Designing for the Microsoft Cloud

Whiteboard design session trainer guide

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# Designing for the Microsoft Cloud whiteboard design session student guide

## Abstract and learning objectives

In this whiteboard design session, you will work within a group to plan out a high-level migration to Microsoft 365 Exchange Online from a company that previously had email hosted in exchange on premises.

At the end of this session you will have learned what aspects go into a migration from on-premises Exchange to Exchange Online in Microsoft 365. This will include planning out licensing, AD and Azure AD, and Exchange on Premises to Exchange. Finally, once the server side is complete, it will be rolling out new devices across the organization.

## Step 1: Review the customer case study

**Outcome**

Analyze your customer’s needs.

#### Facilitator/subject matter expert (SME) presentation of customer case study

Timeframe: 15 minutes

Directions: With all participants in the session, the facilitator/SME presents an overview of the customer case study along with technical tips.

1. Read all the directions for Steps 1–3 in the Student guide.
2. As a team, review the following customer case study.

#### Customer situation

Best for You Organics Company (B4U) manufactures and sells non-toxic cosmetics that also minimize their impact on the environment. They have grown their business into a billion-dollar business by leveraging the network sales model. In network sales, B4U involves non-employee consultants (also called contractors) to sell their products in a person to person way.

Each consultant runs their own small-scale version of the business, including purchasing product inventory, performing product demonstrations, marketing on social media, handling sales both “on the spot” during in-person events and by driving clients to their personalized B4U website, recruiting and nurturing and building a team of consultants beneath them to help scale their personal organization’s sales force. Consultants start off as individuals but may end up growing their organizations to 100s or 1,000s of consultants beneath them. Some organizations are narrow and deep, with only a few legs directly reporting to the original consultant but having many consultants in the chain below the. Other organizations are wide and shallow, having 10’s to 100’s of direct reports, each only a few levels deep.

After looking at all their options, B4U has decided to choose Microsoft 365 as their cloud base platform going forward. While look at leveraging SharePoint and Exchange for files and email respectively. However, they have chosen to start this migration with Exchange Online. They need to start by migrate users email from their Exchange 2016 CU1 server to Exchange Online. Their current on-premises Active Directory environment will remain after the migration due to other dependencies on Active Directory, but a plan must be created for deprovisioning the existing on-premises environment.

Best for You currently has 500 full time employees across their organization to support their growing number of consultants. They current provide employees with a 50 GB mailbox but would love to increase that capability as well as provide an easy way for employees to archive even more. These employees are spread around the world. All of them currently have a mailbox and have a laptop or desktop computer they use and most also use a mobile device. They also have about 6,000 consultants working for them that they provide an exchange mailbox for. Consultants currently only have a 250 MB mailbox. As with employees, B4U would like to increase this to a minimum of 1GB while keeping costs for providing this to a minimum. They also plan to roll out additional Microsoft 365 services in the future such as Teams, SharePoint, and others. The 500 employees should also have access to the latest version of Outlook while consultants only require access via their web browser. The plan should take all of this into consideration as well.

B4U has also leverages public folders in Exchange On-Premises where they have some shared mailboxes and calendars. While this works, they want to take this opportunity to eliminate public folders from their infrastructure. Best for You also uses resources for booking conference rooms as well as shared mailboxes that users need to continue to be able to access during the migration.

Best for You has 20 additional domains with aliases for all users. You must also ensure that all these domains and alias continue to work after the migration.

#### Customer needs

1. Determine the licensing requirement for all 500 full-time employees
2. Determine the licensing requirement for all 6000 consultants
3. Develop the process for performing the Exchange Migration
   1. Prerequisites
   2. Migration Method: Users, Public Folders, Resources
   3. Timeline
   4. Deprovisioning on on-premises Exchange
4. Deployment plan for end user experience

#### Customer objections

1. Is the cloud really secure for our data?
2. Won’t the cloud be more expensive than on-premises?
3. If I migrate everything to the cloud, will I have to let IT staff go? I don’t want them just sitting around with nothing to do since we don’t have any servers for them to maintain.
4. With everything moving to the cloud, will people still be able to access it quickly?
5. What do I do if something breaks? I feel like my hands are tied if it’s all in the cloud.
6. What about backup, DR and HA? How do I plan for that if it’s all in the cloud?

