
Informed	Those who receive output from the process or task or need to stay in the know

Task ownership for the SilverSky Connect – Self-Service Modern Work Migration:

Activity	SilverSky	Customer
Solution Evaluation	IC	RA
Service Kick-Off Call	RA	CI
Service Onboarding	IC	RA
Service Transition	IC	RA
Entra ID User and Group Management	IC	RA
Conditional Access Policies	IC	RA
Multi-Factor Authentication	IC	RA
Mail Flow Rules	IC	RA
Critical Items Management	IC	RA