

Capability & Capacity Assessment Overview



mobile mentor

Capability and Capacity Assessment

Purpose

Mobile Mentor will conduct this assessment to learn about your technology environment, your goals, priorities, deadlines, resources and constraints. With this understanding, we will build a roadmap on how to extract maximum value from your Microsoft licenses.

Definitions

Capability is a measure of how much value you are currently getting from Microsoft 365, specifically Entra, Intune, Conditional Access, OneDrive, Defender, Purview and Copilot.

Capacity is a measure of the bandwidth of the IT function to do more with Microsoft 365, consolidate technology platforms and improve security and productivity.

Process

1. *The assessment is done in 2 parts (capability and capacity) each taking 1 hour and covering 60 topics related to the technology and the IT function.*
2. *Your scores will be compared to ~150 other businesses who have done the same assessment. We need 2-3 days to complete the analysis before presenting the results.*
3. *The technology roadmap will be presented to you, validated and updated as needed and then shared as a PDF with supporting resources.*

Participants

Common roles for the assessment include

- *IT leaders (CIO/ CISO / CTO)*
- *Technical Architect*
- *Security Operations*
- *Endpoint Engineer*
- *Sys Admin / Service Desk Manager*

Capability assessment session will cover the following topics

Identity

- AD / Entra configuration
- Authentication methods
- Credentials
- Identity governance

Endpoints

- Provisioning
- Management
- OS updates
- EDR

Access

- Zero Trust
- Guest Access
- Conditional Access
- Compliance

Applications

- Deployment
- Hardening
- Patching
- Collaboration

Data

- BYOD
- Local storage
- Management
- DLP

Capacity assessment session will cover the following topics

Coverage

- Security
- Infrastructure
- Data
- Applications

Prior Experience

- Entra
- Intune
- Defender
- Purview

Enablers

- Resources
- Budget
- Leadership
- Migration

Drivers

- Priorities
- Security
- AI Security
- AI Initiatives

User Experience

- Onboarding
- Learning
- Productivity
- Support