



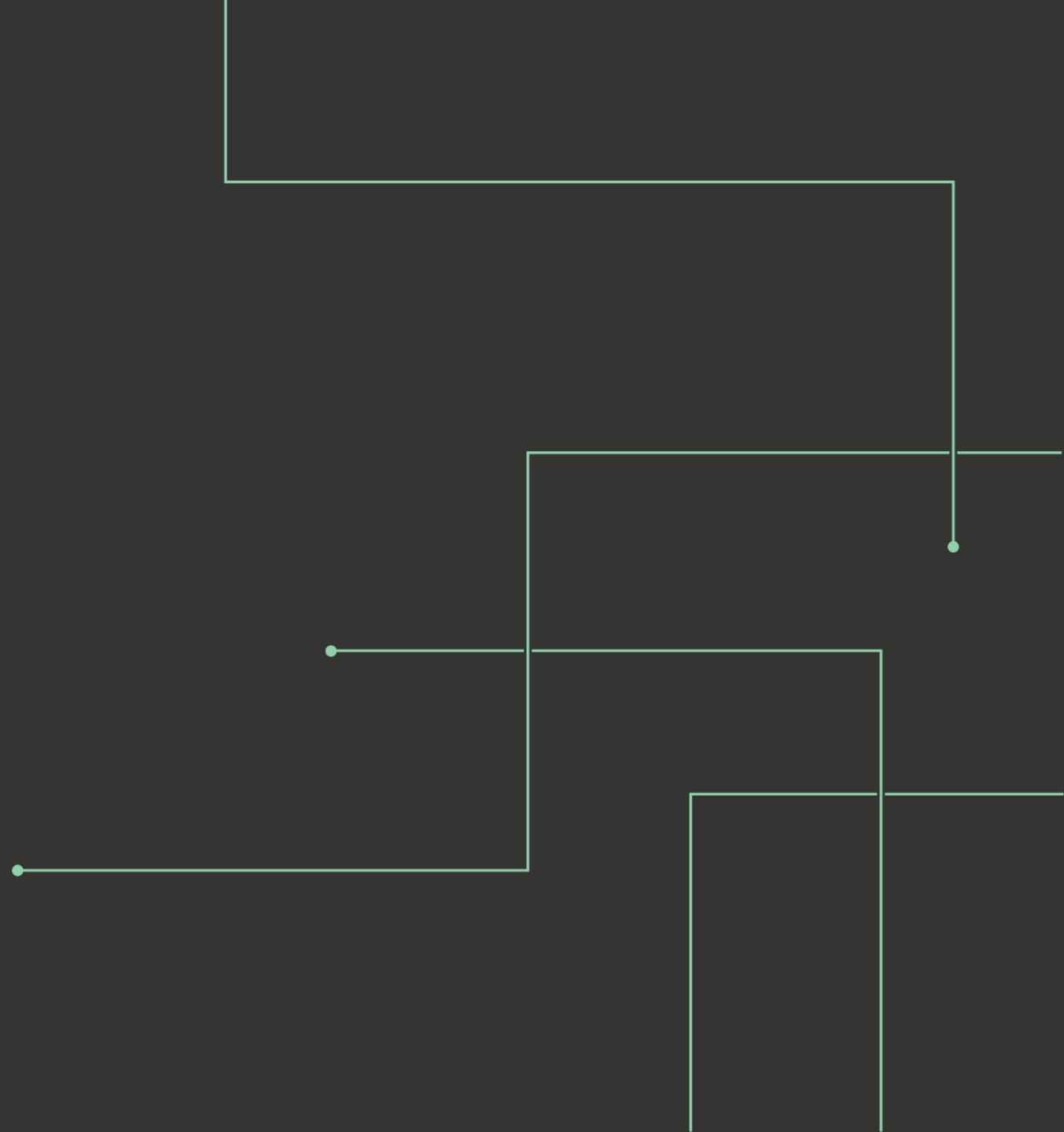
MESSAGING DEEP DIVE

ARCHER CARR

Manager, Platform Transition

AITR MEETING

MAY 11, 2022



- As part of VITA's multisourcing model, the agency awarded a new messaging contract in June 2021 to NTT DATA for enterprise use. The intent of the contract was to offer VITA customers:
 - Choice and integration opportunities by providing both Microsoft and Google services
 - Improved archiving, eDiscovery and records management
 - Improved security, mobile device management (MDM) and data loss prevention (DLP)
- The contract is for one five-year term with three one-year options

