

MIGRATION *risk*

REGISTER

The issues that can derail a Google to Microsoft move

A smooth migration is rarely about luck. Most of the problems that make a move feel chaotic are visible in advance: unclear ownership, weak preparation, poor user communication, or assumptions about how files, mail, and permissions will behave once the new environment goes live. The value of a risk register is not to make the project feel heavier, it's to make the risks visible early enough that they don't turn into last-minute surprises.

Risk Register

01 Unclear destination culture

Risk

Files and shared content are moved without a clear view of where they should live in Microsoft 365.

What it causes

Duplication, poor findability, and teams recreating old habits in a new platform.

Control

Agree destination paths before migration. Decide what belongs in OneDrive, SharePoint, and Teams before the move begins.

02 User identities not mapped cleanly

Risk

Users, permissions, or ownership don't line up properly between Google and Microsoft 365.

What it causes

Missing access, messy handover, and uncertainty over who owns what after cutover.

Control

Confirm user provisioning and identity mapping before migration. Make sure shared content and key users are reviewed properly.

03 Mail flow is not fully prepared

Risk

Routing domains and mail prerequisites are incomplete before cutover.

What it causes

Delays, failed batches, or confusion around email flow.

Control

Complete prerequisite mail routing and user preparation steps before migration starts, rather than trying to fix them mid-project.

04 Too much moved without clean-up

Risk

Redundant, outdated, or low-value content is migrated simply because it exists.

What it causes

Cluttered new environment.

Control

Use the migration as a decision point. Review what should move, what should be archived, and what no longer adds value.

05 Users not prepared for new model

Risk

Technical move succeeds, but people don't understand the new structure or collaboration rules.

What it causes

Workarounds, misplaced files, and lower trust in the new environment.

Control

Treat it as a people change as well. Communicate clearly what's changing and what good looks like.