Messaging End User and Agency Directory Migration

Overview

IT Infrastructure Partnership Team

Nov. 17, 2008

Messaging End User and Agency Directory Migration Introduction

Project Description	The end user migration project will migrate in-scope agency users from their current e-mail system to an enterprise messaging platform. The Commonwealth of Virginia (COV) currently has approximately 67,000 users spread across 85 state agencies. This project will consolidate those users onto a new system starting in 2007 and continuing through 2009. A new supporting Active Directory and Exchange infrastructure will be deployed to support this migration and the requirements defined by the customer. This includes redundancy at a strategic level through data replicated between the Commonwealth Enterprise Solutions Center (CESC) and Southwest Enterprise Solutions Center (SWESC) operational sites. This project includes a directory services migration and consolidation, such as Novell, Active Directory NT4 and other Lightweight Directory Access Protocol (LDAP) based directories onto a single forest, single domain Enterprise Environment. End users are migrated using a combination of Quest tools and native utilities.

Messaging End User and Agency Directory Migration Process

Transformation Project Objective

To migrate all Commonwealth agencies onto an Enterprise Exchange e-mail platform, while minimizing disruptions to your agency

PRE-MIGRATION	DURING MIGRATION	POST- MIGRATION

PRE-MIGRATION

Agency

- Send agency end user communication
- 'Clean up' agency environment
- Inform Application Development staff of impending move to COV Domain
- Ensure remote end users bring their computers in to the agency the night before the refresh
- Ensure end users leave their computers on the night before the refresh

IT Partnership Team

- Prepare existing domain and directory services for migration to the Enterprise Domain
- Complete initial detailed discovery
- Obtain agreement migration schedule date
- Complete Service Requests/Change controls
- Quest Tools Preparation and Train agency support staff
- Provide options to the Agency on how to store mail (.pst files) in a manner that can be backed up and restored

DURING MIGRATION

Agency

- Provide end user communications
- Application Development staff available to assist and test move to COV Domain

IT Partnership Team

- Migrate domain and directory Services to the Enterprise Domain
- Modify inbound mail routing
- Update login scripts
- Migrate workstations and servers to new Commonwealth of Virginia (COV) Domain
- Update applications with hard coded entries
- Update user profiles with new mail server
- Test and validate mail, applications and servers
- Disable agency legacy e-mail accounts
- Turnover onsite support to VCCC

POST- MIGRATION

Agency

- Send Post migration end user communication
- Users available to validate access.

IT Partnership Team

- Decommission and remove of legacy domain and directory Services and Removal of legacy hardware (e.g. Novell, and NT4, AD, LDAP and other Directories)
- Perform Post-migration clean up activities
- Complete full back up of legacy domain controllers
- Decommission legacy messaging e-mail systems (e.g. Exchange, GroupWise, Lotus Notes, Sendmail, Sun All In One)
- Obtain agency sign off that environment is in working order

(*) Library of Virginia provides guidance for records retention policy and procedures. Please contact them for more information. http://www.lva.lib.va.us/whatwedo/records/

Messaging End User and Agency Directory Migration Benefits

What's in it for You?	• Enterprise class Microsoft Exchange environment
	    – Secured communications without accessing the Internet
	    – Secured access from external locations
	    – Ability to share information with security controls
	• Access to team collaboration sites
	    – Ability to share data via Share Point
	    – Ability to share Calendars among agencies
	    – Instant messaging and live communications such as Net meeting
	• 24 hours a day x 7 days a week messaging support
	• Continuation of critical services in the event of an outage: enterprise class failover

Messaging End User and Agency Directory Migration Detailed Activities

Task	Description
Acquire Agency approval to begin pre-migration activities	Obtain Agency approval to move forward with agency pre-migration activities and discovery from SDM and AITR
Agency Migration Questionnaire sent to agencies	MDS Teams will visit agency locations to complete detailed discovery of environment, including applications, servers etc.
Discovery of agency current e-mail environment	Through meetings, questionnaires and reporting tools the MDS Team will collect information on source mail environment (s)
Review and obtain sign off from AITR to begin migration	Review with AITR implementation plan and schedule for Messaging migration. Obtain sign off from AITR
Install and Test VPN Tunnel	A site to site VPN tunnel will be used to establish connectivity to sites that have not experienced Networking transformation
Build Domain Controller and File Server	In cases where the Agency's use their Domain Controller to provide other services such as File Shares it will be necessary to separate those services out
Install, Configure and Test Quest Migration Console	The Quest Migration Console will be used for activities such as changing domain membership, renaming servers and workstations, and re-ACLing File servers
Distribute communication 60-30 days before migration to end users	Communication to agency and end users describing migration activities. Will include FAQ's, end user support documentation
Distribute communication 15-day 'Clean Up' Request to end users	Reminder communication sent to the end user community to describe the migration process and how it will affect them 15 days prior to the start of the migration
Train Staff on Quest Management Tools	Training on the Quest Management tool will be supplied to Service Delivery staff as necessary

Messaging End User and Agency Directory Migration Detailed Activities (cont.)

Task	Description
Upgrade workstations	Software upgrades such as Outlook 2003 SP1 and Windows XP SP2 are prerequisites to migration. Workstations that do not meet these prerequisites will be addressed employing Service Delivery staff
Source Directory Clean Up	The MDS team will ensure that source directory's have been cleaned up before migrating. Items such as disable accounts, stale workstation accounts and naming standards will be addressed
Black Berry Migrations	Users with Blackberry units will be addressed before COB cutover evening. Their units will be activated on the Enterprise Messaging BES
Modify Inbound Mail routing	The MDS team will change the inbound mail routing so that mail is routed to the Enterprise Exchange e-mail system
Update Agency DHCP	The agency's DHCP scope will be updated as required on appropriate device
Update Login Scripts	Login scripts will be applied to the agency via group policy and will ensure mappings and printers are still mapped as designed
Migrate Workstations to COV Domain	Agency workstations will be moved from their existing domain to the Commonwealth of Virginia (COV) domain
Migrate Servers to COV Domain	Agency servers will be moved from their existing domain to the COV domain
Rename workstations to new naming standard	The workstation naming standard will be applied to all workstations joined to the COV domain

Messaging End User and Agency Directory Migration Detailed Activities (cont.)

Task	Description
Rename Servers to new Naming standard	The server naming standard will be applied to all servers joined to the COV domain
Test mail, Application and server functionality	Testing checklist developed by the MDS team will be run against servers and workstations to ensure functionality after moving to the COV domain and changing the name to bring them in line with new standards
Turn over support to VCCC	Users will have the ability to call the VCCC for help with their e-mail and directory accounts
Uninstall agents from workstations	Quest Agents are required to be installed on agency workstations to help with migration task. The agent will be removed after cutover
Clean up legacy access control	Legacy administrative accounts is an example of the type of security principles that will be removed from the workstations during this step
Send 1 day Post migration 'Thank You' communication	Follow up communication to agencies thanking them for cooperating as well as communicating any additional post migration needs/issues
Backup Legacy Domain Controllers	Before decommissioning the legacy Domain Controller a full backup will be taken in the event a restore is required. The restore media will be left with the SLD once complete
Obtain agency sign off that environment is in working order	The agency's AITR will sign off that the migration is complete and their end users are operational
Agency or Site Migration Completed	Migration is completed once the sign off documentation has been received