

Microsoft 365 (M365)

PROJECT CHARTER



Washington's Consolidated Technology Services Agency

**Transformation Office
Technology & Operations
Washington Technology Solutions (WaTech)**

VERSION HISTORY		
Date	Modification	Modifier
10/17/19	Initial Draft – v0.1	Carrie Gonzalez, Project Manager
10/31/19	Draft – v0.2	Carrie Gonzalez, Project Manager
11/5/2019	Draft – v0.3	Carrie Gonzalez, Project Manager
11/7/2019	Final Draft – v1.0	Carrie Gonzalez, Project Manager

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PROJECT INFORMATION	
Project Title	MICROSOFT 365 (M365)
Request Date	10/14/19
Executive Sponsor	James Weaver, State Chief Information Officer
Business Sponsor	Scott Barringer, Assistant Director, Computing Services
Operational Manager	Angie Ragan, Cloud Services Manager, Computing Services
Project Manager	Carrie Gonzalez, Senior Project Manager, Transformation Office

Project Description

Washington Technology Solutions (WaTech) has begun creating a Microsoft 365 (M365) ecosystem of cloud-based services and features, including an Office 365 (O365) enterprise shared tenant, to meet the State of Washington’s changing business needs. The M365 Project would continue to enhance the larger M365 ecosystem, including the O365 shared tenant, to enable secure services and features for state agencies in the Enterprise Active Directory (EAD) forest, and provide customers with documentation regarding the environment as it pertains to the state’s unique federation.

Background and Business Drivers

WaTech Vision: Trusted leader and technology partner of choice

Guiding Principles

- Customer focused
 - Listen to all feedback and act decisively to make improvements
 - Communicate consistently with purpose and clarity
- Lead with integrity
 - Foster trust by demonstrating transparency, accountability and sound financial stewardship
 - Accept responsibility and ownership for actions and results
 - Engage stakeholders to pursue key solution trends in technology
- People First

- Champion a culture of creativity, innovation and continual learning

WaTech Mission: Advancing Washington's technology strategies and services

Guiding Principles

- Deliver quality solutions
 - Provide technology solutions that are secure, resilient and sustainable
 - Lead statewide strategy, policy and architecture
 - Leverage economies of scale to reduce cost
 - Deliver seamless operations through collaboration and communication
 - Support agency technology project delivery
- Service driven
 - Be reliable, responsible and predictable
 - Deliver on our commitments to meet our customer's needs
 - Communicate regularly and clearly about changes, enhancements and options

In 2016, the Office of the Chief Information Officer (OCIO) published an [Enterprise Business Processes for Internal Identity Management Policy](#) (also referred to as the OCIO EAD & O365 Tenant Policy) establishing specific state Active Directory (AD) and O365 tenancy and enterprise business processes. The policy states that WaTech shall:

- Manage the State's internal identity management solution, the EAD, to accomplish single sign-on.
- Manage the State Forest within the EAD.
- Manage the federation to the EAD.
- Manage the delegations within shared/central services, such as email.
- Maintain security boundaries within agencies.
- Administer the enterprise tenant account within Office O365.

On March 27, 2019, WaTech chartered a project to prepare the state for use of an O365 enterprise shared tenant environment. The O365 Shared Tenant Enterprise Service project's goal was to establish a tenant to which agencies in the state's EAD could migrate users to consume Software-as-a-Service (SaaS) services and features, specifically Exchange Online, Skype for Business Online, One Drive for Business, and SharePoint Online.

On September 30, 2019, WaTech opened its doors for agencies to begin onboarding to the O365 enterprise shared tenant; the environment will need continued enhancements, added functionality, and documentation in the larger M365 ecosystem to support additional services and features.

