



Microsoft SharePoint Online for Enterprises

Dedicated Plans

FTC-to-App Model Migration Process and Procedures for
SharePoint 2013

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Introduction

This document provides the step-by-step process for SharePoint Online Dedicated customers to migrate their fully trusted code (FTC)-based custom solutions to the App Model used in SharePoint 2013.

High Level Stages of the FTC-to-App Model Migration Process

The main phases of engagement for FTC deprecation and App Model adoption include:

- 1. O365 Dedicated SharePoint Application Modernization Joint Development Program (JDP) engagement and participation**
 - a. Engage in the JDP enrollment process (opt-in):
 - i. To enroll in the JDP, go to [JDP Participation](#) or contact msojdp@microsoft.com.
 - ii. Microsoft Consulting Services (MCS) engagement through the JDP program to design apps using the App Model.
 - iii. App analysis occurs.
 - iv. MCS provides technical support and guidance.
 - v. The JDP provides technical documentation and architectural design.
- 2. Identify the appropriate project plan and implementation method**
 - a. You define, ensure, and evaluate:
 - i. The preferred type of FTC retraction/removal.
 - ii. The app implementation method you will design and implement.
 - iii. The full set of changes required to implement this project.
 - iv. The implementation project aligns with [Custom Solutions Policy and Process](#), including all pertinent service-level agreements (SLAs) and limitations on the number of FTC changes in flight at one time.
 - v. The need to implement this project by using our [Frontload process](#).
- 3. Steps for Configuration Request (CR) creation and execution**
 - a. You submit:
 - i. The High-Level Design (HLD) document with the Solution Categories identified as required.
 - ii. Any code reviews that fall outside of existing CR retractions.
 - iii. All Pre-Production deployments and customer validations.
 - iv. All Production deployments and customer validations.

FTC-to-App Model Preparedness

The O365 Dedicated SharePoint Application Modernization JDP is designed to help you accelerate the replacement of your FTC-based custom solutions. Replacement of these solutions is a key prerequisite to moving your existing content to your single-tenant environment and onto the new service. The JDP

provides you with the resources and technical support needed to prepare and then migrate your FTC solutions to the App Model. The program provides MCS technical resources that help you:

- Replace your existing FTC-based solutions with new App Model-based solutions.
- Analyze your existing FTC solutions.
- Identify necessary Solution Categories.
- Architect and design your new App Model solution.
- Provide technical support for building your App Model solutions.
- Provide solution guidance and training to drive project implementation.

To learn more about the O365 Dedicated SharePoint Application Modernization JDP, see [Office 365 Dedicated SharePoint Application Modernization Joint Development Program \(JDP\)](#) or contact msojdp@microsoft.com.

FTC-to-App Model Migration Planning and Implementation Methodology

During this phase, you should be actively working with your MCS or customer technical resource to:

- Plan and define the type of FTC retraction(s)/removal required.
- Identify the full set of changes needed.
- Evaluate if you need the [Frontload process](#) to drive project implementation.

App Implementation Scenarios

You need to identify which type of app implementation is required. Here are a number of scenarios you can use to implement an app:

1. Deploy an app before retracting/removing the FTC as two independent isolated events.
2. Retract/remove the FTC before deploying an app as two independent isolated events.
3. Concurrently deploy the app to fully deploy/replace the FTC.
4. Concurrently deploy the app to partially deploy/replace the FTC.

Note: The frontload process is recommended for scenarios 3 and 4.

For more in-depth and up-to-date information on these scenarios, see [Office 365 Dedicated SharePoint Application Modernization Joint Development Program \(JDP\)](#).

FTC-to-App Model Retraction and Removal Methods

You determine the correct FTC retraction or removal method needed by working with MCS or your customer technical resource.

The following is a list of supported FTC retraction and removal methods:

1. **Full solution removal using a new code Configuration Request (CR)**
 - a. You use a new FTC CR to remove all existing FTC solutions. They are then replaced by apps.
2. **Partial solution removal using a new code CR**
 - a. You use a new FTC CR to partially remove existing FTC solutions. They are then replaced by apps.
3. **Existing full solution retraction**
 - a. You retract multiple versions of solutions deployed through multiple existing CRs by:
 - i. Updating all existing CRs with a request to retract the solution.
 - ii. Listing all dependent CRs that will be retracted with each CRAS update.

Note: We recommend that all CRs be retracted in the reverse order that they were deployed.

