

■ SERVICE BRIEF

Active Directory Domain *Controller Upgrade Services*





re

This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Active Directory Domain Controller Upgrade Services. This engagement supports the assessment, planning, and execution of domain controller upgrades, ensuring a secure, supported, and resilient Active Directory foundation.

This engagement is governed by this Service Brief and associated with SKU: AD-DC-UPGRADE.

The quantity defined in the quote reflects the number of domain controllers upgraded.

The *future* belongs
to the *curious*.

Table of Contents

-
01. **Services Overview**

 02. **Offer Structure**

 03. **Project Scope**

 04. **Quantity & Effort Model**

 05. **Services & Key Activities**

 06. **Deliverables**

 07. **Services Scope Changes**

 08. **Services Scope Exclusions**

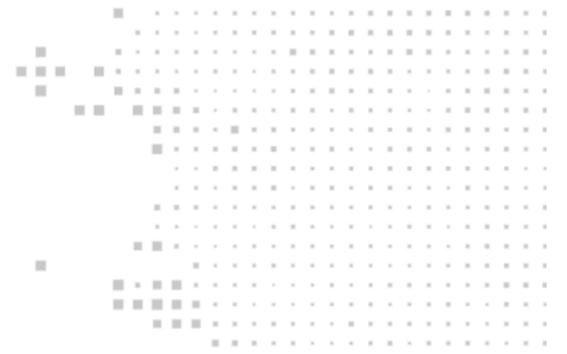
 09. **Customer Responsibilities**

 10. **Services Schedule**

 11. **Terms and Conditions**

01. Services Overview

Redesign's Domain Controller Upgrade Services help organizations modernize their Active Directory infrastructure by upgrading domain controllers to supported Windows Server versions. This service ensures compliance, enhances security posture, and establishes a stable foundation for cloud identity integrations such as Microsoft Entra ID and Intune.



02. Offer Structure

PRIMARY SERVICES

- AD health check and readiness assessment Alerting, triage, and incident resolution
- New primary and secondary domain controller deployment on supported OS
- FSMO role transfer and replication validation
- Demotion of legacy domain controllers
- Post-upgrade validation and documentation
- Device administration support and alignment with best practices
- Switching /Layer 2 infrastructure support
- Routing/Layer 3 infrastructure support
- Documentation (Creation of Diagrams and technical documents)

OPTIONAL ADD-ONS

Separate SOW

- AD schema extension for Entra ID or Exchange
- Group Policy rationalization and cleanup
- AD Sites & Services reconfiguration
- DNS/DHCP integration and hardening
- DNS Record cleanup
- Security Group and Computer/Server OU Clean up
- Tier-0 security baseline (Privileged Access Workstation, ESAE/Red Forest concepts)
- AD Certificate Services transfe
- AD Replication Troubleshoot and remediation
- AD Primary and Secondary DC load balancing
- AD Forest level upgrades

03. Project Scope

In-Scope Platforms includes:

- **Deployment of new domain controllers on customer-provided servers (physical or virtual)**
- **Replication and health validation across sites**
- **Transfer of FSMO roles to new DCs**
- **Legacy domain controller decommissioning**

All devices must be functional, supported, and reachable for inclusion.

04. Quantity & Effort Model

- **Service SKU: AD-DC-UPGRADE**
- **Quantity: Number of domain controllers to be upgraded**
- **Effort: Based on forest/domain complexity, site topology, and security requirements**

MONTHLY SUPPORT TERMS

This service includes up to the number of hours specified in the associated quote for operational support per month, limited to the activities defined in this Service Brief.

Unused hours do not carry over to subsequent months. Additional support hours may require a revised quote or a separate Statement of Work (SOW).

05. Services & Key Activities

Stage	Key Activities
 Discovery Phase	<ul style="list-style-type: none">▪ Review AD topology, FSMO role placement, and replication health▪ Validate DNS/DHCP dependencies▪ Assess existing GPOs and legacy services (e.g., FRS)
 Assessment & Planning Phase	<ul style="list-style-type: none">▪ Identify supported OS target for new DCs▪ Document migration/upgrade sequencing▪ Define rollback and contingency plan
 Implementation Phase	<ul style="list-style-type: none">▪ Build and configure new domain controllers▪ Transfer FSMO roles▪ Validate replication, event logs, and AD health
 Post-Engagement	<ul style="list-style-type: none">▪ Identify supported OS target for new DCs▪ Document migration/upgrade sequencing▪ Define rollback and contingency plan

06. Deliverables



AD Health Check Report



Domain Controller Upgrade Plan



Signed Service Completion Document



Migration/Upgrade Summary Report

07. Services Scope Changes

Changes in number of DCs, forest/domain count, or additional services requested will require a revised quote or Change Request (CR).

08. Services Scope Exclusions

This engagement does not include:

- Full AD redesign (forest/domain consolidation, restructuring)
 - Group Policy remediation beyond health review
 - Advanced security hardening (available as add-on)
 - Ongoing AD support or monitoring
-

09. Customer Responsibilities

Maintain valid vendor support agreements:

- Provide inventory of current DCs and OS versions
- Ensure licensing and media for supported Windows Server versions
- Provide infrastructure resources (VMs, storage, IP addresses) for new DCs
- Assign IT stakeholders for testing, validation, and sign-off

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

10. Services Schedule

- **Start Date:** Upon signed quote and kickoff
- **Completion:** End date specified in the quote

11. Terms and Conditions

This engagement will be governed by the Seller's terms and conditions located at:

ⓘ ONSITE SERVICES WILL NOT BEGIN UNTIL THE FOLLOWING PREREQUISITES ARE MET

- Signed quote referencing SKU: AD-DC-Upgrade
- Valid remote access and scope confirmation
- Customer-provided device list and application list

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

redesign

The *future* belongs
to the *curious*.

