

SharePoint Work Order

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Microsoft Software Assurance SharePoint Deployment Planning Services



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# Objectives

Microsoft Services will provide the Microsoft® SharePoint Deployment Planning Services as described below.

SharePoint Deployment Planning Services (SDPS) is a value and deployment planning benefit available to eligible Microsoft® Volume Licensing customers with Software Assurance. SDPS consultants from Microsoft Services can help customers understand the value and best practices of implementing a Microsoft SharePoint Server solution in their on premise environment,. The number of SDPS engagement days varies from 1 to 15 as determined by their Software Assurance coverage and available days.

Any timelines, dates, and delivery schedules provided here are estimates only, and are subject to change.

# Scope

## Service Areas within Scope

Microsoft Services will provide the following services:

### Plan the Solution – SharePoint Three (3) Day (non-upgrade) Engagement

The engagement includes the following:

* SharePoint Overview Session – This session introduces the new features of SharePoint and the Office client suite, and provides an overview of approaches for deployment. The discussion focuses on the business benefits of the new features and planning considerations for automating your deployment capabilities
* Problem Statement Development – This session acts as a high-level Envisioning Workshop, translating the business problem and solution statements into a high-level solution and summarizes how the solution could integrate with the customer’s environment. For the upgrade scenario, identify future value opportunities offered by SharePoint , and capture any motivators the customer may currently have around proceeding with an upgrade to SharePoint
* Envisioning Workshops – Technical sessions covering a range of topics. These sessions introduce customers to the features and functionality of SharePoint Server and attempt to show how those features could be deployed to help meet the customers’ requirements. Topics to be covered typically include Search, ECM, Operational Readiness, Data Planning, and/or Infrastructure Planning, the exact sessions should be worked out in advance between the customer and the delivery consultant
* Creation of a Solution Concept – Based on the solution ideas that were derived from the various Envisioning Workshops, this session presents the solution concept. The solution concept is the initial step towards a solution design and is the starting point for future detailed design discussions. This solution concept IS NOT A FULL DESIGN and may not meet all Customer Name requirements
* Technical Drill Down – A detailed walk through of particular features in an out-of-the-box, pre-implemented SharePoint installation to show the customer particular features and capabilities of SharePoint in action. This SharePoint installation IS NOT A FULL INSTALLATION and will not meet all Customer Name requirements.
* Summary and Roadmap Development – Based on the problem statement, this session presents the overall findings, including: business drivers, key deployment challenges, a proposed deployment strategy, high-level recommendations for further investigation, and next steps

The final deliverable is a customized document that consists of the problem statement, any identified requirements, identified risks, a high level solution concept, and next steps

## Service Areas Out of Scope

Any area that is not explicitly listed as “within scope” is out of scope for this engagement. The areas that are out of scope for this engagement include, but are not limited to, the following:

* Microsoft Product Licenses
* Modifying and stabilizing the current server environment
* All network or server-related issues that need troubleshooting
* Installing any physical hardware
* Review of operational processes
* Industry regulatory compliance requirements

# Approach

* *Interview with the customer*
* *Discuss about Initial Functional Assessment*
* *Made a Document Flow and Lifecycle Part of Plan about Digital Transformation for HiteJinro*

## Key Consultant Activities

* Lead the SharePoint Overview Session
* Lead the Envisioning Workshops
* Work with the customer to develop the solution concept
* Lead a detailed walk through of particular features in the customer’s lab environment
* Work with the customer to implement the proof of concept system (extended offering only)
* Work with the customer to implement the proof of concept system (extended offering only)
* Work with the customer to develop the final deliverable

## Key Customer Activities

* Fill out and return the Pre-Engagement Questionnaire
* Work with the partner/delivery consultant on defining the program agenda
* Provide information on key business, operational, and technical requirements
* Provide input into the phases of the project covered by this Work Order and validating the results produced
* Schedule sessions to include appropriate personnel
* Attending sessions as appropriate
* Work with the delivery consultant to develop the solution concept (if applicable)
* Work with the delivery consultant to develop the final deliverable

## Key Service Deliverables

Following is a list of key project mandatory service deliverables that will be delivered to the customer within this Work Order:

* Engagement Findings and Recommendations document - The content of this customer deliverable is the result of the Pre-Engagement Questionnaire and all activities during the engagement
* Delivery Evaluation Form

# Project Roles and Responsibilities

## Roles and Descriptions

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| Role | Role Description |
| Project Manager | * Responsible for stakeholder management, single point of contact to the customer for escalations, billing issues, contract extensions, project status, and overall engagement, financials, and risk management |
| Delivery Consultant | * Responsible for delivering the engagement * The Delivery Consultant provides technical oversight and leadership for all aspects of the project |
| Customer Technical Leads | * Assist delivery organization during discussions and meetings * Provide input during discussions and meetings * Have the ultimate responsibility for the project |
| Customer Project Sponsor | * Ensure technical resources are available when needed * Make key project decisions * Assign key customer technical lead * Responsible for review of delivery organization deliverables * Sign off on scope for project * Ensure facilities are available as needed * Resolve critical-path issues in a timely manner * Sign off on delivery organization documents and change control requests * Accept and sign off in a timely manner on documents that pertain to the delivery organization Work Order, and which are critical to the success of the engagement |
| Customer Project Manager | * Sign off on Project deliverable-specific documents |

## General Customer Responsibilities and Project Assumptions

The following are the responsibility of Customer Name

* Project management and assigning project manager or managers (“owners”) as needed, to specific technical initiatives.
* Overall technical direction for customer IT infrastructure, and how it affects the Solution.
* Ensuring availability of any required hardware and software.
* Provision of workspace, including desk, phone with internal and external access, network connection, print services, computer space, and an additional line (analog) for remote access to communicate with internal corporate network or virtual private network (VPN) access through customer’s corporate Internet connection.
* Provision of access to customer’s facilities and systems while maintaining appropriate levels of security.
* Provision of timely access to people, documentation, and systems as required for successfully implementing and completing this engagement.
* Provision of clear goals and objectives mapped to customer’s business and IT strategies. Joint goals and objectives need to be created and reviewed on a project-by-project basis.
* Provision of access to customer’s management and planners. To be successful, Microsoft Services team will need regular access to IT leadership to be able to provide input on customer’s strategic business and IT directions as they relate to the use of Microsoft products and technologies.

In addition to any customer activities identified elsewhere in this Work Order, Customer Name will perform or provide the following:

In performing our services under this work order and any applicable work order, we will rely upon any instructions, authorizations, approvals, or other information provided to us by your Project Manager or personnel duly designated by your Project Manager.

## Project Assumptions

The services, fees, and delivery schedule for this project are based upon the following assumptions:

* The availability of your representatives to perform their roles on the project team.
* The availability of all the information required for properly creating the project deliverables.
* Product licenses. Product licenses (Microsoft or non-Microsoft) will not be provided under this work order. Customer is responsible for acquiring all necessary product licenses required as a result of this work order.