Cloud Economics SOW

Solution Assessments

Microsoft Solution Assessments are high-value engagements that, on a foundational level, provide customers with a better understanding of their environment and recommendations on how to improve it. To deliver a consistent experience and ensure maximum value, this Statement of Work (SOW) defines the specific requirements required to fulfill a Cloud Economics Assessment.

In FY19 Solution Assessments are eligible for Incentive funds to qualified Partners. The Partner must notify the Microsoft Assessment Manager when their POE is uploaded into the CHIP system. The following requirements must be met:

Required proof of execution (POE):

- Submission of valid customer acceptance
  - The customer name
  - The start and completion date
  - Show acceptance from the customer of the Assessment

- A final Solution Assessment report specific to the customer and anonymized for personal identifiable information (PII).

Description

The Cloud Economics Assessment is designed to provide the customer with information necessary to evaluate their readiness for cloud migration. Data-based recommendations will be developed utilizing modern tools to collect and analyze the full customer deployed software and hardware. These insights will help customers prioritize their best logical migration plans in each area: desktop applications, platform modernization, and workload optimization.

An EDP or ELP is not a requirement in this assessment unless requested by the customer, although proof of discovery and analysis is required in the final product delivered to the customer and reviewed by the Engagement Manager.

The partner collects the data and performs a full discovery and inventory outlining all Microsoft product deployments and usage. The partner will use Microsoft first or third-party tools, as well as other sources to capture all relevant data.
Customer Agreement

Microsoft expects the partner to communicate the following and gain agreement with the customer at the start of the project:

1. Discuss the scope of work for the assessment being performed, including a list of all deliverables, defining the scope and any scope limitations.
2. Establish with the customer a clear challenge this assessment will focus on and how the problem will be addressed in the Final Assessment Report.
3. Gain customer agreement on disclosure of assessment deliverables shared with Microsoft.
4. Adherence to the Microsoft Privacy Policy.
5. Secure agreement with customer on usage and treatment of customer data.
6. Obtain customer agreement to proceed with the Solution Assessment.

Inputs

Based on the scope of the project, the partner will use one or more automated discovery tools to collect inputs from the customer’s IT estate that will be the basis for establishing the areas of cloud capabilities.

1. A comprehensive assessment of the customer’s existing IT infrastructure and environment, including on-premises, cloud, and as available outsourced installations for all affiliate’s locations and/or divisions.
2. Includes protocols for accessing the network and corporate network connectivity to external networks.
3. Any IT monitoring tools that the customer might use.

Data collection

This section lists steps partners must take to build the foundation for the required analysis and customer deliverables. Partners will ensure that all data collected with consent from the customer will be stored securely and in accordance with the requirements set out in the Microsoft Privacy Policy. Data collection is data related to the specific scope and deliverables of the Cloud Economics Assessment. Depending on the scope determined with the customer, partners must ensure that the data collected is complete and accurate.

Some specific Cloud Economics Assessment guidance includes, but is not limited to:
**Desktop and User Accounts:**

1. Complete extraction of user accounts from the customer’s Active Directory (AD) domain(s) and Lightweight Directory Access Protocol (LDAP) and/or workgroups.
   - Identification of active users in the past 90 days based upon the technique(s) employed by the customer
   - Differentiate active users on-prem and in-cloud
2. Operating system versions
3. Browser type and version on all machines
4. Office 365 subscriptions versions (E3 vs. E5 and surface all component usage in Office 365)

Evaluate on-premises, Dynamics, Exchange, SharePoint, Skype for Business and similar system deployments to understand what functionality will be needed in Office 365 and Dynamics 365.

