

# Microsoft Office 365



Briefing for TOMG  
9/23/2014

# Agenda

- Migration Activities / Status
- Tools & Support
- Lessons Learned
- Statistics
- Adjourn

# Migration Activities/Status - Migration

- Migrations will occur over night (Sun, Mon, Tue, Wed)
  - Migrations include:
    - Mail store (messages, appointments, contacts)
    - Selected Public Folders
    - Resource mailboxes (conference rooms, etc.)
  - It is hard to predict exactly when each mailbox will be migrated
    - Pace that migrations are going
    - Large mailboxes take longer
  - Staff does not need to do anything during migration
  - Please restart your computer after migration

# Migration Activities/Status – Post Migration

- Post Migration follow-up / feedback
    - All Staff
      - Verify that their mail store was moved
        - Messages, contacts and appointments
      - Reset Mobile Settings
      - Survey Monkey for feedback
    - IT Contacts
      - Survey Monkey for feedback
      - Migration review with onsite teams per migration group
- Any issues call the help desk. Do not direct call or email. All problems are being tracked and addressed.**

# Migration Activities/Status – PSTs

- Personal Storage Table (PST) Handling
  - Staff migrated from Outlook 2003
    - PSTs are not migrated
      - Accessible only via Outlook 2003 desktop software
    - Currently migration is via special request
      - Help desk ticket
    - Working on method to enable department IT staff to move PSTs
  - Staff migrated from Outlook 2007, 2010 or 2015
    - PSTs not migrated but still accessible
    - PSTs operate as before migration
    - PSTs migrated to Office 365 mailbox via COPY command

# Migration Activities/Status – Public Folders

- Public Folder is not a natural Office 365 entity
- Please review and delete unused/unneeded Public Folders
  - Move calendars to shared mailboxes
- DTS will migrate only specified Public Folders
- Specific Permissions will not migrate DTS will create basic
- Data such as documents will need to be re-implemented
- OWA Users can only see mail items (i.e. emails)
  - **They can not see calendars**

# Tools & Support — Web Sites

## Staff Information Web site

- Schedule/Status
- Announcements
- Education (Storyboards / Videos)
- Tools / Reference Documents

<http://www.montgomerycountymd.gov/Office365>

## Onsite Team / IT Contacts Support Web site

- Tech Items
- Support Artifacts for local management
- Technical Tips
- Checklists

<http://www.montgomerycountymd.gov/Office365/ITcontactsindex.html>

# Tools & Support – On Site Team Documentation

- On Site Team Documentation
  - Outlines all communication during the migration event
  - On Site teams use this to guide their communications
  - Artifacts provided for use
  - Direct access to the Mobile Support Self help Site
- FAQs
  - Answers to general migration related questions
  - Should direct staff to review them before escalating
  - Updated regularly by feedback from migrations
  - Covers wide range of pre and post migration topics

Additional Information & Updates:

[On-Site Team Packet](#)

# Tools & Support – Training

- Education
  - PowerPoint quick start guides
  - Web based Video
- Based on OWA 2013 (usable for all staff)
- Reference tools
  - Find your version
  - Mobile
- Requirements for staff training defined by department
- Process for employees with disability or special needs

Additional Information & Updates:

[Office 365 Information Site](#)

# Lessons Learned (a)

- Make sure you clean up mailboxes
  - Cluttered mailboxes cause issues migrating
  - Migrations move quicker if there is no 'trash' in the mailbox
- Make sure all system / application patches are applied
  - Especially with the Outlook 2007 and above software
- Staff are watching the videos so send them there
- Clean Up your
  - OUs .... move inactive users to an inactive OU
    - Handle appropriately
  - Cleanup up your public folders
    - Delete them if you can
  - Make sure your security groups that are being used for mailbox privileges are mail enabled

# Lessons Learned <sup>(b)</sup>

- OWA has features that fat clients do not..... It is very functional
  - **Users need to give it a chance. It is the future.**
- Re booting staff computers after migration is goodness
- If a fat client user has an issue....
  - **They can always use OWA!**
  - **Important to know for nights and weekends.**

**MAKE SURE YOUR USERS KNOW....**

**We have heard from people who did not know they were moving**

# Statistics

- Total Migrations (as of 9/22/14)

- Departments 18                      Total Mailboxes 2431                      Percentage Complete 18.92%

- OWA Video Views (as of 9/22/14)

- #1 413                      #5 76
- #2 112                      #6 49
- #3 67                      #7 53
- #4 63                      #8 68

- Office 365 Information Web Site Activity (9/15/14 thru 9/21/14)

- Visits 929 total                      545 new                      Over 100 views per day
- Duration 4.6 minutes

- Intro Video Views 444

-

# Adjourn

- Work with your department staff
- Please provide us feedback
  - We are always updating the documentation and FAQs

**To be continued**