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EC Council

Office 365+Mobility Deployment

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# Executive Summary

Softline India would like to thank EC-Council for the opportunity accorded for submitting a Technical Proposal for Office 365 and EMS deployment Services Implementation. The scope of the document covers an overview of the project and includes the scope of work, required resources and project timeline

# What is Office 365?

Office 365 brings together cloud versions of our most trusted communications and collaboration products with the latest version of our desktop suit for business of all sizes.

Through a host of integrated services, Office 365 helps your people stay more productive and better connected by offering flexible, powerful, and familiar ways to deliver their best work—regardless of where they are or the devices they use.

# What are Office 365 Services?

Office 365 services offer the powerfully-integrated capabilities of SharePoint Online, Exchange Online, and Lync Online, as well as Office Professional Plus and Office Web Apps as a cost-effective way to enhance the collaboration, communication and productivity of your people.

**1. Exchange Online –** Exchange Online provides rich, familiar, and more secure access to email, calendar, contacts, and tasks across PCs, the web, and mobile devices, delivering robust capabilities of Microsoft Exchange Server as a cloud-based service. In addition, Exchange Online greatly simplifies IT management and provides advanced security and reliability features that help you safeguard company data.

**2. Skype for business Online** – Lync Online provides your people with next-generation communications capabilities, including presence, IM, and PC-to-PC audio and video calling. Lync Online also provides enterprise-class communications features that can improve productivity, drive business efficiencies, and build a more agile organization by providing a powerful combination of presence awareness and IM.

**3. SharePoint Online** – SharePoint Online provides a single, integrated location in the cloud where your people can easily share ideas and expertise, build custom team and project sites and solutions, find organizational resources, or search for information. They also can invite external users to view, share, and collaborate on extranet site collections.

**4. Office Professional Plus** – Office Professional Plus provides people with powerful ways to do their best work from more places—whether they’re using a PC, phone, or web browser. As part of Office 365, Office Professional Plus delivers the complete, familiar, and intuitive applications you need to keep your business connected.

**5. Office Web Apps -** Office Web Apps is the online companion to Word, Excel, PowerPoint, and OneNote applications that helps your people view, share, and work on documents online with others across PCs, mobile devices, and the web from almost anywhere.

# Business Benefits provided by Office 365

For evaluating business benefits of Office 365 solutions there are four key areas which we consider will impact your business case: finance, processes, people and new technology.

**Cost Savings.**

Office 365 is a way to shift from the large, ‘lumpy’ capital expenditures associated with upgrading every few years to a more predictable monthly operating expense. Online services can actually do better than that – they can reduce both capex and opex budgets. In case studies of Microsoft Online Services customers, companies have claimed between 30-50% cost savings.

**Focus resources on high value-add projects.**

The simplified administration and offloaded operational maintenance of the cloud services enable you to make the most of your IT people resources, to focus on projects that are core to your business and drive competitive differentiation.

**Gain greater efficiency in your processes.**

More efficient processes can be enabled through the elimination of multiple infrastructure platforms, by moving to one cloud solution. Or being able to execute business processes more effectively by being able to reach all parts of the organization, enabling better collaboration between teams who are distributed throughout the world.

**Drive greater value from IT investments with latest technology.**

Provide your employees with access to the latest technology making them more productive, and quickly leveraging your IT investments. It not only makes your employees more productive, it maximizes the value you get for your investment. Online services can greatly accelerate this process. And the ability to purchase exactly what you need now and expand later if necessary enables you to ‘right size’ those investments.