NTT DATA



- Major components of the messaging transition:
 - Operational responsibility and backend (help desk, routing/filtering, etc.)
 - Archive, eDiscovery and records management (Google Vault to Microsoft Purview)
 - Mobile device management (Google policy to Intune/Workspace ONE)
 - Microsoft 365 agency migrations
- No statewide “big switch” cutover:
 - Phased rollout to minimize impact on agency operations
 - Backend capabilities in place prior to Microsoft 365 general availability
- Agency Microsoft 365 migrations scheduled to accommodate agency business needs

Core messaging changes

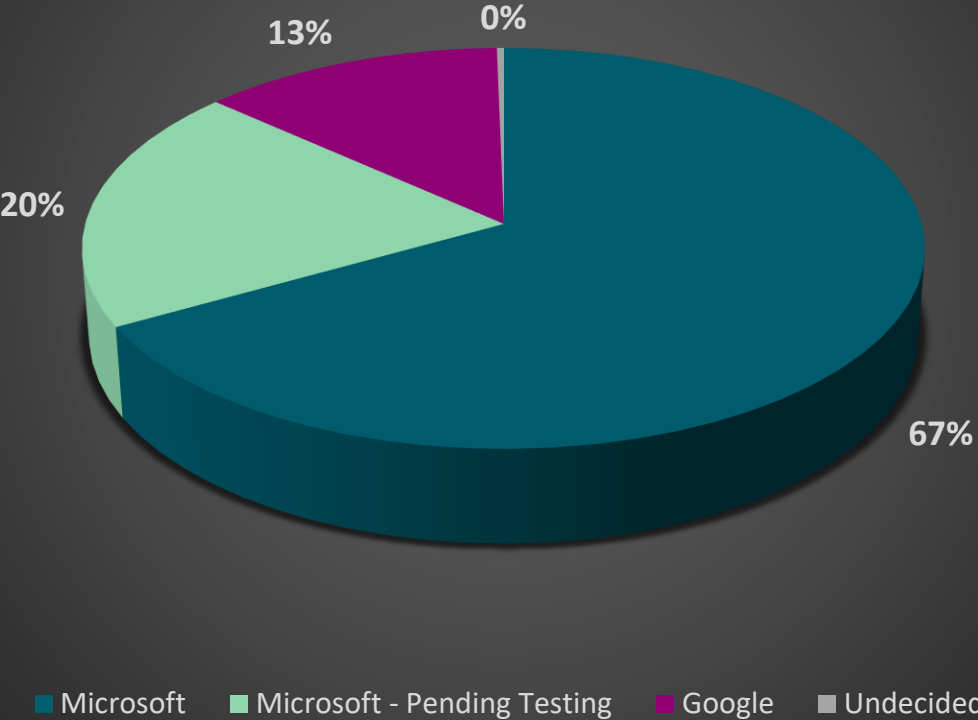
- Improved DLP, anti-spam, anti-malware and security
- Platform-agnostic archiving
- Broad MDM capability

What does Microsoft 365 look like?

- MS Office products
- MS Outlook for mail
- MS Teams for chat and collaboration
- Web, mobile and desktop
- SharePoint integration
- Guest access to Google tools
- Teams chat retention period set by agency at transition

- NTT DATA commenced initial services on May 1
 - Currently providing “as-is” messaging capabilities
 - Transitioning from legacy to NTT CORE messaging infrastructure throughout May and June
 - Deliberate, small-batch approach to monitor performance and minimize potential impacts
- Google <-> Microsoft 365 integration (cross-platform chat, calendar details, etc.) not available
- Email encryption (Virtru) for Microsoft 365 mobile not currently available

PERCENTAGE OF MAILBOXES BY PLATFORM



Platform	Agency	Seats
Microsoft	38	48,023
Microsoft (pending testing)	3	14,241
Google	18	9,381
Undecided	2	220
Total	61	71,865

