# Scenario 1 material
# "Transforming to MS Exchange Online"

# 1  Introduction

The purpose of completing this case study is for the Tenderer to demonstrate the capabilities required to carry out a demanding transformation project within the realm of ECHA's infrastructure, integration points and business requirements.

# 2  Reference material

## 2.1  IT Infrastructure Architecture

The Annex 1.IT Infrastructure Architecture Document contains the high-level design information of ECHA's on premises MS Exchange installation.

## 2.2  Volumes

In September of 2017 the volumes in ECHA's on premise MS Exchange installation were as follows:

980 User mailboxes with average size of 820 MB

343 Shared (functional) mailboxes with average size of 722 MB

70 Resource (meeting room) mailboxes

18 mailbox databases with average size of 67 GB and average growth of 2% monthly

18 archive mailbox databases with average size of 29 GB and average growth of 3% monthly. This is expected to grow as ECHA rolls out online archiving for all users.

1.6 million connections from mobile clients to MS Exchange with 117 MB transferred daily.

# 3  Objective

The objective of the case study is for the tenderer to provide a plan for migrating ECHA's email and calendaring services from an on premise MS Exchange installation to Exchange Online in Office 365.

ECHA currently subscribes to an Office 365 E3 license for staff and onsite consultants. License assignment to users is currently automated via a Microsoft Identity Manager implementation.

# 4  Key considerations

## 4.1  Business continuity

Email is a mission critical service for ECHA therefore any migration or maintenance should be as transparent to the user as possible. Any maintenance that impacts access to the service should be clearly defined and communicated to end users.

## 4.2 Dependency on ECHA staff

As ECHA's IT staff has a limited possibility to be involved in migration tasks other than decision and policy making, any dependency on ECHA staff should be minimized. Where ever possible, this should also be extended to testing and piloting.

## 4.3 Cost

The tenderer should consider the financial impact of the migration in both monetary cost and consumption of ECHA's human resources. Cost for the subsequent running of the migrated service should be reduced through automation.

## 4.4 Testing

Testing is essential to success in any IT transformation and should be planned to support at least the following:

- Ensure sufficient performance of the FMO solution

- Ensure minimal disruption to end users

- Mitigate risk of configuration mistakes

## 4.5 Integration

There are several integration points, some of which are not properly documented.