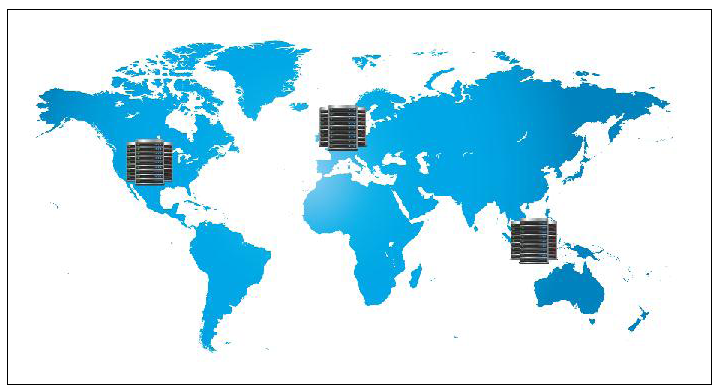
**99.9% uptime**

Microsoft guarantees 99.9% uptime on all services in Office 365 Plan S and Plan E, as specified in the service descriptions for SharePoint 2010 Online. As mentioned earlier, this equates to 8.76 hours of downtime in one year. These are financially backed SLAs, which means that if Microsoft fails to meet the uptime SLA, each customer will be compensated.

|  |  |
| --- | --- |
| Monthly Uptime Percentage | Service Credit |
| < 99.9% | 25% |
| < 99% | 50% |
| < 95% | 100% |

**Multiple Datacentres**

As of the June 2011 launch date, Office 365 is available in 37 countries. The service is hosted in data centres in the United States, Ireland and Singapore, and for each region, two data centres are assigned in order to offer full redundancy. When an organization requests the Office 365 service, the service will be located in the data centres closest to the organization’s headquarters address. This will mean that in a global organization with offices in different geographies, there will be different performance for SharePoint in offices further away from the data centres. Organizations wishing to adopt Office 365 service in multiple Datacentres and be treated as a single company must contact Microsoft directly.



# Provided Services for Microsoft Exchange Online

Microsoft Exchange Online is a hosted enterprise messaging solution based on Microsoft Exchange Server. Exchange Online helps give your business the e-mail security it demands, your employees the e-mail access they want, and your IT staff the operational efficiency it needs. The service leverages our deep knowledge of Microsoft products, best practices developed with customers and partners, and our global infrastructure to deliver a world-class, mission-critical service. The Exchange Online service includes advanced e-mail features as well as calendaring, contact, and task management capabilities. Exchange Online also provides built-in spam control and virus scanning to reduce common security risks that are associated with e-mail files.

The following two metrics are commonly used in service continuity management to evaluate disaster recovery solutions:

* **Recovery time objective (RTO)** measures the time between a system disaster and the time when the system is again operational.
* **Recovery point objective (RPO)** measures the time between the latest backup and the system disaster, representing the nearest historical point in time to which a system can recover.

Exchange Online has set an RPO and RTO in the event of a disaster:

* **2-hour RPO:** Microsoft protects your Exchange Online data and has a copy of your data that is equal to or less than two hours old
* **4-hour RTO:** You will be able to resume service within four hours after service disruption if a disaster incapacitates the primary data center

The following conditions apply to service continuity management:

* Client access after a service disruption and recovery may require some degree of reconfiguration on the part of Exchange Online subscribers.
* All provisioning activities for subscribers are excluded from service continuity management.

After RPO and RTO objectives are met, there is a period of time during which full service continuity infrastructure and processes are restored to the new environment.

|  |  |
| --- | --- |
| **Key features of Exchange Online** | |
| Client Support | Microsoft Office Outlook® 2010 and Outlook 2007 connectivity, including Outlook Anywhere Web-based access with Outlook Web App on Internet Explorer, Firefox, Safari, and Chrome IMAP and POP client connectivity. |
|
|  | |
| Mobility | Mobile access with push email, calendar and contacts through Exchange ActiveSync ®Compatible with Microsoft Windows Phone, Apple iPhone and iPad, and many Nokia and Android phones Mobile device security policies, including PIN lock and remove device wipe |
|
|  | |
| Emails, Calendars, Contacts | Large 25 gigabyte (GB) mailboxes and the ability to send messages up to 25 megabytes (MB) Federate with other Exchange Online organizations to share free/busy calendar data Company directory, distribution groups, and shared contacts |
|
|  | |
| Voicemail | Hosted voicemail compatible with on-premises PBX phone systems and Lync Server 2010.Voicemail preview, call answering rules, and company auto-attendant |
|
|  | |
| Data Protection | 99.9% uptime commitment with financially backed service level agreement. Continuous data backup between globally-redundant datacentres. Deleted item retention and deleted mailbox recovery |
|
|  | |
| Security | Virus/spam filtering via Microsoft Forefront Online Security for Exchange Continuous intrusion monitoring and detection HTTPS connections to help keep access more secure |
|
|  | |
| Archiving and Compliance | Built-in email archiving with the ability to search multiple user mailboxes at once. Policies to automatically expire email data or preserve it for compliance purposes Flexible transport rules for applying disclaimers and other policies to email in transit |
|
|  | |
| Migration | Free tools for migrating IMAP and Exchange Server mailbox data to Exchange Online Combine Exchange Server mailboxes and Exchange Online mailboxes in a hybrid environment Synchronize on-premises Active Directory with Microsoft Online Services |
|
|  | |
| Administration | 24/7 support via phone and web Centralized, Web-based access for configuration and administration of Exchange  Online services—including mailboxes, user settings, distribution lists, company settings, and staff settings Remote PowerShell™ connections for advanced configuration and automation Role-based access control (RBAC) for fine-grained control administrative permissions |
|