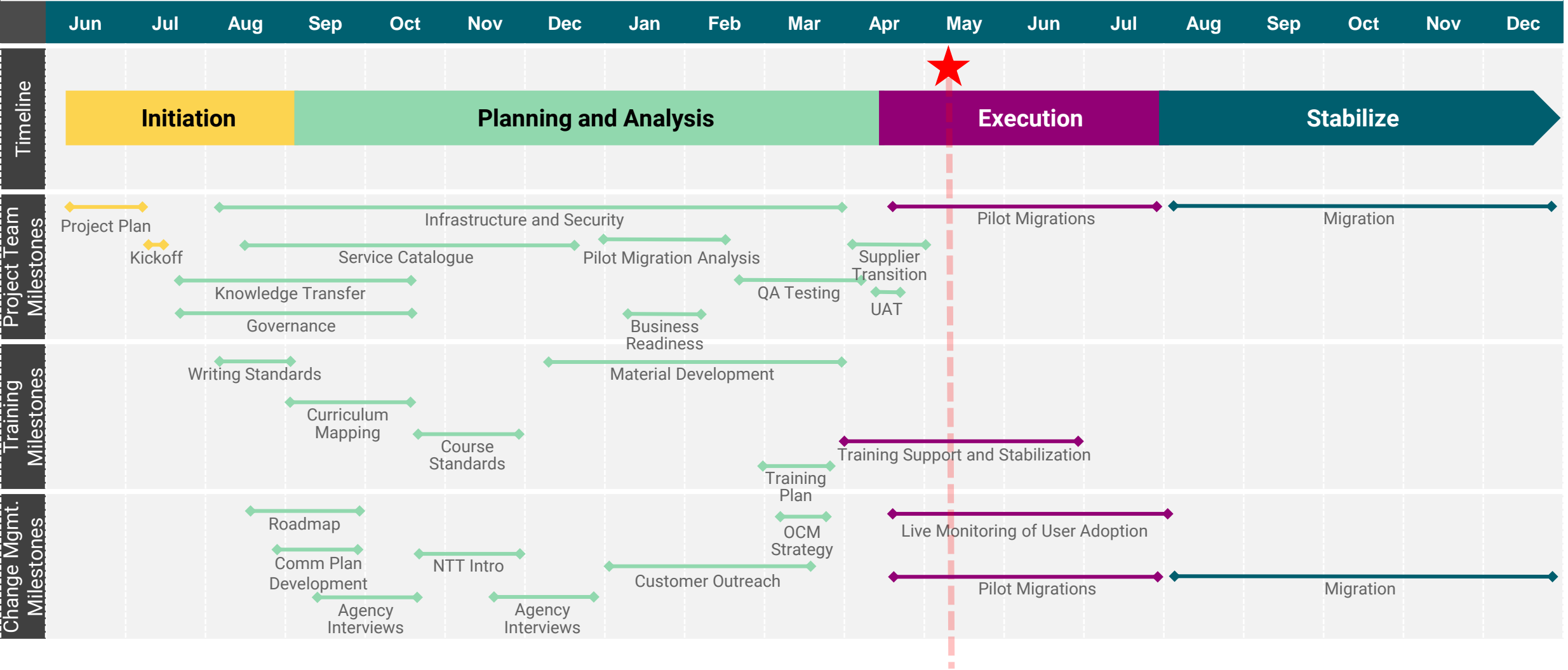
- Over 87% of our customers want Microsoft
- Testing results are needed to determine business impacts of switching
- Agency selections are attached



Microsoft Excel
Worksheet

- VITA and the administration have concluded that a single messaging platform (Microsoft) offers the best value for the Commonwealth:
 - 87% of users expressed a willingness to transition to Microsoft
 - A single platform is less expensive and less complex to manage
 - An integrated dual-messaging platform proved to have challenges
 - Similar functionality is available on both platforms
 - A single platform will streamline customer experience optimization
- VITA would like agencies to fully transition by the end of fiscal year 2023 to avoid renewing messaging licenses and ongoing integration costs as the Google licenses expire

