# Scope Document: Persona Definition & Implementation at ACG

\*\*Date:\*\* [Insert Date]

\*\*Prepared by:\*\* [Your Name]

\*\*Reviewed by:\*\* [End Client Manager’s Name]

## 1. Project Overview

As part of ACG’s cloud-first strategy, TCS will lead the initiative to define and implement Persona-based endpoint management using Intune and Entra-only deployment. This project will standardize IT provisioning, automate onboarding/offboarding, and enhance security while supporting ACG’s transition away from on-premises solutions (Active Directory, SCCM).

## 2. Scope Definition

### 2.1 In-Scope (What’s Included?)

* ✅ Persona Identification & Classification
* ✅ Device & Application Deployment Strategy
* ✅ Automation & Integration
* ✅ Security & Compliance Alignment
* ✅ Pilot Deployment & Refinement
* ✅ Documentation & Knowledge Transfer

### 2.2 Out-of-Scope (What’s Not Included?)

* 🚫 Custom Software Development
* 🚫 Infrastructure & Network Overhaul
* 🚫 Full SCCM Decommissioning
* 🚫 Company-Wide Software Licensing Changes
* 🚫 HR Policy or Organizational Restructuring

## 3. Project Deliverables

* 🔹 Persona Mapping Document – Categorized Personas with associated IT requirements.
* 🔹 Persona-Based Deployment Strategy – Defined provisioning workflows for each Persona.
* 🔹 Pilot Test Results & Recommendations – Findings from the initial Persona-based deployment.
* 🔹 Automation Blueprint – Workflow for Workday → ServiceNow → Intune integration.
* 🔹 Final Implementation Plan – Approved roadmap for scaling the Persona-based model across ACG.

## 4. Dependencies & Assumptions

* ACG stakeholders (Joe, Mike, Dave) will provide business insights to refine Personas.
* Access to ServiceNow, Workday, and Intune APIs is available for automation efforts.
* Approval of security policies for Conditional Access and role-based provisioning.
* The scope may be adjusted based on feedback from the pilot phase.

## 5. Approval & Next Steps

Please review the outlined scope. Upon approval, we will proceed with:  
📌 Task Planning & Engineering Execution – Breaking down tasks based on the approved scope.  
📌 Stakeholder Working Sessions – Engaging ACG teams to gather insights.  
📌 Pilot Testing & Feedback Collection – Ensuring alignment with ACG’s strategic direction.

## Approval Sign-Off:

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Designation | Approval Status | Date |
| [Your Name] | TCS Lead | ✅ Approved / ❌ Not Approved | [Date] |
| [End Client Manager] | ACG Manager | ✅ Approved / ❌ Not Approved | [Date] |