

# 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 your Microsoft 365 licenses, specifically Entra, Intune, M365 apps, Defender, OneDrive, Conditional Access etc.

**Capacity** is a measure of the bandwidth of the IT function to do more with Microsoft 365 and achieve your security and management goals, or consolidate technology platforms.

## 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 100+ 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 Manager*
- *System Admin*
- *Service Desk Manager*

Capability assessment session will cover the following topics

## Identity

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

## Endpoints

- Provisioning
- Management
- OS updates
- EDR

## Applications

- Deployment
- Hardening
- Patching
- Collaboration

## Data

- Personal devices
- Local storage
- Management
- DLP

## Access

- VPN
- infrastructure
- Conditional access
- Compliance

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
- Automation
- Initiatives

## User Experience

- Onboarding
- Learning
- Productivity
- Support