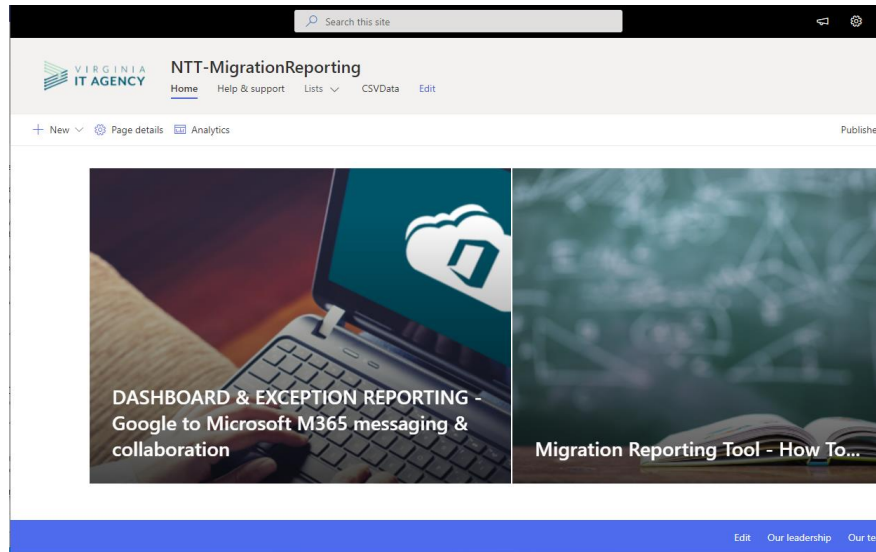
MILESTONE ROADMAP



Goals for successful implementation of early migrations	
1	Compile lessons learned for enterprise use
2	Ensure appropriate levels of awareness and engagement across VITA's agency contacts and end users
3	Build a process that will be easily transferable for future customer experience
4	Continuity of work for staff with little disruption
5	Pilot agencies share feedback for migration process refinement

- Work with your customer account manager (CAM) and business relationship manager (BRM) to submit your request for solution (RFS) and begin scheduling discussions
 - Some activities (MDM, user data validation) will occur prior to the cutover date
 - NTT DATA and your BRM will conduct discovery sessions to fine-tune each agency transition
 - Identify, train agency training coordinator, subject matter experts (SMEs), “superusers” and records officers early
- Proactive user communications and shared training resources
 - Leverage the agency training plan and web hub for easier adoption
- NTT DATA will begin copying data prior to cutover
 - Daily data sync intended to minimize “blackout” period to a small final delta copy
 - Migration error log report available live to agencies to resolve potential issues prior to cutover

- Available to all AITRs and staff
- Live reporting by agency or user



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Migration Exceptions Dashboard