Note: Because FTC packages vary over time, it's important to fully understand and review the retraction architecture of an existing FTC CR. In some cases, retraction steps were not designed to fully remove all FTC components or require customer action prior to retractions (for example, site collection feature remediation).

4. **Existing partial solution retraction** (lesser used method)
 - a. You partially retract multiple versions of solutions deployed through multiple CRs.
 - i. In the unlikely event that some functionality associated with a set of CRs can be removed by retracting a subset of CRs, you can:
 - Select the applicable CRs and request a retraction.
 - List all dependent CRs that will be retracted with each CRAS update.

Note: Be sure to engage with SharePoint Online Dedicated and discuss this method in greater detail if you choose to use it.

Note: Because FTC packages vary over time, it's important to fully understand and review the retraction architecture of an existing FTC CR. In some cases, retraction steps were not designed to fully remove all FTC components or require customer action prior to retractions (for example, site collection feature remediation).

5. **Component modification/ App Model transition prep work**
 - a. You use a new FTC CR to fully or partially modify:
 - i. FTC-deployed components (for example, Web Parts and custom lists).
 - ii. Fully or partially replacing FTC ghosting elements (for example, content type) with apps.

The Frontload Process

Frontloading is a project management based-process that minimizes deployment risks, increases

communication, and provides the most efficient schedule possible while still adhering to SharePoint Online Dedicated standard SLAs. We recommend the frontload (FL) process for any project which requires:

- A multitude of CRs with dependencies.
- A clear order of operations that need to adhere to a deployment schedule in order to meet a business goal.

The FL process a way for you to work closely with SharePoint Online Dedicated to help manage the implementation of your deployments. After the SharePoint 2013 database upgrade, it's likely that you will need a business launch and need to make a series of changes to your new 2013 environment. You can use the robust FL process to manage this work stream.

Why was the FL process created?

The FL process addresses the unique challenges that you, your service delivery manager (SDM), and MCS experience when trying to deliver the following:

- A set of CRs with a major business impact that requires a hard completion date.
- Five or more dependent CRs.
- Ten or more technically non-dependent CRs.

For more information about the FL process, see [Frontload Process](#).

If you have any additional questions around the FL process that you can't find answers to in the documentation, please contact Jesse Smith at jessmit@microsoft.com.

FTC-to-App Model Configuration Request Creation and Execution

Once planning is complete and the implementation methodology has been defined, the next step is to create and submit the Configuration Request (CR).

It's important to note that there are no overarching changes to how FTC is submitted, reviewed, and investigated for FTC-to-App Model migration projects. See [Custom Solutions Policy and Process \(FTC\)](#) for more details.

High-Level Design Document with Solution Categories Identified (as required)

We have revised the High-Level Design (HLD) document on the [SharePoint Online Dedicated Customer Handbook site](#) with changes to "Section 4.3 – Taxonomy". Your HLD document must now be submitted using the latest HLD template with one or more Solution Categories correctly identified and marked in that section as required.

Note: HLDs are only required and enforced for new designs or changes to existing architecture.

CR Review and Investigation Process

As with normal FTC deployments, Microsoft performs the custom solution review and deployment steps. See [Custom Solutions Policy and Process \(FTC\)](#) for more details.

Note: Many apps are designed with external dependencies outside of the SharePoint Online Dedicated hosting environment. You are responsible to manage, engage, and mitigate issues specifically related to external app dependencies.

Note: Both the HLD document and the [SharePoint Online Investigation Form](#) have been updated to require additional information related to FTC deprecation and app adoption.

App Model Enforcement

Starting with SharePoint 2013, we have a new custom solution support policy. If a new solution can be designed and deployed using the App Model method, the solution must be an app. FTC-based solutions won't be accepted for those Solution Categories that have been enforced as deprecated as per the monthly App Model Guidance and Policy update communication sent to SharePoint Online Dedicated customers.

If the selected Solution Category (identified in "Section 4.3 – Taxonomy" of the HLD) is on our [App Model Guidance and Enforcement List](#), refer to the guidance and sample code for that Solution Category on how to build the solution using the App Model.

App Model design enforcement is made for either:

- The entire solution outlined in the HLD document if the entire solution can be delivered using the App Model.

OR

- Part of the solution if *only* part of the solution can be delivered using the App Model. In the case of partial app enforcement, we require you to resubmit the HLD document with app-enforced sections removed from the HLD.

If the selected Solution Category has not yet been App Model design-enforced but can be delivered using the App Model, we will:

- Provide available resources and links on how to develop the solution using App Model in the form of review observation.
- Recommend you take the App Model approach to reduce the overall cost of development.

