

TAG Presentation to Faculty Senate: 3/11/11

Thanks so much for making time for us on today's agenda. As representatives of the Technology Group, we've been hearing questions and concerns from faculty about the University's planned transition to Microsoft Live @ Edu as an email service. We've also noticed that not all faculty members are aware of this transition. Since it's something that will affect all of us, I wanted to take just a few minutes to go over the basics of what's happening and then give all of you time to ask questions about the transition.

So first of all, what's happening?

We're moving away from a locally hosted, University-run email service, RoyalMail, to Microsoft Live @ Edu - cloud-based solution run by a vendor. That means that email files will no longer be stored here on campus, they'll be stored off campus in the cloud.

As much as we don't tend to like change, this change actually has a lot going for it. TAG has heard a ton of complaints from faculty about our existing email system, and they're well founded - our current system is out of date and overreaching itself. Moving to Microsoft Live @ Edu will be a major upgrade.

And we faculty members will experience many of the benefits of the upgrade.

- You'll be able to easily access your email, from anywhere.
- Our email storage is soaring. Currently we only have 200 MB of storage - which for me was about two months worth of email. That quota will be increased **500 times over** to 10GB.
- We currently can only send attachments of about less than 5 megabytes. With Microsoft Live @ Edu, we'll be able to send attachments of 20 MB.
- We also get 25 GB of free document storage in the cloud - so you can access your files from anywhere without carrying around a thumb drive. This is in addition to the space we already have on Royal Drive.
- Mac and Linux users can use the system just as easily as PC users.
- There will be a calendar integrated into the system, should you choose to use it.
- AND, we'll have access to "lite" versions of Microsoft Office software like Powerpoint and Word, from the web - which act kind of like Google Docs. No matter where you are, whether or not the computer you're working on has Office installed, you'll be able to work on PowerPoint and Word files.

So there's lots of good stuff here.

And there's good stuff for the University as well.

The new system is significantly less expensive than our current RoyalMail system. It will be better performing, more secure, and it offers more features to the University community.

This is still a transition, though, and some things will change.

We'll no longer be using Thunderbird as a campus. Outlook or Outlook Web App will be the *recommended* and supported service for checking email, so those of you who will be switching from Thunderbird to Outlook will have a new interface to get used to. CorpTime is going away, although very few faculty members use it. Your email will be stored in the cloud rather than on campus.

But your email address WON'T change.

Another thing that WON'T change is your ability to forward email to another provider, like Gmail or OSX Mail. This option is NOT open to staff but is open to faculty. TAG is going to have some faculty using both of these services migrate to the new system early, and then we'll post instructions to our website for faculty members who choose to do so.

IR has asked us, though, to be careful about what information we send over email. Any information that's protected by FERPA should not be sent from a third party client like Gmail, since the University can't guarantee its security.

So what's the migration going to be like? It will be a little inconvenient, but TAG has been working closely with IR to try to streamline the transition as much as possible for faculty.

Currently, IR has *scheduled* faculty to migrate to the new system starting the third week of September.

However, working with TAG, IR has agreed to invite faculty to "opt in" to migrate early, over the summer. So if you'll be on campus over the summer, you'll have the opportunity to CHOOSE what date your email changes to the new system. I highly recommend this option so that you have as much flexibility as possible and so that the transition has the least effect on your work.

How will the migration happen?

- It will all be done overnight, by IR. Your account will be disabled temporarily - you won't miss any emails, you just won't be able to send or receive from your Scranton account for a few hours.
- In that time, your account will be switched over to Microsoft Live @ Edu. Any email that's stored on the Royal Mail server will automatically be moved. Your folders will be preserved.

- And the next morning, you'll be up and running in the new system. There will be training sessions available if you need help getting started.

Archived email is a major concern for most of us. Here's how it will be handled:

- As I mentioned, any email that's on the Royal Mail server will move AUTOMATICALLY overnight during the migration. That means email that you can access from the my.scranton portal.
- Any email that's stored locally on your hard drive - for Thunderbird users, that's email in your Local Folders -- can be migrated over, but this will take a few steps of action on your part. TAG and IR will have instructions for you, but if you need help, you can schedule an appointment with a CTLE TechCon to come to your office and walk you through the process.
- We advise that you move your local mail as soon as possible after you've migrated to the new system, so that all of your mail is in the same place and searchable.

So that's basically what's going to happen. What TAG is still working on is making sure that all faculty are informed about this switch, and we're encouraging people to move early if possible so that they can choose their own schedule.

I know that's a lot of information, are there any questions?