

## Welcome to the Enterprise Shared Tenant!

This welcome guide will provide an overview of the benefits, resources and onboarding process for migrating to the Enterprise Shared Tenant.

### Benefits

Moving to the shared tenant will result in several benefits for your agency, including:

- Increased business continuity for your remote employees.
- Access to Microsoft applications and email from the internet without a VPN connection.
- Enhanced security and protection.
- [Cost-savings](#).

Moving from Exchange on-premises and Enterprise Vault to the Shared Tenant are only the beginning of potential savings. Agencies wishing to move from current shared services, such as AirWatch and Skype, will find that services such as Teams and Intune are already included with the licenses in the tenant. Also, switching to [Teams Telephony](#) can provide additional cost-savings by enabling Phone Branch Exchange (PBX) capabilities through Microsoft Teams. Most importantly, with increased cybersecurity threats facing the state, the added security protection provided by implementing Exchange Online Protection (EOP) and additional features in the shared tenant helps protect your organization against spam and malware.

### On-boarding

WaTech has built a repeatable, flexible onboarding process framework for agency migration to the shared tenant. Typically, we start by holding a formal kick-off meeting to establish a baseline for the work that needs to be accomplished and define the roles/responsibilities needed. The [Engagement Plan](#) can help agencies with defining migration project roles/responsibilities, as well as setting up communication and meeting expectations and milestones with WaTech's Cloud Services team.

After kickoff, WaTech will typically hold additional meetings necessary for successful migration:

- A meeting with your agency Exchange administrators, records officers and other relevant IT staff to plan your migration to the shared tenant environment.
- A session with Exchange administrators and other relevant IT staff to walk through the first three chapters of the [Onboarding Guide](#) and implement work and configurations described in the guide to set up Mobile Application Management (MAM) and Conditional Access policies.
  - In walking through the Onboarding Guide, your agency will be required to establish roles and responsibilities for ongoing maintenance and operations, e.g.: technical and records administrators and points of contact. There is a [RACI](#) for roles and responsibilities on the Shared Tenant service website and the ToS also requires contacts and establishes an escalation path for M&O issues.
- A separate session with records officers to implement retention policies and complete a retention matrix for the new Exchange Online and Online Archiving environments.
- An Exchange (mailboxes only) pilot with a small group - typically IT and Organizational Change Management (OCM) staff (if available).
- An active user pilot (mailboxes and Enterprise Vault (EV) data).

After the pilot(s), active users and inactive users (EV records for folks that have left the agency, but whose records must still be retained due to required retention periods) will be scheduled for migration in separate batches. Active users and inactive users do not need to go in any order; as EV data is just a copy of the existing on-premises records, inactive users can migrate any time the agency is ready with no disruption to users or eDiscovery.

If your agency is looking to implement other features within M365, such as Teams, there is also no particular order that needs to be followed to implement the basic chat and meeting functionality. However, we recommend that you involve your records staff during the initiation through implementation of any features that involve records like Teams, Exchange, Online Archive, OneDrive and SharePoint Online.

WaTech provides a project management resource to help agencies coordinate the onboarding process. Some agencies may choose to involve their own project manager/coordinator. Smaller agencies or agencies with few technical complexities may move forward with technical points of contact acting as coordinators. WaTech will make every effort to ensure we understand your agency's needs during our kickoff meeting.

## Resources

- [WaTech Strategic Roadmap](#) – Illustrates the decommissioning timelines for on-premises services transitioning to Microsoft 365 (M365).
- [Enterprise Shared Tenant services webpage](#) on [watech.wa.gov](http://watech.wa.gov) - Provides resources and information regarding transitioning services, including costs and benefits for moving to the new environment.
- [Shared Tenant Pricing Model FAQ](#) – Service pricing details.
- [Enterprise Shared Tenant Terms of Service \(ToS\) agreement](#) – must be reviewed and signed prior to consuming services.
- [O365 User Group SharePoint site:](#)
  - [OCM Document Resource Library](#) – best practices repository; agencies are encouraged to share organizational assets they created or used to help with user communications.
  - [Agency Admin Guides](#) – help your IT staff prepare to administer delegated services in the shared tenant.

## Schedule a consultation

Please schedule a consultation by [contacting your agency Customer Account Manager](#) (CAM) or the WaTech Support Center at 360.586.1000 or 855.928.3241 or [support@watech.wa.gov](mailto:support@watech.wa.gov).

For questions regarding migration planning or the shared tenant, you may also contact:

- Carrie Gonzalez, Senior Project Manager, [carrie.gonzalez@watech.wa.gov](mailto:carrie.gonzalez@watech.wa.gov).
- Angie Sherrer, Cloud Services Manager, [angie.sherrer@watech.wa.gov](mailto:angie.sherrer@watech.wa.gov).

We look forward to working with you!