Scope of work

Our Understanding of the existing setup

EC- Council is having total mailbox for 300 users with domain eccouncil.com. Google suite of product currently in use along with webmail client. Total mailbox size is of 4.8Tb

EC- Council have 5 locations spread across India , Singapore , US .They also have for 70 users synched to local AD in US branch for which once migration is done would like to decommission local AD.

Our understanding of the requirement

EC – Council is interested in migrating to M365 environment. Migration of google suite to Office 365 along with deployment of Enterprise Mobility Suite.

**Mails from google suite is migrated to Office 365 as defined in the following table.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Source Environment** | **Type of Migration** | **What will migrate** | **What will not migrate** |
| Google suite | Migration using Systool | Emails, | Rules |
|  |  | Calendar, | Delegations |
|  |  | Contacts | Signature |
|  |  | Achieve Data | Tasks |
|  |  |  | Mail enable users |
|  |  |  | corrupted items |
|  |  |  | Encrypted emails |
|  |  |  | Distribution list |
|  |  |  |  |

EC Council must first approve all associated Office 365 implementation timelines, project schedules, and decisions

Timelines :-

|  |  |
| --- | --- |
| Phase | Duration |
| Assessment & Discovery | One (1) Week |
| Design & Planning | Three (3) days |
| Implementation with tool | five (5) week |
| Power user (30) archival data migration | One (1) week |

The migration speed depends upon the following environment factors:  
1. Attachments size and count.  
2. Machine configuration.  
3. Internet speed

# **Project SCOPE For Enterprise and Mobility**

Softline has been engaged to conduct a Microsoft Enterprise Mobility Jumpstart. The Microsoft Enterprise Mobility Jumpstart is an accelerated solution to manage mobile devices, apps, and data. Users have access to all of their mobile and Windows native apps from a unified corporate app store. IT gains control over mobile devices with configuration, security, provisioning and support capabilities. The Microsoft Enterprise Mobility Solution can include multiple components, depending on the Customer’s requirements. With a Microsoft Enterprise Mobility solution IT can meet their compliance and control needs while users get the freedom to experience work and life their way.

# **APPROACH**

To achieve the goals outlined above, Softline will be working closely with Customer over the course of the engagement to:

* Formulate a clear vision and high-level conceptual solution architecture
* Identify the solution’s business and technical requirements
* Document the solution requirements and initial planning components
* Develop a detailed solution design that satisfies the business and technical requirements
* Determine the most efficient approach for deployment of the solution
* Implement the solution to a limited group of 100 pilot users to validate the technology
* Develop an extended roll-out plan to be executed by Customer Staff

## Pre Planning

Softline needs to review the Customer documentation of its current environment prior to the Design session. Customer is therefore asked to provide the following current state documents:

* Core Line of Business (LOB) Applications (in the scope of this project)
* Directory Services Infrastructure
* Network Topology
* User Population and Distribution
* Administrative Practices and Procedures

If existing documentation is unavailable, Softline will provide a Site Assessment worksheet to help Customer gather the necessary information about the Customer environment. Softline will also use any information that Customer may have already provided to Softline from past engagements.