Project Vision and Scope

The M365 Project will provide state agencies in the State EAD forest with clear documentation of O365 and M365 services and features as they pertain to Washington State's federation, migrate agencies using Public Folders 2010 to Modern Public Folders, and enable Intune for agencies' use. The scope of the M365 Project is as follows:

Included

Launch of New Features and Services:

- Data Protection Guide
 - Azure Information Protection (AIP)
 - Data Loss Prevention (DLP)
 - Encryption
- Dynamics 365 Services
- Dynamics 365 Guide
 - Customer Relationship Management (CRM)
 - Finance and Operations (F&O)
- Portals Guide (features and locations)
- Teams Service
- Teams Admin Guide
- Intune Service
- Intune Admin Guide

Enhancements to Shared Tenant:

- Azure AD Guide
 - Roles
 - Licensing
 - AD/Synchronization

- Subscriptions
- Security (including documenting any security/visibility concerns)
- Federation
- Conditional Access (ADFS/MFA)
- Cost Model One-Pager
- eDiscovery/Retention Guide
- Terms of Service (ToS) Updates
- Governance Model Updates
- Maintenance & Operations Plan v2.0
 - Launch Readiness Definitions
 - Custom Scripts Process Definition, Impacts, and Documentation
 - ToS Updates Process

Strategy Decisions and Enablement:

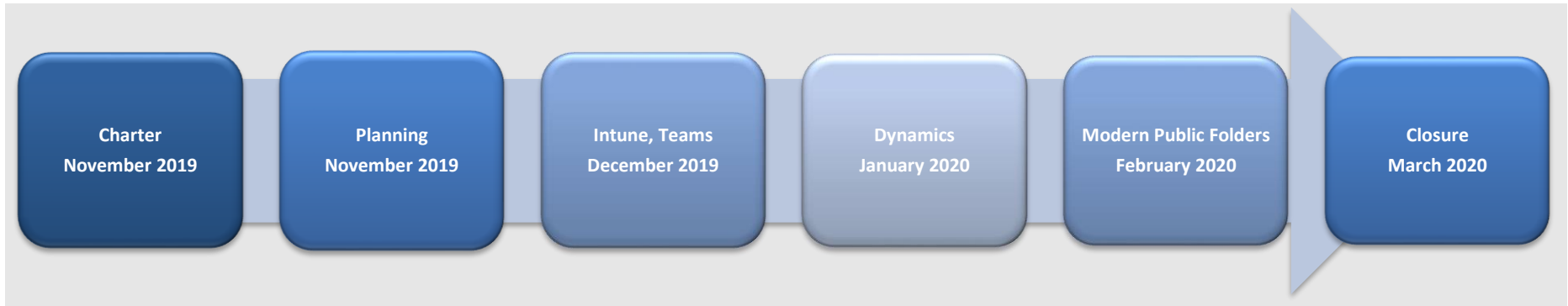
- Public Folders migration to Modern Public Folders
- IronPort Business Case (to include timeline and funding estimates)
- Vault Business Case (to include timeline and funding estimates)
- Recommendations for Release 3

Excluded

- Agencies' O365 shared tenant and M365 consultations and readiness engagements
- Agencies' migration to O365 shared tenant and M365 services and features
- Services Roadmap (scoped to a separate program charter)

Timeline

The estimated high level timeline for the M365 project is anticipated to last through February 2020:



Budget

The high level projected costs for the O365 project are all in-kind for staffing resources as follows:

PROJECT RESOURCES	COUNT	FY20
SENIOR PROJECT MANAGER	1	\$ 19,390.56
BUSINESS ANALYST	1	\$ 9,730.08
CLOUD SERVICES MANAGER	1	\$ 31,236.48
AD AUTOMATION MIGRATION SME	1	\$ 20,963.52
AD FEDERATION SME	1	\$ 6,276.53
TECHNICAL ACCOUNT MANAGER	1	\$ 7,630.60
SYSTEMS INTEG ENTERPRISE SME	5	\$ 97,776.52
EXECUTIVE SPONSOR	1	\$ 3,797.72
BUSINESS SPONSOR	1	\$ 2,674.38
TECHNICAL WRITER (CONTRACTOR)	1	\$ 5,168.00 (8.8% tax)
TOTAL IN-KIND COSTS		\$204,644.38
CONTINGENCY (15%)		\$ 30,696.66
PROJECT TOTAL		\$235,341.04

Risks, Constraints and Assumptions

The M365 Project has the following risks, constraints and assumptions:

Risks

- Competing agency and enterprise priorities, timelines and levels of cooperation may impact the project.
- Public Folders may hit End-of-Life (EOL) before WaTech/Agencies have implemented Modern Public Folders.