**Server Platform mapping:**

5. How many instances (both physical and virtual) are deployed on the network?
   The data points for each host server could include:
   i. Host server name
   ii. Domain name
   iii. Physical or virtual
   iv. Clustering configuration
   v. Windows Server and SQL Server Operating system version and edition
   vi. Processors, cores and logical processors (vCPUs)
   vii. .Net framework
   viii. CPU
   ix. Network use (GB)
   x. Storage use (GB)
   xi. Memory utilization (MB)
   xii. Count and prime function of databases deployed
6. Virtual environment mapping output for Desktop and Application Virtualization:
   i. Host server data
   ii. Non-Microsoft host servers, such as VMware VSphere or Citrix XenServer, to account for all instances of Windows virtual desktops used in the Virtual Desktop Infrastructure (VDI) configuration
   iii. All software assets (OSE and all applications/software) that make up each virtual desktop image on each host server
Applications and Workloads:

In addition to the section above on Server, you need to capture the following:

iv. Azure virtual machine performance metrics to assess system utilization and anticipated resource needs
v. Discover application in use on-prem or in-cloud as opportunities for migration
vi. Third-party commercial off-the-shelf applications
vii. Non-MS databases
viii. Custom web applications and operating platforms
ix. Azure Virtual Machine capacity
x. Infrastructure dependency per application (Windows and SQL)
xi. Applications or services already running in the cloud

Analysis

The data collected during the Cloud Economics Assessment must be analyzed, reviewed with the customer and the Engagement Manager, and agreed upon as an accurate point-in-time reflection of the customer’s current deployment position. This data, along with the additional customer inputs, will provide a basis for the development of a solid Cloud Economics Assessment Customer proposal. Based on the inputs and data collection, the partner will complete the following required analysis:

1. Analysis on deployment data including available Microsoft investment entitlements and insights into the benefits of optimization (e.g. SA, upgrades, downgrades, promotions, etc.).
2. As necessary, collect and review data from stakeholder interviews and questionnaires, noting any information that was either unavailable or challenging for the customer to gather.
3. Review of current cloud environment mapped to optimized environment based on the customer’s goals, including an assessment of capabilities and barriers to move to Office 365, Dynamics 365, or Azure.
4. Review of existing SQL Workloads (OLTP, OLAP, etc.) to better determine which server edition to assign to that workload.
5. Review of usage and adoption scenarios to determine final optimization recommendations for the customer.
6. Assessment of all business and technology requirements necessary to meet the identified customer challenge set out in the customer agreement Scope of the Assessment.

Deliverables

The final deliverable is to be reviewed with the customer at the end of the assessment:

1. An Executive Summary: a high-level summary of project background and scope, data discovery
2. A high-level Summary Review of the Cloud Economics Assessment
3. Relevant IT environment captured in discovery
4. The Final Report needs to have the data presented along with an explanation of the relevant impact
5. Provide recommendations based on the data gathered and analysis completed during the Assessment
   • Desktop and User Account Analysis and Recommendations
i. Client Lifecycle Insights
ii. Windows 10 Migration Readiness
iii. Office 365 Migration Readiness
iv. M365 Cost Comparison
v. Desktop SAAS Recommendations

- Server Platform Analysis and Proposal
  i. Current State from Discovery
  ii. Server Lifecycle Insights and Recommended Future State
  iii. Windows Server and SQL Server EOS Recommendations
  iv. Migration options (Premise or Azure Considerations)
  v. Azure Hybrid Benefit Recommendations

- Application and Workload Analysis and Proposal
  vi. Current State from Discovery
  vii. Azure IAAS Readiness
  viii. Right Sized Environment
  ix. Hardware Refresh Candidates and Recommended Future State
  x. Back Up and Disaster Recovery
  xi. Dependency Mapping
  xii. Dev/Test Workloads prioritization
  xiii. TCO Calculations
  xiv. Proof of Value Proposal

6. Provide a transformation roadmap with specific steps (timeline & itemized options on cost in each scenario)

**Resources**

1. SAM Partner eligibility, program overview, and Partner incentive guides
2. ISO 27001 (ISO27001) is the international Cybersecurity Standard that provides a model for establishing, implementing, operating, monitoring, reviewing, maintaining, and improving an Information Security Management System. See also cybercrime.
3. ISO 19770-1 SO/IEC 19770-1 Information technology -- Software asset management has been developed to enable an organization to prove that it is performing software asset management (SAM) to a standard sufficient to satisfy corporate governance requirements and ensure effective support for IT service management overall. Good practice in SAM should result in several benefits, SAM should facilitate the management of business risks, cost control and give competitive advantages.