**Statement of Work for AD Consolidation**

Project – Husqvarna

**Version : AD Legacy Domain Consolidation Draft**

**Date : 20th June 2016**

**Active Directory Legacy Domain Consolidation**

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**Husqvarna**

**Contact Information:**  
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Document Approvals

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Role | Email ID | Phone |
|  |  |  |  |
|  |  |  |  |

HCL Point of Contact

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Title | Email ID | Phone |
|  |  |  |  |
|  |  |  |  |

ELUX Point of Contact

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Title | Email ID | Phone |
|  |  |  |  |
|  |  |  |  |

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Glossary

|  |  |
| --- | --- |
| **Abbreviation** | **Description** |
| Global AD | Global Active Directory – Global.hvwan.net |
| AD | Active Directory |
| AD DS | Active Directory Domain Services |
| GC | Global Catalog Server |
| FSMO | Flexible Single Master Operations |
| OS | Operating System |
| DNS | Domain Name System |

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# Objective

This proposal describes the scope of work for Husqvarna Active Directory Domain Consolidation for the 35 legacy domains. The reader should have the proficiency in Active Directory to understand the list of task mentioned in the Roles and Responsibilities.

# Purpose

HCL will Migrate the Servers from the 35 legacy Active Directory domains which is identified for the for the AD consolidation. The List of domains for the consolidation is mentioned on the Domains and Efforts section. In-Scope activities in the below document in a manner that will achieve the following objectives and results:

* The Migration activities in the document only refers to the Servers and Domain Controllers which is member of the domains which is mentioned in the Domains and Efforts section.
* This Migration will help in future to achieve the single forest Single domain Model for Husqvarna, however the domains in scope for migration is 35 Legacy domains.
* A secure Active Directory environment for the operation of Husqvarna Active Directory services for productive and significant performance.
* There will be decrease in the number of domain controllers as the Legacy domain controllers will be decommissioned.
* Add the domain controllers in the required sites to improve the performance for the end users.
* Ease to manage the domain objects/administer in the Global domain.
* Reduces the administrator efforts to manage the domains and objects.

# In-Scope

The scope of work includes the details mentioned on the Domains and Efforts section in this SOW. Consolidation as referenced in this SOW and described more in Roles and Responsibilities of this SOW.

The Service that HCL will provide for the services include:

* All users and security groups will be re-migrated and merged with respective Global domain objects (which were migrated previously) so that servers can be Re-ACLed with same tool (Dell Migration Manager).
* Group Policies and Login Scripts are already copied over from legacy domain so no change will be done for this.
* Migrate the servers from the 35 Legacy domains which is currently assessed and shared the efforts to migrate it to Global domain.
* In active windows servers there will be several application servers that are not AD dependent and we may need to involve other teams like Wintel/Apps teams etc.
* Migrate the DNS zones to the global domain controllers before removing the last domain controller from each legacy domain.
* Post Migration support.

# Out of Scope

The following activities are not in scope

* There will be several other unidentified applications in legacy domains that requires modification to support co-existence phase so those applications need to be remediate. Application remediation will be out of scope for this project.
* Application level hardcoding for the Domain/Domain Controller/File Shares has to be modified by the respective stakeholders during the migration.
* Network devices (Wireless Access Points/Firewall devices which ever is pointed to domain authentication has to be pointed to new domain during the migration)
* User and Workstation migration is out of scope for this project.

# Roles and Responsibilities

The table below depicts the scope of work and tasks to be performed by HCL and Husqvarna for Active Directory Operations. The table captures the role and responsibilities for HCL and Husqvarna in delivering these services.

