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INFO8860 – Customer Needs and Analysis Gathering

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# **1.Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Changes | Author |
| 1 | 11/7/2019 | Migration to office 365 | Kartik Velede |
| 1.1 | 21/07/2019 | Adding third party email protection system | Kartik Velede |
| 1.2 | 3/8/2019 | Adding Multi factor authentication system | Kartik Velede |

# **2. Business Requirements**

The main aim of the company is to starting doing the phase 2 of migration i.e. migration the remaining 125 employees in an organization from local premise to Office 365 .Along with that all the systems in the company must be using third part email protection system, such as mimecast and use multi factor authentication system.

## **2.1 Background**

In local premise system the following are some of the drawbacks observed

1. Ability to access the data outside the organization is not possible
2. Backup of company’s data
3. Communication and collaboration of employees in an organization

## **2.2 Business Opportunity**

The upfront cost for on-premise is very costly compared to Office 365. An IT expertise are needed if we are using local premise for security, maintenance and storage of data whereas, In Microsoft office 365 the support for IT maintenance is provided along the subscription. While using Office 365 communication between the employees will be easier and more flexible and accessible from anywhere.

## **2.3** **Business objectives and success criteria**

The following are some of the business objectives

1. Flexibility: Cloud migration provides flexibility to employees by providing accessibility of data from the servers outside the office and upgrading new technologies without high cost and risk
2. Reliability: Though the internet connectivity disruption is frightening fact of cloud migration, but it is still reliable compared to local premises in terms of cost and economy.
3. Cost Reduction and Increased Efficiency: It is very flexible due to the low entry barrier and pay-per-use model provided by cloud computing. It is scalable and inexpensive for large and small organizations. Because of the reduced cost and time organization can be more efficient.
4. Productivity**:** Automation is the main area that differs from virtualization in cloud computing. Developers do not need to call IT operations to gain additional capacity to develop or test when leveraging the cloud. Rather, they simply use a catalog of self-service to request that capacity and it is available immediately

## **2.4 Customer or Market Needs**

There are problems with collaboration and communication of employees in the current system. Employees cannot work efficiently. In local premise file editing cannot be done simultaneously. While in office 365 employees edit the file simultaneously.

## **2.5** **Business Risks**

The following are some of the risks involved while migrating from local office to office 365

1. Network Dependency: Cloud computing is dependent on the internet. The major drawback is the need of internet to access the cloud which sometimes might lead to system outrages and service interruption at any time.
2. Data Security/Integrity: With the information hosted in-house, there is already an enormous danger, so it’s no secret that information off-site sits at even greater danger

# **3.Vision of the Solution**

In long term the cloud migration helps in evolving the organization due to various benefits and upgraded application provide by Microsoft team and helps the company to be in competition with lasted updates and change in the technology

## **3.1 Vision Statement**

Create more agile responses to clients anytime, anywhere access to your personal workplace and our collective knowledge and expertise.

## **3.2 Major Features**

One drive: Store your files in one place, share them with others, and get to them from any device connected to the internet.

Outlook: Outlook is used to send and receive emails in the organization which helps to improve active communication in the organization

SharePoint: Share and mange content, knowledge and application to empower teamwork, quickly find information, and seamlessly collaborate across the organization.

Calendar: Schedule and share meeting and event times and automatically get remainders

## **3.3 Assumptions and Dependencies**

1. Internet speed can be upgraded
2. Ability to work and access files virtually
3. Intranet website in order to get the company details
4. Large amount of data storage with security
5. An email and file sharing services
6. Backup of important files and 24/7 online support to fix the technical errors and general queries
7. There might be decrease in number of employees (Example: 5 employees)

## **3.4 Office 365 technical dependencies**

Customers who don’t want to or buy complete package can buy individual services as items. Please note that some of these internet services have technical dependencies on others. For example, online exchange protection offers an extra security level; if consumers do not have online exchange or online exchange servers, they can not use the EOP. EOP exchange protection provides an additional level of security.

# **4.Scope and Limitations**

The main scope of the project is to migrate from local premise to Office 365 with multifactor authentication and third-party email protection system

## **4.1 Scope of Initial Release**

Once you move to Office 365, the company's focus is data processing, as there are vast amounts of data available in the cloud. Other relevant range is PowerPoint, word and automated file processing. Without any external domain, collaboration and communication among employees become easy.