## Planning

### *Project Kick Off Meeting:*

Softline will begin with a project kick-off meeting with the Customer core project team that will last approximately two hours. Interviews conducted during this meeting will help determine the required business objectives, drivers, and overall design objectives, and will finalize the scope of the engagement.

The kick-off meeting should occur at least one week prior to the onsite design and planning activities in order to give the teams the opportunity to prepare. The agenda topics to be covered will include the following:

* Knowledge transfer and review of company and project vision
* Outline of primary goals, objectives, and project requirements
* Knowledge transfer of Company Physical Profile and Organization structure
* Document Request of Current State
* Establishment of Project Management Protocol for the engagement
* Establishment of Roles and Project Schedule

### *Planning and Design Session:*

During the Planning and Design phase, Softline will conduct meetings with the key stakeholders within Customer to explicitly identify all of the technical drivers for the project and capture the solution requirements and any known dependencies. The Softline will review the features and benefits of the Microsoft Enterprise Mobility Solution and work with Customer team members to develop an overall design and configuration. Topics of discussion may include but are not limited to the following concepts and features.

* Review of technical and business requirements
* Analysis and definition of requirements
  + Mobile Device Management
  + Mobile Application Management
  + Mobile Content Management
* Microsoft Enterprise Mobility design to support the predetermined application rollout o Microsoft Enterprise Mobility hierarchy
  + - Windows Intune
    - Azure Active Directory Premium
    - Azure Rights Management Services
  + Authentication Methods
  + User Groups
  + Application Distribution
  + Policy Management
* Microsoft Enterprise Mobility Requirements

o Review device types and platforms to be supported

* Mobile Device Management (Windows Intune)
  + Software Distribution
  + Patch Management
  + Policy Management
  + Endpoint Protection
* User Access methods
* Device Enrolment
* Discussion of additional Microsoft Enterprise Mobility system design to enable needed functionality for complete deployment
* Remote Desktop Services
* Microsoft Azure

### *Azure Active Directory Premium*

Azure Active Directory Premium provides additional features and functionality over the standard Directory services provided in Azure. Azure AD Premium helps provide advanced features such as Self-Service, broader Multi-Factor Authentication, detailed reporting, SaaS Application integration and Group Management. Deploying Azure Active Directory will include the following items:

* Obtain SSL certificates – Customer Responsibility
* Enable Active Directory Premium in Azure
* Configure up to two (2) SaaS applications for integration from Gallery
* Synchronize up to one (1) on premise Active Directory Domain with Azure Active Directory
* Assign up to hundred (100) users to use with Azure Active Directory Premium
* Configure Self-Service Portal for assigned users
* Include customer assigned logo to brand portal

### *Windows Intune:*

The Build and Configure phase will complete the steps necessary to deploy and manage Intune, as well as provide knowledge transfer on best practices and common administrative steps.

* Getting Started with the Administration Console
* Adding Administrators; read-only and full permissions
* Client deployments and Enrollment
  + Configure Public DNS Device Registration
* Organizing the Computers
* Manage Update and Automatic Approvals – Microsoft
* Antivirus and Antimalware Planning
* Set up Alert Notifications and thresholds
* Architecting and Setting the Default Policies
* Creating and Managing Reports
* Customizing Report Templates
* Creating a Malware Status Report
* Creating Software Inventory Reports
* Managed Software and Software Distribution Planning
* Working with Remote Assistance and Remote Tasks
* Miscellaneous Administration Console Improvements
* Configure Mobile Device Management for iOS, Android, Windows and Windows Phone

o Configure Application Signing and Side loading

o Enroll up to hundred (100) Mobile Devices with Intune, install necessary applications

o Deploy a single device policy per mobile device type

* Customize the Company Portal
* Deploy and configure directory synchronization to share login name

### *Azure Rights Management Services:*

Azure Rights Management Services helps customers provide document security to trusted and untrusted recipients. If sensitive data were to get to mobile devices, Azure Rights Management ensures that the documents are restricted or retracted when needed. Azure simplifies the requirements a customer would need if RMS were placed on premise. The Softline will configure the Customer’s Azure tenant to provide RMS servers by completing the following tasks:

