Sample cover letters to accompany announcements

Launch Announcement

Office 365 Migration

Staff of Migration Group #3

Begin Office 365 Migration Preparation

This email is to let you know that **<your department>** is next in line for upgrading our email to Office 365.  Planning is underway and the actual migration of our mailboxes ‘to the cloud’ will begin on Monday 9/8/2014.

The migration will take **everyone’s** time and resources and cause some disruption during the transition.  For example, staff that currently uses Office 2003 will have to learn the new look and feel of Office 365.  (Staff who already use Office 2007 and later versions, will already be used to this new look.)

Also during the transition time frame for all users (about 2-1/2 months), there will be an inability to see availability across platforms (County Enterprise vs. Office 365 cloud).  Migrated users will not be able to see availability of un-migrated users and vice-versa.  This will make planning of meetings between departments cumbersome during this time.

To help minimize disruption, DTS has prepared an extensive website for the Office 365 migration, which includes the schedule, links to online training videos, FAQ’s, and more.

We will be assisting all users with this upgrade and is now planning for migration and new set up of shared mailboxes, delegates, public folders, mobile device configuration, and other core features that pose additional challenges.

We encourage all of you to please take time now to review the links below.  They will answer many of your questions, help you plan time to view the online training, and lay the groundwork for a successful upgrade.

Please see your local friendly IT person for special planning and questions.

**Announcement:**

<http://www.montgomerycountymd.gov/Office365/Resources/Files/Reference/5%20Annoucement_MigDeptStaff_81.pdf>

**Frequently Asked Questions:**

[http://www.montgomerycountymd.gov/Office365/Resources/Files/Reference/O365-FAQs(General)-(8-22-14).pdf](http://www.montgomerycountymd.gov/Office365/Resources/Files/Reference/O365-FAQs%28General%29-%288-22-14%29.pdf)

**County’s Office 365 information website:**

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

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Montgomery County Maryland Government

**Week two (2) reminder note**

Office 365 Migration

Staff of Migration Group #3

Office 365 Migration Week 2 Preparation

This is our migration groups final week of preparation before our email accounts are moved to Office 365.

In preparation of this move, DTS has been pushing numerous patches to our PC’s.  If you get a message to reboot your system, please do so as soon as possible.  This is important as subsequent patches will not install until the PC is rebooted (which caused minor problems for a couple folks who were migrated last Wednesday).

Also, by now you should have identified which version of Outlook you are using.  If you had difficulty with the guidelines on the County’s Office 365 webpage and need help with this, please immediately let me know.

If you are using Outlook 2007 or later, you can continue to use your current Outlook client and/or the new Outlook Web Access (OWA).

If you are using Outlook 2003, you will NOT continue to use your current Outlook client.  Instead, you will use the new OWA website.  The new OWA website looks very different than the current OWA website and it will take folks a while to get familiar with the new look and feel.  Therefore, it is extremely important for you to view the prepared tutorials.  You need to look at either the slideshow training or the video training, there is no need to view both.

MANAGERS:  Please ensure your Outlook 2003 users are taking time this week to view the training.  This will at least get them familiar with the new software, and hopefully minimize the inefficiencies we can expect while they learn this new system.

Links to the tutorials are near the bottom of the County’s [Office 365 webpage](http://www.montgomerycountymd.gov/Office365). Here are the links for your convenience:



In addition, DTS and Change Management have added a short video that begins to explain how the way we use Office and save our documents will change in the upcoming months.  Everyone should take a moment to view this video:

<http://www.screencast.com/t/PAsJvnAI4>

Please let your friendly local IT Contact worker know if you have any questions.

More resources:

Frequently Asked Questions:

[http://www.montgomerycountymd.gov/Office365/Resources/Files/Reference/O365-FAQs(General)-(8-22-14).pdf](http://www.montgomerycountymd.gov/Office365/Resources/Files/Reference/O365-FAQs%28General%29-%288-22-14%29.pdf)

County’s Office 365 information website:

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

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**Post Migration**

Office 365 Migration

Staff of Migration Group #3

Office 365 Migration – Post Migration Activities

The confirmed date for migration of all Finance department email accounts to Office 365 is:

<Date>

That evening, please refrain from using your email to help ensure all objects get migrated successfully.

Here are some things to expect on the morning after migration:

* ​**Outlook 2003 users**
	+ ​​Will click the OWA icon on their computer desktop to view their office 365 mailbox, calendar, and contacts
	+ Can continue to open Outlook 2003 (for now) to view legacy system connections, folders, settings, and rules
	+ Department IT will assist with copying folders to you new OWA mailbox (but the priority immediately after migration will be assisting users with OWA issues and questions, shared mailbox and resource setup, and mobile device setup)
* **Outlook 2007 and 2010 users**
	+ Will click their Outlook 2007 or 2010 icon to view their office 365 mailbox, calendar, and contacts (and can also use the new OWA to view their office 365 account)
	+ Can continue to use Outlook 2007 or 2010 to view folders
	+ Can use Outlook 2007 or 2010 to copy their folders to their Office 365 account; instructions will be provided and Department IT is available to assist (but the priority immediately after migration will be assisting users with OWA issues and questions, shared mailbox and resource setup, and mobile device setup)
* **All users**
	+ Folder/PST file moves will be low priority for the first week (since you can see them in Outlook 2003, 2007 or 2010) and because we anticipate the need to help with other operational issues that week
	+ When you open an attachment in OWA, it will open in the online version of Word, Excel, or PowerPoint; you need to click download and save-as to save the document to our local network (next year, users will be instructed how to save files using Microsoft's OneDrive, but DTS is discouraging use of OneDrive at this time)
	+ You may see old, previously discarded drafts in your draft folder
	+ You may see old, outdated reminders after the migration or after you copy folders/PST's to your Office 365 mailbox
	+ The new OWA works in Internet Explorer, Chrome, and Firefox; FIN-IT users have noticed that features differ somewhat in each browser; for example, copy and paste into an email works when running OWA in Chrome but not in Internet Explorer
	+ OWA uses the browser's spell check feature (rather than having it's own spell check feature)
	+ Copying folders/PST files to Office 365 takes a long time (about 500MBs per hour); and after the copy completes, it takes some time for the copied folders and items to appear in OWA (and Outlook 2007 or 2010)
	+ After folders/PST files are copied to your Office 365 account, you no longer need VPN to see those folders (as you will be able to see them in OWA)

Please continue your preparations, including review of the online tutorials.

Announcement:

<http://www.montgomerycountymd.gov/Office365/Resources/Files/Reference/5%20Annoucement_MigDeptStaff_81.pdf>

Frequently Asked Questions:

[http://www.montgomerycountymd.gov/Office365/Resources/Files/Reference/O365-FAQs(General)-(8-22-14).pdf](http://www.montgomerycountymd.gov/Office365/Resources/Files/Reference/O365-FAQs%28General%29-%288-22-14%29.pdf)

County’s Office 365 information website:

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