

Report Author: Laura Halstead  
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**OFFICER DECISION TITLE:**

**IT Migration Services**

**NAME OF OFFICER EXERCISING DELEGATED POWERS:**

**The Chief Executive of the Cambridgeshire and Peterborough Combined Authority**

**DATE OF OFFICER DECISION: 20<sup>th</sup> June 2018**

Responsible Director:	<i>Martin Whiteley, Chief Executive</i>
Is this a public report? If a key decision, it will be a public report and will be published on the CA website.	No
Does the report have any annex that contains exempt information?	No

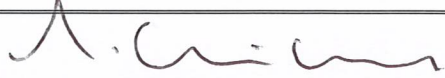
Decision taken	<p>The Chief Executive has agreed to pay Green Duck the sum of £2958.25 + VAT to transition all former GCGP LEP email accounts and data to the new CA email system (run by 3C).</p> <p>There are no legal implications relating to this contract.</p>
Authorisation ( <i>delete as appropriate</i> )	<p>This decision has been taken under delegated authority of the Chief Executive. The Chief Executive is delegated authority to take decisions up to £500K subject to any such decisions being reported to the next Board meeting of the Combined Authority.</p>
Background Information	<p>To migrate all historic GCGP LEP Email Data to the new CA system.</p>



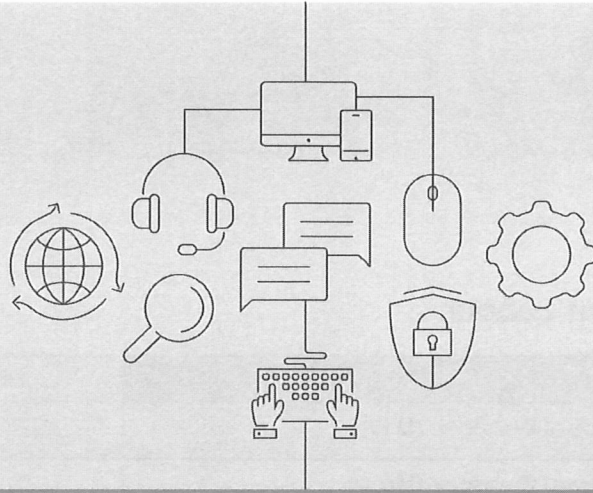


**CAMBRIDGESHIRE  
& PETERBOROUGH**  
COMBINED AUTHORITY

	<b>Description</b>	<b>Price</b>	<b>Qty</b>	<b>Ext. Price</b>
	Infrastructure Professional Services (Day)	£875.00	3	£2,625.00
	Infrastructure Professional Services (Hour)		21	
		£0.00	1	£0.00
	Email Migration Wizard	£10.75	31	£333.25
	Subtotal:			<b>£2,958.25</b>
	Green Duck were the previous IT provided to GCGP LEP.			
Alternative options considered.	Green Duck provided full IT support to the GCGP LEP previously and therefore own all of the current licences. Therefore, transfer of data from these accounts to 3C is best managed by Green Duck.			
Consultation	Darren Edey			
Declarations / Conflicts of Interests (only if the decision falls under the 'Express Authorisation' category)	None			
Supporting documentation	Quotation from Green Duck.			

<b>Officer signature</b>		<b>Date</b> 22/6/18
<p><b>Once signed please file in the electronic file Documents/Governance/ office decision notice and enter details in the register.</b></p> <p><b>If a public report, pass to Democratic Services and we will arrange publication.</b></p>		





# IT PROPOSAL



O365 Tenancy Migration Project

Gt. Cambridge Gt. Peterborough Ent Partnership

15/06/2018

**GREEN DUCK** 





## Office365 Migration Labour

Description	Price	Qty	Ext. Price
Infrastructure Professional Services (Day)	£875.00	3	£2,625.00
Infrastructure Professional Services (Hour)		21	
	£0.00	1	£0.00
Email Migration Wizard	£10.75	31	£333.25
Subtotal:			£2,958.25