Constraints

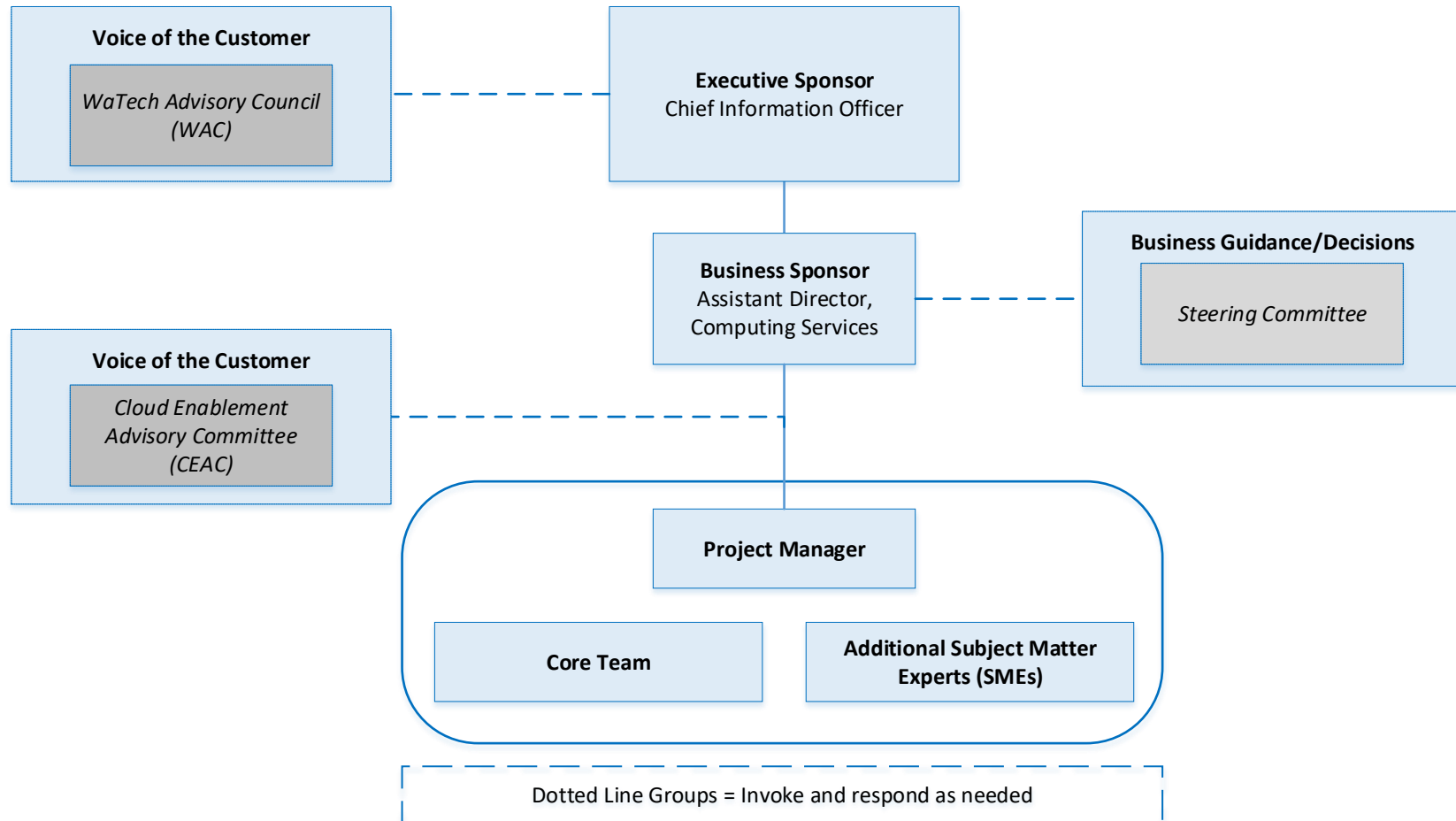
- Resources needed for the project are also needed on other simultaneous projects.
- EOL timeline for Exchange 2010 is February 2020; Public Folders are currently housed in Exchange 2010.

Assumptions

- The M365 Project will not require any new hardware, software or equipment purchases.

Project Governance

M365 Project Governance



Project Charter Sign Off

I am in consensus with this program charter and agree to assist in the implementation of the project plan

Name	Title/Role	Signature	Date
James Weaver	Chief Information Officer/Executive Sponsor		
Scott Barringer	Assistant Director, Computing Services/Business Sponsor		