* Enable Azure Rights Management Services for a single Directory
* Configure up to two (2) RMS Policies, not including a custom template
* Deploy RMS Sharing Application/Office Add-in on up to hundred (100) Mobile Devices, Android, iOS, Windows Phone, Windows RT, and Windows
* Deploy RMS Policies to Mobile Devices
* Implementation of Azure Information Protection:
  + Enabling Rights management service from Admin center.
  + Getting document protection
  + Defining policy templates for Information Protection.
  + Setting up rights and scope for each template.
  + For external users,
  + Creating mail contact
  + Creating a group for external contact
  + Adding external contacts in the group
  + Adding external contact/group under the specific policy
  + Installing AIP app for internal users (by customer).
  + Installing AIP viewer app for external users (by customer).
  + Testing protected document sharing.
  + Sharing SOP with the EC-Council

# **CLOSURE**

Prior to the conclusion of the engagement, Softline will validate the implementation with the appropriate Customer stakeholders, perform any necessary adjustments, and provide recommendations.

Softline will review the project items to be provided and address the potential next steps with Customer.

# **PROJECT MANAGEMENT**

Softline will assign a project management resource to perform the following activities during the project:

* **Kick Off Meeting.** Review SOW including project objectives and schedule, logistics, identify and confirm project participants and discuss project prerequisites.
* **Project Closure Meeting.** The project team will meet to recap the project activities, provide required documentation, discuss any next steps, and formally close the project.
* **Change Management.** When a change to a project occurs, the Softline’s project change control process will be utilized.

# **PROJECT ASSUMPTIONS**

1. Based on discussion we will remotely assist customer for the deployment and if need be then consultant can be placed at customer premise.
2. End user availability during migration and end user communication for Outlook reconfiguration will be done by EC Council
3. Application to be published and wrapped should be supported by Intune. Softline will not be responsible for any application level troubleshooting or development activities.
4. EC-Council needs to involve application vendor/owner to ensure smooth functioning.
5. Customer will allow Softline to perform several interviews of stakeholders, sponsors, team members, technical staff and managers, who will be reasonably available for the time it takes to gather information.
6. Customer personnel will be available on a timely basis, and when reasonably requested by Softline, your personnel will provide input, review the services being performed and the items provided by Softline, answer questions, provide signoff, and allow Softline to gather and validate information, perform reviews and obtain other input.
7. Customer personnel will be committed to the degree necessary to successfully complete this project.
8. The scope and objectives of this project will be jointly managed by EC-Council and Softline to better ensure completion of the project within the anticipated schedule.
9. EC-Council and Softline will follow or coordinate with Softline’s Project Management Methodology for this project.
10. **Product licenses**. Product licenses (Microsoft or non-Microsoft) will not be provided under this SOW. You are responsible for acquiring all necessary product licenses required as a result of this SOW.
11. **Source code review.** You will not provide us with access to non-Microsoft source code or source code information. For any non-Microsoft code, our services will be limited to analysis of binary data only, such as a process dump or network monitor trace.
12. This initiative has executive sponsorship. If issues, such as resource constraints, arise during the project that cannot be resolved by your Project Manager, the Project Manager will escalate the issue to the executive sponsor for timely resolution.
13. We assume that existing systems or programs upon which the project deliverables depend will not change during the term of this project.
14. If further technical due diligence uncovers any major technical issues, the designs related to Microsoft Enterprise Mobility may change to accommodate or compensate for those issues. Technical changes could impact the estimated effort, costing, or timelines.
15. All modifications requested subsequent to the signing of the contract will be managed using a Change Request.
16. Applications have sufficient documentation. Lacking formal documentation, it is possible that certain features or functions may be missed by the project team. This risk is being mitigated by having Customer subject matter experts (SME) as part of the project effort.
17. Required access privileges to the applications and environment for testing is provided in a timely fashion.
18. The Softline’s delivery methodology will form the basis of this project. Any variations to these processes will be mutually agreed to by us and Customer.
19. Cost of Delay: The cost of all delays in Customer approval, issue resolution, and information provision to our team will be paid by Customer.
20. External Dependencies: There may be external projects/dependencies that may have significant impact on the timeline, schedule, and deliverables. It is our assumption that every reasonable attempt will be made to mitigate such situations.
21. Active Directory is a healthy state and capable of supporting the deployment of Microsoft Enterprise Mobility and management of computers and devices.
22. The environment is meant as a start for the environment and may not be the fully deployed solution.
23. Project management tasks will be performed remotely.
24. Customer has acquired all necessary hardware and software required to fulfill this project. Delays in hardware and software delivery may increase costs or change the project timeline.
25. Each DPS Voucher has a funding value of $1,000.
26. Services will not be delivered until Softline receives valid Deployment Planning Services (DPS) vouchers from Customer.
27. DPS vouchers expire 180 days after customer assignment to CDW. If services are not completed prior to voucher expiration, Customer will be responsible for payment of all Services performed under this SoW.
28. Microsoft requires two Planning services deliverables for each voucher. Planning services deliverables must be approved by Microsoft in order to receive funding. If deliverables are not approved, the Customer will be responsible for payment of all Services performed under this SoW.
29. Customer has obtained licensing from all OEM vendors

