

Frey, Jon S.

From: Frey, Jon S.
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To: #MCG.Department IT contacts
Cc: Klinger, Dieter; Tarquinio, Michael; Frey, Jon S.
Subject: FW: Office 365 Migration Project Update

Introduction

During the TOMG meeting on Feb 18th the Office 365 transition project was kicked off and you received a briefing on this initiative. This communications is the first in a series that will be published during this project.

The Office 365 transition project will be performed in Phases. There will be a Phase for Outlook migration, a second Phase of file servers migration and a third Phase to address the remaining elements of the transition.

The focus of this first phase is to move the Outlook mailboxes, contacts, calendars, Public Folders and Personal Mail Storage files (PSTs). When completed all mail folders will be in Office 365 Cloud.

In this first document the basic service offering will be reviewed along with a general migration activities overview, important considerations and what is expected from you and your team as part of this project.

Service Offering

To recap the TOMG descriptions the full Office 365 upgrade includes both Outlook and other office products. Staff that currently has Office 2003 software, (roughly 6,200 across various departments), will be required to move away from their current desktop based versions and use web based alternatives. Staff that currently has Office 2007 or newer software versions will have their mail stores migrated to the cloud and can continue to use these office applications.

Based upon our latest information the following elements will be part of that offering.

- 50 GB mailbox for each user
- Elimination of PST files; mail folders available from any device anywhere
- Many new features/functions, including:
 - Individually controlled internal and external out-of-office messages
 - “Working Elsewhere” calendar label
- Browser versions of MS-Word, MS-Excel, MS-PowerPoint and MS-Outlook
- Better support of mobile devices for e-mail, contacts and calendars
- Greatly improved browser version of Outlook (Outlook Web Access (OWA))
- 25 GB U: drive for every user
- Searchable S:, V: and U: drives
- Instant messaging
- Video conferencing
- MOSS (SharePoint)

Key Project Data Points

- 1) Migration readiness activities underway and should be completed in May of 2014
 - Finalize/ Sign Contract
 - Secure 'OK to Proceed' from procurement
 - Finish Infrastructure preparations
 - Prepare / deploy tutorials
 - Develop training plan
- 2) DTS will migrate 1st during May and June 2014
 - Will test migration processes and PST data move (both 2003 & 2007+)
 - Will attempt to move full range of configurations found in County
 - Migrate all DTS staff
- 3) While the DTS migration is in progress, planning will occur with departments to get ready for migration.

NOTE: One of the key elements is the staff training in the form of tutorials which need to be reviewed by department staff prior to their migration.
- 4) Limited pilot migrations of select Department staff
 - Should be power user that can provide feedback on migration and new system
 - Can't be or have delegates
 - Will be permanently moved
- 5) It is anticipated that the main Outlook migration activities will occur between the beginning of July and the end of September 2014.
- 6) Once the migration begins, groups of departments will be migrated in a number of migration events. In most cases each Department will be moved in its entirety during the various migration events.
- 7) After each migration event there will be a period (about 5 days) during which the just migrated departments will be monitored by the Office 365 migration team. This 'recovery room' function will ensure that any issues encountered can be rapidly addressed to minimize impacts on staff productivity.

NOTE: This is important as 60% of the County staff will have a new user experience with OWA.
- 8) Outlook migration portion of project is projected to be completed by end of summer 2014 (Sep 21st)
 - Additional Office 365 migration activities will be in follow-on phases which will begin after Phase 1 has been completed

Important Considerations

- Staff with Office 2003 software will need to move from their Outlook desktop version to Office 365 OWA as part of this upgrade.
 - Outlook 2003 and earlier desktop versions will not be able to access mail in Office 365
 - The new Outlook Web Access (OWA) and the other office products will be web based.
- Since OWA requires a new browser than found in Windows XP for full functionality, Staff on who still have a Windows XP PC, will get Google Chrome browser on desktops as part of the roll-out.
- Staff with Office 2003 or older, must have their PST files moved to Office 365 Cloud storage before they can be accessed from Office 365 OWA. Additional details will be provided later.

- Staff with Office 2007 or newer software will continue to use their existing desktop software (just pointed to the cloud). The staff and IT teams will be provided with instructions describing how to find and move their PSTs into the consolidated cloud data store as part of the migration.
- Virtual Private Networking, (VPN) will not be required for remote access to Office 365.
- Staff that use VPN as part of their work activities will be able to access Office 365, as long as they do not need to use the VPN 'network connect' feature.
- Details for accessing Office 365 when using the 'network connect' VPN feature will be provided later.
- All staff with mobile devices, (either County provided or BYOD), will need to revalidate their access as part of the Office 365 migration. The plan is that each device will need to revalidate before use of Office 365 capabilities. There will be more details provided later.
- Public folders will require significant effort to move. Migrations will be responsibility of each department. Departments are encouraged to discard public folders no longer needed before migration.

How we can collaborate most effectively

In order to facilitate the migration of departments the Office 365 migration team is looking for help from the department IT staff. Although the migration activities will be managed centrally there are a number of prep items and activities during the specific department migration that need support.

The following is a list of activities that we would want to collaborate with department it staff with.

- 1) You and your teams' support for project and timeline especially as it relates to your departments migration activities
- 2) Data about your department
 - a. Identification of staff with multiple PSTs
 - b. Special configurations
 - c. Outlook add-ons
 - d. Identification of mail enabled applications
- 3) Preparations for roll-out
 - a. Review and normalize AD entries
 - b. Normalize mailboxes – users, resources
 - c. Delete unneeded accounts and mailboxes
 - d. Review and delete unneeded public folders
- 4) Resources from your team during roll-out (still being defined by to include)
 - a. Direct trouble shooting with individual staff from your department
 - b. Training assistance to ensure your Departments staff has seen the tutorials
 - c. Moving all department Public Folders to shared drive storage as the first step in migration.
- 5) Tutorials are a key success factor in this project. It is critical that the Department staff access and review these early and often until they are migrated. Once migrated that can only operate in the new environment.

Ongoing Communications

As the project proceeds a number of communications activities with this group will occur.

- Regular updates regarding the project for entire team. Typically regular updates will occur roughly every two to three weeks depending upon the intensity of activity.
- Individual meetings with department reps to coordinate move specifics
- Feedback to the PM and project team from IT and department staff regarding questions, concerns, or specific challenges
- Post migration reviews to determine how things went and if there are areas where we can improve.

Jon S Frey

Office 365 Migration Project Manager
Department of Technology Services
Montgomery County, MD

Telephone: 240-777-1260

Email: jon.frey@montgomerycountymd.gov

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