

Zoho Workplace

Deployment Checklist



1. Pre-Deployment Preparation

- ☐ • Define user groups (executives, sales, operations, support, contractors).
- ☐ • Identify which apps each group needs (Mail, WorkDrive, Cliq, Meeting, etc.).
- ☐ • Confirm access to domain registrar (e.g., Whogohost, Web4Africa, Qservers).
- ☐ • Verify domain ownership (.ng, .com.ng, or .com).
- ☐ • Review NDPA 2023 compliance requirements for your sector.
- ☐ • Prepare email migration inventory:
 - ☐ • Number of mailboxes
 - ☐ • Approximate mailbox sizes
 - ☐ • Shared drives or group mailboxes
 - ☐ • Contacts and calendars
- ☐ • Choose Zoho Workplace plan (Standard \$3/user or Professional \$6/user).
- ☐ • Budget for USD billing and FX buffer (15–20%).
- ☐ • Schedule deployment window (preferably weekend for minimal downtime).

2. Domain & DNS Setup

- ☐ • Add your domain in Zoho Admin Console.
 - ☐ • Update DNS records:
 - ☐ • MX
 - ☐ • SPF
 - ☐ • DKIM
 - ☐ • DMARC
 - ☐ • Lower TTL to 3600 seconds (1 hour) before DNS updates.
 - ☐ • Wait for DNS propagation (typically 6–24 hours in Nigeria).
 - ☐ • Test with MXToolbox.
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3. Email Migration

- ☐ • Run pilot migration for 2–3 users first.
 - ☐ • Confirm successful import before scaling to all mailboxes.
 - ☐ • Use Zoho IMAP Migration Tool for Gmail or Outlook.
 - ☐ • Schedule final migration for off-hours (Friday evening or weekend).
 - ☐ • Test message delivery post-cutover.
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4. Collaboration & File Setup

- ☐ • Create department folders in Zoho WorkDrive.
- ☐ • Set permissions for each folder.
- ☐ • Configure Zoho Cliq channels for internal communication.
- ☐ • Enable Zoho Meeting and test video conferencing.
- ☐ • Link any required integrations (Zoho CRM, Zoho One).

5. Security & Compliance

- ☐ • Enable Multi-Factor Authentication (MFA).
 - ☐ • Set password and access policies.
 - ☐ • Configure NDPA-aligned data retention rules.
 - ☐ • Activate audit logs and admin reports.
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6. Testing & Rollout

- ☐ • Run a 5–7 day pilot with one department.
 - ☐ • Collect feedback and resolve login or sync issues.
 - ☐ • Conduct company-wide training (video or live session).
 - ☐ • Create quick-reference guide for end users.
 - ☐ • Announce final go-live date and communicate support channels.
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7. Post-Deployment Tasks

- ☐ • Monitor mail delivery and DNS status.
 - ☐ • Verify file permissions and sharing settings.
 - ☐ • Decommission old email systems after 14 days.
 - ☐ • Archive or back up legacy data (if needed).
 - ☐ • Review user adoption metrics after 30 days.
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8. Ongoing Maintenance

- ☐ • Review licenses quarterly.
 - ☐ • Update DNS records if domain host changes.
 - ☐ • Revisit NDPA compliance checklist annually.
 - ☐ • Schedule refresher training every 6 months.
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