Peter Irizarry
SharePoint Solutions Architect

Exceptions by Agency

Exceptions by User

Stanhope, John

Commonwealth of Virginia

john.stanhope@nttdata.com

Exception Type

Appointment 0

Document 1

Mail 0

Other 0

Total Exceptions 3

User Action Needed 1

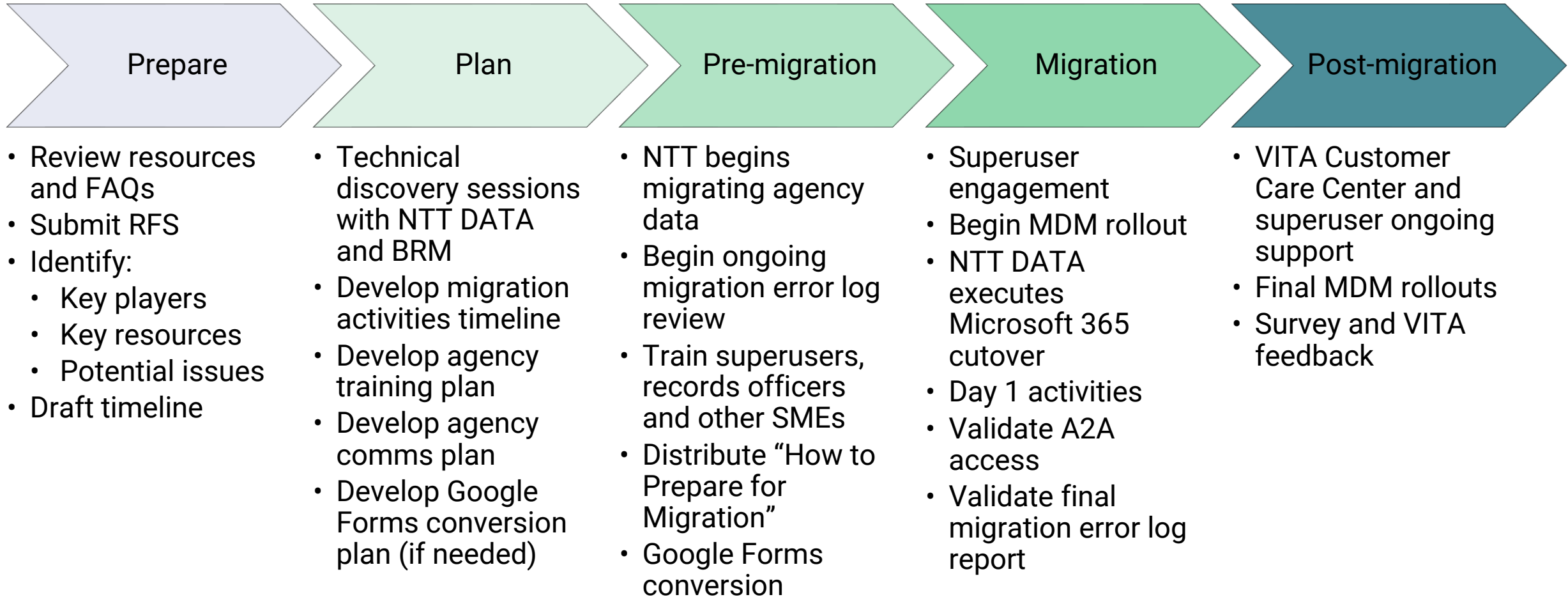
Reload Grid

UserID ↑

Type	Details	Exception	Description	Action	UserAction
UserID: John.Stanhope@nttdata.com					
Mail	Account Delegate: perry.pa...				No
Appointment	Unable to process shared u...	A UserId was not valid. Cod...	Calendar was shared with a...	Ignore the error; Issue will ...	No
Document	User's out of office notice c...	The remote server returned...	The target tenant not able ...	NTT will rerun the migratio...	Yes

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- Review and follow transition and new product training material
- Update their MDM (if used) on or before the Microsoft 365 cutover
- What is automatically transitioned:
 - Email, calendar, contacts, records archives, Google Drive content
 - Google Docs/Sheets/Slides convert to Microsoft equivalents (complex files may require manual review)
- What requires manual intervention:
 - Mail personalization (signatures, rules, labels, .PST files, etc.)
 - Meet call details on calendar invites (each organizer must update invites with Teams call details)
 - Re-establish permissions for shared documents, files and folders
 - Google Forms -> Microsoft Forms; Google Keep -> OneNote; Google Photos -> OneDrive

COMMUNICATIONS PLANNING - AGENCY-SPECIFIC BREAKDOWN



One month prior to go-live

- Your agency is next to conduct migration
- What to expect
- Important dates
- Training is available
- Next steps



Two weeks prior to go-live

- Migrations have begun
- How to prepare, what to expect
- Important dates
- Training is available
- Next steps



One week prior to go-live

- Cutover the following weekend
- No access to systems
- What to expect
- Be prepared
- Training is available
- Next steps



Day of go-live

- You're live!
- Validate all is migrated and working as planned
- Two weeks to complete validation activities
- Training is available
- The process for getting support



