MS-203

Planning a Mail Migration to Microsoft 365

Paper-based Lab Exercise

Module 11 – Lesson 5

Instructor Guide

January 2021

You have been hired as the Messaging Administrator for Fabrikam, Inc. Fabrikam is an enterprise-level business that has several employees who work from home. The company specializes in fabricating new products commissioned by other companies for the purpose of integrating into their existing product lines.

Fabrikam is in the process of planning its transition to Microsoft 365. Farikam's Enterprise Administrator has requested that you review the company’s footprint and then develop a plan for migrating a group of on-premises mailboxes to Microsoft 365 as part of its mail migration pilot project. As part of that analysis, he has asked that you address some specific issues that concern him.

The following information is the blueprint for Fabrikam’s migration. Review this information and then answer the questions at the end of the document to make your assessment.

|  |  |
| --- | --- |
| **Number of Employees** | 50,000 |
| **Domains owned** | 1 (Fabrikam.com) |
| **Total Number of Exchange Servers** | 7 |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Exchange Server names** | EX1 | EX2 | EX3 | EX4 | EX5 | EX6 | EX7 |

|  |  |  |
| --- | --- | --- |
| **Exchange Server versions** | Exchange 2010 SP3  14.3.313.2 | Exchange 2016 CU16  15.1.1979.3 |
| **Number of servers per version** | 3 | 4 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Exchange Server name** | **Server build version** | **Number of Mailboxes** | **Types of Mailboxes** | **Domain** |
| EX1 | SP3  14.3.313.2 | 500 | User mailbox, public folders, group mailboxes | Fabrikam.com |
| EX2 | SP3  14.3.313.2 | 500 | User mailboxes, group mailboxes, resource mailboxes | Fabrikam.com |
| EX3 | SP3  14.3.313.2 | 500 | User mailboxes, group mailboxes, resource mailboxes | Fabrikam.com |
| EX4 | CU16  15.1.1979.3 | 200 | User mailboxes, group mailboxes, resource mailboxes | Fabrikam.com |
| EX5 | CU16  15.1.1979.3 | 1000 | User mailboxes, group mailboxes, resource mailboxes | Fabrikam.com |
| EX6 | CU16  15.1.1979.3 | 1000 | User mailboxes, group mailboxes, resource mailboxes | Fabrikam.com |
| EX7 | CU16  15.1.1979.3 | 1000 | User mailboxes, group mailboxes, resource mailboxes | Fabrikam.com |

Even though Fabrikam is moving to a Microsoft 365 cloud solution, its Enterprise Administrator is concerned about maintaining control of the company’s environment; therefore, he has requested that confidential and proprietary company assets be maintained internally. He wants the cloud solution to be implemented within the next four months, and he would like the mail migration portion of the project implemented in the next two months. He wants each aspect of the implementation, including the mail migration, to be tested in a pilot project before being implemented company wide.

# **Note to Instructor**

The purpose of this document is to help you guide the class once you get to step 3 and discuss the questions with the students. The suggested answers below are in no way a complete, holistic solution for setting up a hybrid environment and conducting a mail migration; in fact, there is NO right or wrong answer to each question. You should use the suggested answers below as a guide to facilitate your class discussion. For example, if the class struggles with a specific question, or if they don’t include a suggested answer to a question, you could offer the answers below as a “What about X? or What if they did Y?” to help spur on the discussion.

**Step 1.** Each student should review the company asset information and answer the following questions in the space provided below:

* Identify any common issues that may arise along with any critical events that could delay the deadline.

**Instructor guide:** Common issues and events that could delay the deadline include:

* + Whether there are there regulatory and compliance guidelines that must be met
  + Whether the company works a single 9 to 5 shift or also works swing and graveyard shifts
  + Status of legacy hardware and software; i.e. are they up-to-date, or do you need to factor in hardware and software upgrades/patches into the schedule
  + Whether there’s a SharePoint environment that must be hosted in Microsoft 365
  + Delays in meeting project dates
  + Disagreements on what the project is expected to deliver
  + Difficulty solving issues
  + Confusion on direction, work requirements, and status of the project
  + Lack of buy-in from team members and the end users
  + Additional stress and demands on the time of team members and end users, particularly near the end of the project
* After reviewing the information provided above, what other type of information could affect the progression of the project?  
    
  **Instructor guide:** From an information standpoint, you can never have too much information. The biggest informational problem faced in implementations is the lack of critical system information, especially storage-related data. For example:
  + During any type of software implementation project, it is essential that an information channel be defined for reporting system issues. Users must know the change request and bug reporting processes; otherwise, without formal processes in place, critical information can get lost or ignored.
  + Other information that will affect project progression is understanding the company’s regulatory and compliance requirements.
  + Some system critical information that is missing includes:
    - How big is the largest mailbox?
    - How many Gigabytes are stored locally?
    - Is the company going to archive it for the user or are they responsible for their own data archiving?
    - What are the company’s work hours? (for example, number of shifts and the hourly range of shift (e.g. 8am-5pm, 5pm-2am)
    - Are all the legacy software and equipment up to date or will there be patches and updates that must be applied?
    - Is there a SharePoint environment that will need to be hosted in Microsoft 365?
    - How many remote workers are there?
* What administrators would play a key role in determining the assessment timeline?   
    
  **Instructor guide:** Besides the Enterprise Administrator, the other admin roles that would play a significant role in any Microsoft 365 messaging migration include:
  + Network Administrator/Engineer
  + Systems Engineer
  + Exchange Administrator/Engineer
  + Compliance Officer/Administrator
* What types of users and groups would you recommend for test subjects during Fabrikam’s mail migration pilot project?

**Instructor guide:** The best candidates for mail migration pilot projects are usually non-essential individuals who do not necessarily email service on a regular basis, as well as individuals who work remotely.

* How can you secure Fabrikam’s messaging and segregate emails so that possible conflicts do not arise due to improper routing?  
    
  **Instructor guide:** You can use mail flow rules to help assist with controlling the transit of messages to the desired location. Mail flow rules can also be used to specify inbound and outbound connectors. You can also use sensitivity labels to assist with tracking messages that are confidential in nature.

**Step 2.** After completing the assessment, exchange your solution with another student and review each other’s assessment. Use the following space to identify the key differences between your two proposals.

**Step 3.** Once you are finished collaborating with your fellow student, discuss the assessment as a class and come to a final assessment for Fabrikam’s mail migration plan.