

Office 365 Project FAQ

What is the Office 365 Project all about?

The Office 365 upgrade is a countywide initiative to provide all employees with the Microsoft Office 365 suite of applications.

Why are we moving to a new version of Microsoft Office?

Microsoft Office 2003 must be disabled, as the software is outdated, presents security issues, and is no longer supported by Microsoft. Moving to Office 365 will give the County a state-of-the-art platform, providing employees with modern web applications of the Office suite. It will also enable all employees to access their data from anywhere, anytime, with any device. Additionally, moving to Office 365 provides more space to store email and enhanced functionality for smart phones and other mobile devices.

Who does it impact?

All Employees, Contractors and Volunteers who are provided County email are being upgraded. The new package may differ depending on one's current Office version. Please note the impacts based on your staffs' current version:

Microsoft Office 2003: Individuals with this version will move entirely to the Office 365 web-based platform. The following applications will be accessible exclusively from the individual's internet browser: Word, Excel, PowerPoint, and OneDrive. Whether an employee is working onsite or remotely, these apps will be accessed from a browser rather than a program installed on the PC. The 2003 desktop versions of Microsoft applications will be disabled beginning in June, 2015.

Microsoft Office 2007-2010: Individuals with these versions of Microsoft Office will continue to use their desktop applications. Because these applications resemble those of "Office 365", they can still be used. DTS has made configurations to allow these applications to communicate through the cloud-based platform. However, we encourage anyone with these versions to begin using the web-based applications that accompany Office 365. Eventually, Office 2007 and 2010 will not be supported by Microsoft.

Exceptions: There are exceptions to the previously stated scenarios. If a department decides that their Office 365 "G1" license (web-only) is limited in capability, they can make a business case to upgrade select staff to a "G3" license, which is Office 2013 (desktop). While DTS will still cover the cost of G1, the department will be responsible to cover the upgrade difference. Please visit the links below for additional detail.

To compare license capability

<https://technet.microsoft.com/en-us/library/office-online-service-description.aspx>

For the costs associated with upgrading:

<http://montgomerycountymd.gov/Office365/O365serviceoffering.html>

When will my department be impacted?

The legacy applications will be disabled beginning in June, 2015– which allows staff ample time to prepare for the change.

What support will be provided to assist through this change?

With the help of L3, the County's IT HelpDesk service provider, we are providing numerous opportunities to attend briefings, webinars, and hands-on training. We've also developed a website with several tutorials, quick start guides, and other supporting resources to aid in this transition. Please visit our site via the link below to learn more about the training opportunities and resources.

For technical assistance, your onsite team is equipped to provide support and respond to questions. The L3 Help Desk is also prepared to handle technical issues as well.

Where can I get more information?

Please visit the Office 365 Information site for the latest information via the link below. We're also hosting live briefings and webinars starting in March. More detail to follow.

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