## Step 2: Design a proof of concept solution

**Outcome**

Design a solution and prepare to present a solution to the target customer audience in a 15-minute chalk-talk format.

Timeframe: 60 minutes

**Business needs**

Directions: With all participants at your table, answer the following questions and list the answers.

1. Who should you present this solution to? Who is your target customer audience? Who are the decision makers?
2. What customer business needs do you need to address with your solution?

**Design**

Directions: With all participants at your table, respond to the following questions.

*Exchange Migration*

1. Detail out the prerequisites for performing the migration
2. List out the licensing needed for all the users
3. Determine the order of the migration steps to perform
4. Employees are already using Exchange On-Prem with Outlook, you should be able to provide the client the details of what their end users will experience during the migration

*Post Migration*

1. Post migration B4U will want to retire their Exchange on-premises environment. Detail out details around the retirement of this Exchange farm.

**Prepare**

Directions: With all participants at your table:

1. Identify any customer needs that are not addressed with the proposed solution.
2. Identify the benefits of your solution.
3. Determine how you will respond to the customer’s objections.

Prepare a 15-minute chalk-talk style presentation to the customer.

## Step 3: Present the solution

**Outcome**

Prepare to present a solution to the target customer audience in a 15-minute chalk-talk format.

**Presentation**

Timeframe: 30 minutes

**Directions**

1. Pair with another table.
2. One table is the Microsoft team and the other table is the customer.
3. The Microsoft team presents their proposed solution to the customer.
4. The customer makes one of the objections from the list of objections.
5. The Microsoft team responds to the objection.
6. The customer team gives feedback to the Microsoft team.
7. Tables switch roles and repeat Steps 2–6.

## Wrap-up

Timeframe: 15 minutes

* Tables reconvene with the larger group to hear a SME share the preferred solution for the case study.

## Additional references

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| --- | --- | --- |
| **Item** | **Description** | **Links** |
| Topologies for Azure AD Connect | Support topologies for Azure AD Connect and syncing AD with Azure AD | <https://docs.microsoft.com/en-us/azure/active-directory/hybrid/plan-connect-topologies> |
| Office 365 Service Descriptions | Features, Limits and other details about each of the Office 365 Services | <https://docs.microsoft.com/en-us/office365/servicedescriptions/office-365-service-descriptions-technet-library?redirectedfrom=MSDN> |
| Exchange Hybrid | Exchange Server Hybrid Deployments | <https://docs.microsoft.com/en-us/exchange/exchange-hybrid> |
| Hybrid Deployment Procedures | Table of content for information all related to Exchange hybrid deployments | <https://docs.microsoft.com/en-us/Exchange/hybrid-deployment/hybrid-deployment> |
| Exchange Remove Move Request | Mailbox moves in Exchange Server, includes remove move requests | <https://docs.microsoft.com/en-us/Exchange/recipients/mailbox-moves?view=exchserver-2019> |
| Public Folders | About public folders in Exchange | <https://docs.microsoft.com/en-us/Exchange/collaboration/public-folders/public-folders?view=exchserver-2019> |
| Migrate to Office 365 Groups | Migrate public folders to Microsoft 365 Groups | <https://docs.microsoft.com/en-us/exchange/collaboration/public-folders/migrate-to-microsoft-365-groups?view=exchserver-2019> |
| Exchange Hybrid and Shared Mailboxes | Exchange Hybrid: Users can’t access shared mailboxes | <https://docs.microsoft.com/en-us/exchange/troubleshoot/shared-mailboxes/cannot-access-mailbox> |
| Exchange Online and On-Premises Public Folders | Exchange Online users can't access legacy on-premises public folders | <https://support.microsoft.com/en-us/help/3106618/exchange-online-users-can-t-access-legacy-on-premises-public-folders> |