# **CUSTOMER RESPONSIBILITIES**

1. Customer will provide hardware that meet or exceed hardware and software requirements for DirSync

a. DNS access to configure proper Host records where needed

1. Customer has deployed a supported version of SharePoint to support integration for O365 or on premise
2. Request an APNS certificate from Apple for management of iOS devices
3. Microsoft supplied sideloading key for application distribution to Windows 8 devices
4. Ability to open proper Firewall ports that are necessary.
5. Customer will create the appropriate planning services voucher to align to the funding amount listed in the SoW and assign the voucher to Softline prior to the voucher expiration.

# **OUT OF SCOPE**

Specific tasks outside this SOW include, but are not limited to:

1. Remediation of existing infrastructure to support this solution (for example, Active Directory, network hubs, switches, routers, and so on).
2. Modification of client operational and service desk procedures to reflect the changes brought about by the solution.
3. Modification and stabilization of the current client environment.
4. Any troubleshooting of network-related issues.
5. Review of operational processes.
6. Application packages related to deployment.
7. Installation and configuration of a Public Key Infrastructure.

8. Management of Blackberry or native ActiveSync clients

9. Industry regulatory compliance requirements.

1. Softline will not be conducting formal training. However, knowledge transfer is integral to the Softline approach throughout execution of our methodology.
2. Customer will be responsible for the inclusion of application infrastructure in isolated test lab. Applications that cannot be isolated in a lab environment due to cost, hardware, or time constraints will be identified and tested against the migration process by Customer in the production environment prior to any pilot migrations.
3. The remediation of any application issues identified during the testing is the responsibility of Customer.
4. Application packaging is not included within the scope of the services estimated in this proposal unless previously specified.
5. Entire deployment will be done from Mumbai (Vikroli) location. Client end visit is not part of scope.
6. Services not specified in this SOW are considered out of scope and will be addressed with a separate SOW or Change Order.

Timelines:-

|  |  |
| --- | --- |
| Phase | Duration |
| Assessment & Discovery | One (1) Week |
| Setup EMS Portal | One (1) Week |
| Integration of EMS + O365 | One (1) Week |
| EMS Policy roll out | Three (3) Week |
| UAT | One (1) Week |
| EMS Roll out all users | One ( 1) Month |

\*\* depends on the availability of end user during the deployment

# **Scope Acceptance**

|  |  |
| --- | --- |
| Agreed to: EC-Council  By:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Authorized Signature  Date  Name (type or print):  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Address: | Agreed to: Softline Services India Pvt. Ltd.  By:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Authorized Signature    Date  Name (type or print):  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Address: |

# **Commercials**

|  |  |
| --- | --- |
| Particulars | Commercials |
| Office 365 deployment  EMS deployment  Systool cost  Deployment Services as per above scope (Total) |  |

**Payment Terms:**

1. Project Kick Off & Resource mobilization – 10% Advance.
2. Phase 1 Completion – 25%
3. Phase 2 Completion – 25 %
4. Phase 3 Device Enrolment 50% licenses – 20%
5. Phase 3 remaining 50% – 20%
6. BAU Support – 100 % advance.

**~~~End of Document~~~**