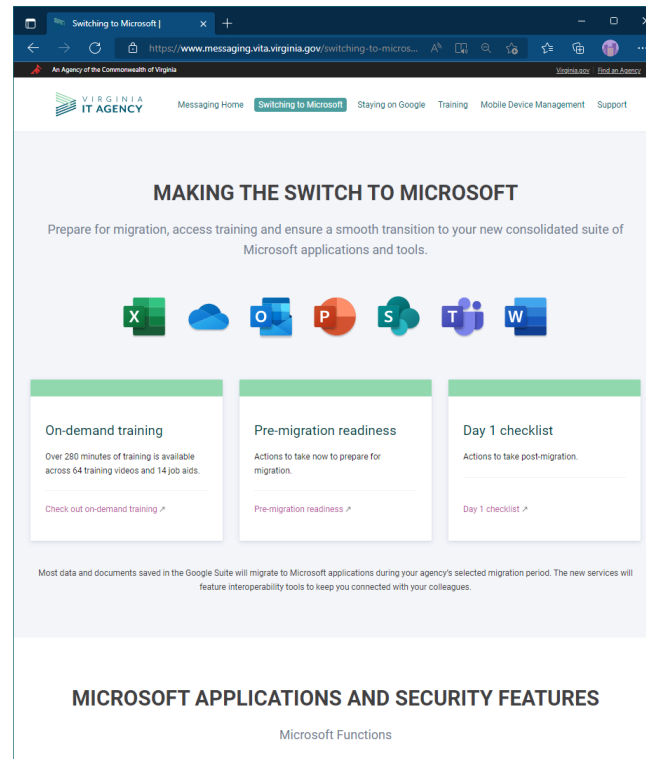
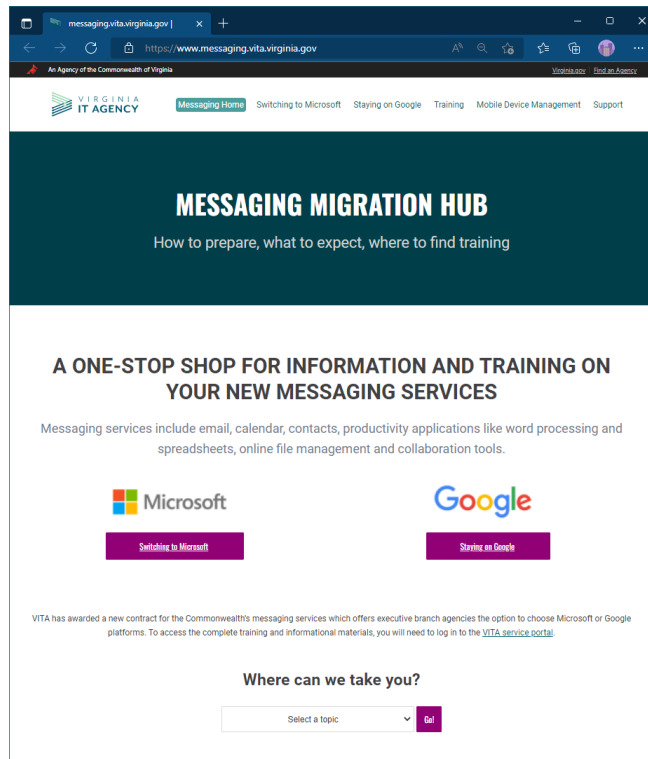
Two weeks post go-live

- Validation window closed, license removed
- No further activities necessary
- Training is available
- The process for getting support

Sampling of major customer touchpoints that can be customized by AITRs for individual agency use

- Project communications centerpiece:

www.messaging.vita.virginia.gov



- All training available in one place
- Regularly updated living resource
- Will remain accessible throughout all activities, including "Day 1" needs



All training modules have been developed, reviewed and approved based on VITA standards with closed captioning inclusion. All users can access the training via the VITA knowledge base with course descriptions and filtering capabilities.



There are 78 training courses developed across products including:

- Microsoft Office 365
- Google Workspace
- Mobile device management
- Account management
- Messaging services

This is an estimated 280+ minutes of training across 64 training videos and 14 job aids.

- Several transition steps still apply (dates to be determined, may nest with agency Microsoft 365 migrations):
 - New DLP rules on outbound mail, file sharing, etc.
 - Current MDM will migrate to Intune or Workspace ONE (agency choice)
 - Current archive repositories will migrate to archiving, eDiscovery and records management
- No chat or presence interoperability between Google and Microsoft 365
 - No ETA for this capability (vendor is stalled, not expected before we leave Google)
 - Microsoft 365 users **will** have Google guest access for Meet participation, shared Docs, etc.
- Google license model is changing

- Key lessons learned from prior messaging transition are agency user involvement and training engagement
- Build your transition working group:
 - Transition lead, training coordinator, communications lead and internal help desk representative (if you have one)
 - Begin identifying SMEs and potential super users
- Attend a call with your CAM, BRM, CIO, AITR and agency working group (CAMs reaching out this week)
 - Walk through what migration looks like for your agency
 - Review training materials, videos, knowledge base articles and how to be successful
- Adoption and engagement are KEY to agency success!

- The messaging transition is more than just email
 - Changes are coming, even while your agency remains on Google
- Goal is *minimal impact* to agency operations
 - No “big switch” statewide events
 - Discrete steps with proactive performance and error monitoring
 - Agency Microsoft 365 migrations scheduled to accommodate agency business needs
 - Continuous improvement process; expect refinements and adjustments
- Keep your CAM, BRM and working group closely involved
 - Your feedback is critical to everyone’s success

Questions

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