## **4.2 Scope of Subsequent Release**

When the next update arrives after the first release, employees can obtain more facilities such as delve, jammer, SharePoint and teams

## **4.3** **In Scope**

The following are in scope of the project

* Outlook
* Share point
* One drive
* Teams
* People

## **4.4 Out of scope**

The following are out of scope of project

* Delve
* Yammer
* Planner
* Flow

## **4.5 Limitations and exclusions**

Office 365 mailbox

|  |  |
| --- | --- |
| Mailbox storage limit | 50gb |
| Message size limit | 25 mb |
| Attachment limit | With individual attachment limited to 25mb |
| Subject length limit | 255 characters |
| Recipient limit | 500 recipients, distribution group counted as one. |
| Message rate limit | 30 messages per minute |

Office 365 one drive

|  |  |
| --- | --- |
| One drive storage | 1TB |
| File and path length | Up to 260 characters |
| File upload limit | 15Gb per file |
| Number of items can be synced to one drive | Up to 3,00,000 files |

# **5. Business Context**

The business objectives of office 365 are scalability, reliability, reduce cost, maintenance, easy collaboration, fast data processing, security, backup services

**Scalability:**

When using local office FSX company faced problems like when new employees are added to the company it should always obtain and install new software for each employee whereas with office 365 you can easily add new users, add services.

**Reliability:**

Using office 365 services provides flexible visibility to users from their working desk. As FSX company have multiple locations this feature is very important

**Reduced Cost:**

You eliminate the cost of buying new servers and software every three to five years instead you will be investing in cloud servers when you use cloud-based office 365 services. The need for continuing maintenance and time-consuming software updates is reduced. By using office 365 services FSX organization saves 70 percent of total annual IT spending.

**Maintenance:**

On-cloud office 365 provides seamless access to all office applications and other internet services for internet users, and Microsoft has made updates and maintenance easy. It is accountable for all maintenance so that in the background only updates, patches and upgrades occur.

**Easy Collaboration:**

Team collaboration becomes very easy in office 365. A key location where everyone can interact, access files and doing many more in one location can make it easy. You can also collaborate with selected peers so that you can share the documents only with some people.

**Security**

FSX require the security of the information, but most of the companies fail to provide security on single firewall. To ensure data security Microsoft spends millions of dollars each year.

## **5.1 Project Priorities**

|  |  |  |  |
| --- | --- | --- | --- |
| Dimensions | Driver | Constraint | Degree of Freedom |
| Schedule | Release 1.0 to be available by 21/11  Release 1.1 to be available by 22/11 |  |  |
| Feature |  |  | 70-80% of high priority must be included in release 1.0 |
| Quality |  |  | 90-95% of user acceptance  tests must pass for release  1.0, 95-98% for release 1.1 |
| Staff |  | Maximum team size is 6 developers +4 testers |  |
| Cost |  |  | Budget overturn up to 15% acceptable without executive review |

# **6. Analysis Review of Mimecast**

Organization uses mimecast for emails to get high security protection system for emails

Mimecast is cloud based email protection system which is very easy to use and provides high end security with updated latest technologies

Mimecast mail transfer agent provides huge layers of malware and spam security to avoid recognized and emerging threats prior to your network.

The following are some of the benefits of mimecast

1. Reduced costs
2. Reliability
3. Advanced Archiving
4. Security
5. Availability
6. Worry-free email migration

# **7.Analysis Review of MFA Products**

Multifactor authentication factor uses more than one verification method.

The following are some of the ways used to authenticate the user in MFA

1. Password
2. One-time password
3. Biometric
4. Fingerprints
5. Trusted devices

Setting up multifactor authentication in Office 365 is fairly simple. Here are the steps.

* Go to the [Microsoft user management page](https://account.activedirectory.windowsazure.com/UserManagement/MultifactorVerification.aspx).
* Sign in with your username and password.
* Choose the accounts for which you want MFA.
* Look for the “enable” link on the right-hand bottom. Click on this link and you’ll see a dialog box.
* In the next screen, you’ll see the MFA status enabled for your chosen accounts
* At this state, it’s a good idea to send an email to the respective users to inform them of this change and to ask them to provide their contact details when they log in the next time.
* You can also send [this video](https://channel9.msdn.com/posts/Multi-Factor-Account-Setup) to give them a heads-up on MFA and what they should do.
* Next, choose the account again and click on “enforce” link on the right-hand side.
* You’ll see a dialog box for confirmation

That’s it! You’ve set up MFA for your users. Next time, when these users attempt to login, they’ll get a message asking them to set up additional security verification.

# **8.References**

Software Requirement 3rd edition E-Text Book

https://en.wikipedia.org/wiki/Intranet