Note: If you don't provide the correct taxonomy classification in "Section 4.3" of the HLD, the SharePoint Online Dedicated team will outline the needed corrections in the review report. You are then required resubmit the HLD with the correct taxonomy classifications before approving the HLD for FTC-allowed Solution Categories and design.

ISV App Model Process

Microsoft is running a non-disclosure agreement (NDA) developer preview program for independent software vendors (ISVs) who are interested in developing apps for Office 365/client-side solutions. SharePoint Online Dedicated has nominated all those O365 Dedicated ISVs to the program who

expressed interest in participating. We will seek updates from these ISVs about their plans on regular intervals to ensure they are getting the maximum benefit out of this program and assist them with relevant app development guidance.

If you are enrolled in the JDP, please provide the JDP SME with which ISVs you plan to work with to deploy on the *vNext* platform and which ones you plan to work with to deprecate or replace your custom solutions with other external or in-house solutions.

Appendix A Resources

FTC-to-App Model Resources

[SharePoint Online Dedicated App Model Guidance](#)

[Deep Dive sessions](#)

[App Model samples](#)

[Real world examples of FTC-to-CAM transformations](#)

[SharePoint 2013 and SharePoint Online solution packs](#)

[Office App Model samples and videos](#)

[App Model Guidance and Enforcement List](#)

Additional Resources

[Office 365 SharePoint 2013 Upgrade Resource Guide](#): a list of articles and resources for SharePoint 2013

[Upgrade Guidance for Developers](#)

[Training courses for SharePoint 2013](#)

[Using the SharePoint Online Service Administration Portal \(2013\)](#)

[Office 365 Technical Network](#)

Appendix B Submitting a New Service Request

The Office 365 Support team offers multiple ways for you to get assistance:

- Online submission using the Support Resource section of your Microsoft Office 365 Customer Portal.
- Email submission.
- Phone support. Microsoft does not accept transfers of end users or calls with the end user on the line.

Office 365 provides multiple resources to your Service Desk to aid in gathering the appropriate information required to escalate an incident for further troubleshooting by Office 365 resolver groups. Email submissions are received by a monitored mailbox that automates the creation of a Service Request.

Once the escalation has been accepted and the Service Request has been assigned to an Office 365 Support agent for troubleshooting and resolution, the agent contacts your Service Desk to provide agent contact information, as well as to ensure the escalation has been correctly scoped. Office 365 Support provides your Service Desk with the necessary Technical Scenario Matrix and Knowledge Base articles. This is done to scope issues prior to escalation and ensure the proper level of detail is provided when opening a Service Request. Escalations are not accepted if it is determined that Office 365 Support is not the appropriate resolver for the issue.

Escalations are also accepted by phone from your Service Desk and are encouraged if you feel the issue needs immediate attention. Severity A escalations requires you to contact Office 365 Support by phone to receive immediate attention. Customer Service Desks may contact the Office 365 Support team at any of the phone numbers found in the following table:

Country	Toll Free	Local (PSTN)	Email
Dedicated Plans			
Denmark	80347602	38322753	MOSSUP@Microsoft.com
Japan	0120 984630	0364042874	
Switzerland	0800 001 449	0227614087	
UK	0800 032 3138	0203 450 5647	
US	1-877-966-7787 1-877-9MOSSUP	425-706-7732	
ITAR Support Plans			
US	1-866-344-0350	408-352-9290	MOSSFED@Microsoft.com

Appendix C FTC-to-App Model Call Request Policy

To request a call with a SharePoint Online team member for assistance with FTC-to-App Model migration questions, follow these steps:

1. Submit the request via Configuration Request (CR) and request a call. Due to the volume of email received, a CR is less likely to be missed. However, your service delivery manager (SDM) can also send email in addition to the CR submission.
2. Provide as much detail as possible as the reason for the call. This helps SharePoint Online properly investigate any issues beforehand, gather information, and arrive prepared with the appropriate expertise to ensure the call achieves a successful outcome.
3. Work with your SDM to coordinate a good work time to address the issue.
4. Your SDM should include the following information in the meeting request:
 - A call request description.
 - Questions or issues that need to be addressed.
 - The agenda for the call.
 - The customer audience for the meeting (for example, technical decision-makers, business decision-makers, and/or executives).

Note: This call request policy does not apply to Service Requests.

Scheduled Call Hours

Calls requiring the SharePoint Online Change Team will be between 10:00AM – 6:00PM PST Monday through Friday.