

SUNY POLY

Office 365 Email Migration
Townhall Meeting
May 26th, 2021

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- 2010:** SUNY Institute of Technology migrated from Lotus Notes to Gmail using the domain SUNYIT.edu
- 2014:** CNSE migrated from uAlbany's O365 instance to a hosted Exchange 2013 environment using the domain SUNYCNSE.com.
- 2014:** CNSE migrated from the hosted Exchange 2013 environment to an on-premise Exchange 2013 environment using SUNYCNSE.com
- 2014:** A Listserv Solution was implemented in Albany to allow for mass emailing. Utica continued to utilize Google Groups for this function.
- 2015:** SUNY Institute of Technology & Colleges of Nanoscale Science and Engineering adopt the new official name of SUNY Polytechnic Institute.
- 2015:** SUNY IT relinquished ownership of SUNYCT.edu in order to purchase SUNYPOLY.edu
- 2015:** The SUNYPOLY.edu domain was added as a primary alias domain to the on-premise Exchange 2013 environment at CNSE in Albany. This allowed all Albany users and Executive Management to utilize @SunyPoly.edu as their primary email address.
- 2019:** The SUNYPOLY.edu domain was added as a primary alias domain to the Gmail environment. This change required mail flow to be altered to allow Gmail to receive all messages prior to delivering on to the on-premise Exchange environment.

Project Summary

Implement Office 365 for SUNY Poly

- This will allow all Faculty, Staff and Students to utilize all Apps within Office 365.

Migrate Gmail Data to Office 365

- Gmail Data includes: Email, Contacts and Calendar Data

Migrate Exchange Data to Office 365

- All SUNY Poly Data housed in Exchange Mailboxes

Update Mail Flow to deliver to Office 365

- Provides for a less complicated mail flow

Update Google Apps to allow for continued use post migration

- All Google Apps will still be available

- Mail Flow Challenges:** Due to the current configuration mail flow is extremely complicated which leads to challenges troubleshooting and potentially extended downtime. A unified communication platform will resolve those issues.
- Unified User Experience:** End users of the different email environments have a different user experience which could put some at a disadvantage in performing their daily duties. This also creates additional effort to troubleshoot by support staff.
- Collaboration Challenges:** Utilization of 2 separate communication environments lead to collaboration challenges such as no unified Global Address Book and no ability to share Calendars between certain users that wish to do so.
- Information Security:** This Office 365 implementation will help improve the security of our data. In addition to O365's security features it also allows data to only be stored on US Based Servers. The migration will eliminate the Export Control and Data Harvesting concerns some users have using Gmail.
- Service Reliability:** Office 365 will be implemented with service redundancies already implemented. In addition to servers and storage being spread amongst multiple US Data Centers, Authentication will no longer be dependent on campus resources. i.e. Federated Logins
- SUNY Central Support:** SUNY Central has been utilizing Office 365 for a number of years which allows their staff to quickly implement new functions and solutions. They in turn make these solutions available to other Office 365 Campuses to utilize.
- Future Integrations:** The SUNY System is moving towards a university wide implementation of Office 365 Tenants allowing for easier cross campus collaboration. This is similar to the path that New York State ITS took with combining agency utilization of Office 365.
- Maintenance Expenses:** Over the past year SUNY Poly ITS staff have invested more than 1500 Labor Hours maintaining hardware, software and the duplicating development efforts. The migration to Office 365 will eliminate the wasted work effort while also eliminating ~\$100k in yearly hardware and software maintenance costs.

March – April

Align internal ITS Staff, outside resources and consultants on project requirements and contracting.

April – May

Start Implementation of Authentication services.

Work with HR on process of RF staff additions to Banner.

Develop Data Migration Plan for each environment

June – July

Update Print & Web Related documentation to reflect new systems and processes.

Develop & implement mail list migration plans

Identify & resolve potential system conflicts

Schedule & conduct mail flow migration.

August – September

Troubleshoot & Resolve open issues.

Clean up Data:

- Clear Junk mail, Deleted and sent items of unneeded data.
- The removal of unneeded data will decrease data transfer times and improve efficiencies.

Help Each Other:

- SUNY Poly has a large number of users familiar with Office 365 and the use of Microsoft Products. If you see a coworker struggling with something, lend a hand.
- Peer Support is a great supplement to conventional Helpdesk Support.

Review Migrated Data:

- Once the data is migrated to your new mailbox it is a good idea to spot check both Office 365 and Gmail data.
- If you have a concern of any kind, reach out to the Helpdesk.

Will I lose access to Google Apps?

NO, All Google applications and tools will continue to be available after the migration.

How will I know how to use O365?

SUNY Poly is building a knowledge base containing instructional videos, FAQ's and other Office 365 Resources.

Why not wait?

To introduce the least amount of disruption to the user community the summer is the best time migrate to a new platform. This is inline with the faculty requests during the 2015 migration discussion.

Additionally, SUNY Central continues to develop new tools and data requirements for SUNY Campuses. By not utilizing a common platform as SUNY Central we cannot stay compliant with SUNY Information & Security standards.

Question: Will we still be able to use ANDROID and GMAIL will that still work or will we transition to another mobile client?

Answer: The majority of email clients today function with Office 365. Each app and mobile device will have different configuration settings.

Question: Why we are migrating 2500 students, 120+ faculty, adjuncts, and 100(?) staff members on Utica campus vs smaller contingent on Albany campus?

Answer: All SUNY POLY Users are being migrated including SUNY Poly Staff, Faculty and Students in Albany.

Question: Will all students also be given Microsoft accounts?

Answer: Yes, All SUNY Poly Staff, Faculty and Students will be migrated and provided access to Office 365.

Question: How will Unix/Linux boxes work with this?

Answer: I have heard of no concerns with users using Office 365 with Unix/Linux based systems.

Question: Many of the writing tutoring services use google docs to review student work synchronously and asynchronously - will either google docs or a similar platform be available?

Answer: Google Apps as well their existing data will continue to be available post migration.

For the latest information on the migration visit:

<https://sunypoly.edu/email-migration>

For questions related to the migration:

migration@sunypoly.edu

QUESTIONS