## O365 Tenancy Migration Project



**Prepared by:**  
**Green Duck**

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**Prepared for:**  
**Gt. Cambridge Gt.  
Peterborough Ent  
Partnership**

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**Quote Information:**  
**Quote #: 000566**

Version: 1  
Delivery Date: 15/06/2018  
Expiration Date: 08/06/2018

## Quote Summary

Description	Amount
Office365 Migration Labour	£2,958.25
Subtotal:	<b>£2,958.25</b>
VAT:	<b>£591.65</b>
Total:	<b>£3,549.90</b>

**Green Duck**

**Gt. Cambridge Gt. Peterborough  
Ent Partnership**

Signature: \_\_\_\_\_

Name: David Buist

Title: Operations Director

Date: 15/06/2018

Signature: \_\_\_\_\_

Name: Laura Halstead

Date: \_\_\_\_\_



# Statement of Work

## Scope

### Business Objectives

Following a meeting with the Combined Enterprise Partnership regarding the transfer to their approve/accredited supplier - 3C Shared Services we have received confirmation of their official notice of the service contract with Green Duck with an end date of 9th June 2018.

### Project Description

All items currently existing in the Green Duck O365 tenancy will be migrated across to a new a new tenancy, controlled by 3C Shared Services.

We will work with 3C Shared Services to ensure the new tenancy is configured and ready to receive the mailboxes and groups from the Green Duck O365 tenancy and we will migrate all of the data across using a 3<sup>rd</sup> party tool.

There will be some email downtime with this migration due to the time required to remove the domain on the Source tenant and add it on the Destination tenant. This is because Microsoft only allows the same domain to exist on one Office 365 tenancy at a time. Exchange Online Protection (EOP) can't route email for the domain during the period of time when the domain is removed from the Source tenant and added to the Destination tenant while the MX record is pointed at EOP. This results in senders getting a non-delivery report (NDR) or a delivery-delayed message.

### Prerequisites

- Administrator access to target tenancy (3C)
- Sufficient O365 Licenses to assigning target tenancy
- Access to make changes to public DNS zone file(s)

### Assumptions

- Mail-only migration (no SharePoint etc.)
- DirSync is not in use
- Archives not in use
- Public folders not in use
- Clean-up completed of existing tenancy

### Out of scope

- Clearing the nickname cache in Outlook on end-user PCs (possible NDR's when replying to migrated email messages)





- Troubleshooting end-user PC/Outlook issues
- Migrating archives

## Stages of Delivery

The following outlines the process we will adopt to manage your project.

### Stage 1 – Plan and Prepare

- Audit, discovery and clean-up of existing mailboxes and items to migrate
- Prepare DNS
- Create migration accounts (source and target)
- Increase licenses in target tenancy

### Stage 2 – Office 365 Migration

- Stop inbound mail flow
- Remove domains from source tenant and from all mailboxes
- Recreate domains on target tenant, then verify
- Migrate mailboxes (using Automatch) and groups to 3C O365 tenancy
- Update primary email addresses and aliases
- Update DNS
- Test and verify mail-flow

### Stage 3 – Quality Assurance

- Four-Eyes Review
- User Acceptance Testing

## Schedule Overview and Pricing

### Professional Services

Phase	Effort (days)	Duration (weekdays)
Stage 1 – Plan and Prepare	1	1
Stage 2 – Office 365 Migration	2	3
Stage 3 – Quality Assurance	0.5	1
	3.5	5

### One-Off Costs

Product	Quantity
CodeTwo migration Licence	33



## Definition of Done

All mailboxes and groups fully hosted on the 3C Shared Services O365 tenancy and all traces fully removed from Green Duck's tenancy.

Mail is flowing inbound and outbound for all migrated mailboxes.

Version	0.1
Client	Gt. Cambridge Gt. Peterborough Ent Partnership
Approver	Steve Hewitt
Account Manager	
Date Created	23/04/2018
Date of Issue	

Version	Date	Action
0.1	23/04/2018	Document Created
0.2	24/04/2018	Technical Approval

## Proprietary Notice

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