|  |  |  |
| --- | --- | --- |
| Pre-Migration Activities | Husqvarna | HCL |
| Prepare Migration Checklist for Pre, Execution and Post phase | C/I | R/A |
| Prepare Migration SOPs on basis of executed test scenarios | I | R/A |
| Prepare Technical Design Document for each Domain/Forest | C/I | R/A |
| Install and configure the QMM Migration Manager Servers | C/I | R/A |
| Review of test results by Husqvarna team after successful migration of users in the Lab | R/A | I |
| Domain/Domain/Forest specific User, Groups and Object list for Merge using QMM | C/I | R/A |
| Migrate/Merge Groups/Users from all Source Domains to target Domain | C/I | R/A |
| Security translation on all Servers | C/I | R/A |
| Domain specific Server hardware assessment & compatibility list for Migration | C/I | R/A |
| User notification/communication | R | R/A |
| Domain specific assessment report for Migration | I | R/A |
| Domain/Forest specific Technical Design Document with Migration approach | C/I | R/A |
| **Dell Quest Migration Manager (QMM) Readiness** | **Husqvarna** | **HCL** |
| Installation of QMM Server | C/I | R/A |
| Configuration of QMM Console | C/I | R/A |
| Give the QMM service account Administrator rights on all Servers | R/A | R/A |
| Installation of QMM Agent on target Domain Controllers | C/I | R/A |
| **Active Directory – Deployment Activities** | **Husqvarna** | **HCL** |
| Windows Server hardware Procurement | R/A | C/I |
| Windows Operating System installation on physical Servers | I | R/A |
| Promote the servers as Additional Domain Controller in to Global AD Domain. | C/I | R/A |
| Reconfigure the DNS and DHCP structure. | C/I | R/A |
| Merge of all the Users, Groups, Permission and Objects in to Global AD Domain. | C/I | R/A |
| Check required permissions for Migration Account | C/I | R/A |
| Create service accounts and reconfigure applications to use them | C/I | R/A |
| Migrate Servers and associated Service Accounts | C/I | R/A |
| Update DHCP Scopes to use the new Domain Controllers | C/I | R/A |
| Once all users are migrated, update permissions on File Servers, Application Servers, Print Servers etc. removing entries for old objects | C/I | R/A |
| Schedule the list of servers to be migrated | C/I | R/A |
| Communication about the Migration schedule to local IT helpdesk team or End user | R/A | R/A |
| Security translation of File and print servers | C/I | R/A |
| Verify migration log | C/I | R/A |
| Fix any issue (login, domain authentication, profile, permission etc.) which is reported by user related to migration of Domain | C/I | R/A |
| Fix any issue (Replication, DNS resolution, DHCP etc.) which is reported by Domain/Forest related to migration of Domain. | R/A | R/A |
| **Active Directory – Configurations** | **Husqvarna** | **HCL** |
| Defining the domain structure and determining server properties | R/A | C/I |
| Creation and Modification of Sites and Site Links. | C/I | R/A |
| Ensure the replication convergence for all DCs. | C/I | R/A |
| Setup DFS or DFSR if required | R/A | C/I |
| Configure and install AD integrated DNS services. | C/I | R/A |
| Reconfiguring DNS structure as per design document | C/I | R/A |
| Reconfiguring DHCP structure as per design document | C/I | R/A |
| Check all setting as per LLD document like security setting etc. | I | R/A |
| Ensure the replication convergence for all DCs | C/I | R/A |
| Check DNS replication in newly promoted domain controller with existing DCs | C/I | R/A |
| Check stub zone is replicated properly with new DC. | C/I | R/A |
| Reconfigure all DNS setting for NIC on Each DC ( it should be mapped with new DC) | C/I | R/A |
| **Decommissioning** | **Husqvarna** | **HCL** |
| Decommission old Domain Controllers / Degrade of Old Domains | C/I | R/A |
| Remove DNS records for old Domain Controllers | C/I | R/A |
| Support Post migration issues if any | R/A | R/A |

# Domains and Efforts

Attached the list of legacy domains in scope for migration and site wise efforts.

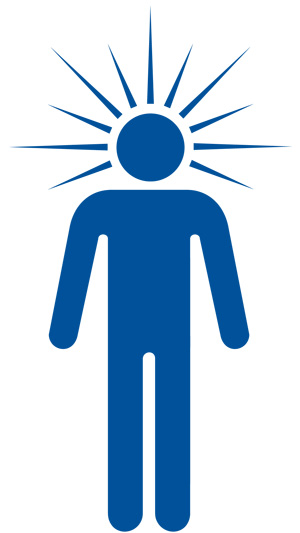


# Reports

HCL shall provide to Husqvarna, as part of HCL’s monthly performance reports, a set of reports to verify HCL’s performance and compliance with the Service Levels.

| **Report name** | **Duration** | **Due Date/SLA** |
| --- | --- | --- |
| AD health monitoring (replication, DC uptime, Duplicate SPN records, Trust verification, GPO version mismatch check.) | Daily | Daily |
| AD Objects Report | AD-HOC | Service Request |
| High-Lights and Low-Lights of the Month | Monthly | Every Month |
| Capacity Planning | Yearly | Every Year |
| AD Assessment for GAP’s | Yearly | Every Year |
| AD Operations Review | Yearly | Every Year |
|  |  |  |

Such reporting will be to the SOW Schedule level to the appropriate Husqvarna representative. HCL shall provide detailed supporting information for each report to Husqvarna in machine-readable form suitable for use on a personal computer. Reporting on these stated reporting requirements depends on Husqvarna’s tool’s capability;

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