MEMORANDUM

TO: Colleagues
FROM: Hao Wang, CIO
DATE: June 12, 2013
SUBJECT: Office 365 Email Migration

SUNY System Administration and State University Construction Fund email is moving to the cloud! We are pleased to announce that by the end of this summer, our email will be migrated to the online email service provided by Microsoft called Office 365.

Office 365 allows us to host our email system on Microsoft “cloud” servers. Why make this change?

- Preserves your current mailbox content and email address.
- Much larger mailboxes, about 25 times larger on average.
- Supported by a solid Microsoft organization dedicated to keeping our email and calendars safe and secure.
- Expertly managed by Microsoft, allowing “always available from anywhere” access.
- Work with email using the same Outlook client, internet browsers, and mobile devices with which we’re already familiar.
- And the great news with this change – it will be free to SUNY.

Preparations are being made to start moving our mailboxes to Office 365 in about three weeks. These preparations include Microsoft’s provisioning of our destination, our integration with existing voice mail and fax services. The migration will take place in groups. We will be notified in advance of the exact migration time to allow each one of us to get ready for the move. Barring any unforeseen issues, we expect all mailboxes to be migrated by the second week of August. Additional announcements and status updates will be made as the project progresses.

Attached please review the answers to a number of potential questions you may ask. If you have additional questions, please don’t hesitate to email them to the Helpdesk (helpdesk@suny.edu). Together, we will make this transition as painless as possible.

Thank you all very much for your cooperation.
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TO: Colleagues
FROM: Hao Wang, CIO
DATE: June 12, 2013
SUBJECT: Office 365 Migration Frequently Asked Questions

Q. Why are we changing our email service?
A. As part of SUNY’s strategy to reduce administrative costs to direct more money to instruction, a decision was made to eliminate the cost of hosting our own email system and free up needed technical staff to focus on more important university initiatives. The move also provides much more space for your correspondence which has grown larger over time due to richer content such as videos, PowerPoint presentations and scanned electronic records.

Q. Will my SUNY email address be changing?
A. No! Your Office 365 mailbox will still use your current SUNY email address.

Q. Is there a size limit on my Office 365 mailbox?
A. Yes, but it's 25 Gigabytes! That is approximately 400,000 average size emails without attachments.

Q. Will I lose any of my current email, appointments and contacts?
A. No. The service is being configured to allow all the content in your current mailbox to be migrated to your Office 365 mailbox. Not only that, but you may also choose to load content from your email archives (PSTs) into Office 365, up to the size limit of your cloud mailbox, for easy historical searching and reference.
Q. Can I still check people’s availability using free/busy?
A. Yes. All the typical functionality of Outlook is still available, including delegates, rules, subfolders, colors, categories, searching and more.

Q. Will public folders still be accessed the same way?
A. No. Public folders do not exist in Office 365. Public folders will be converted into shared mailboxes and accessed as an additional mailbox. You will still be able to create subfolders and rules to handle messages that are delivered to them.

Q. How will I access my Office 365 mailbox?
A. The same way you access your current local Exchange mailbox – with Outlook, Outlook Web App using your favorite supported web browser and your mobile device. The Outlook Web App has a slightly different look than Outlook Web Access now, but offers virtually the same functionality.

Q. Will I have to reestablish any connections or setups for any of my devices (iPhone, iPad, Android, etc.)?
A. Unfortunately, yes. There is no automated way to switch a mobile device to the new service. Office 365 servers are at a different web address, so you will need to change the server name in the connection for your mailbox and possibly reenter your User ID and password. Instructions will be provided that detail this change. For those that use BlackBerry devices, a security wipe and reactivation will need to occur to connect it to your cloud mailbox. We will assist in making this transition as soon as possible after your migration.

Q. Will I be able to access my Office 365 mailbox when I’m not at the office?
A. Yes. Your Office 365 mailbox will always be available from anywhere you have internet access, and of course, on your mobile device!

Q. Who do I call if I have additional services and functionality requests, such as a new email account for our office or user credentials for an affiliate?
A. You still contact the Helpdesk with any requests associated with email.

Q. Who do I call if I have a problem with my Office 365 service?
A. You should continue to call the Helpdesk during business hours and they will manage your issue or they will find resources that can help.

Q. Will Microsoft be looking at my email so they can advertise to me?

A. No. Your mailbox data belongs to SUNY. Microsoft does not scan email and documents to create advertisements.

Q. I hold sensitive data in my mailbox. Will it be just as safe in Office 365?

A. Yes. First of all, all communication with Office 365 servers is encrypted. Secondly, Microsoft is compliant with all world-class industry standards including ISO 27001, EU Model clauses, HIPAA BAA and FISMA, and this is verified by third-party auditors. Finally, SUNY mailbox content is always housed on servers in the United States.

Q. Is the virus and spam protection as good as now?

A. Yes. In fact, the anti-virus and anti-spam protection in our current Exchange environment is essentially the same product as used on Office 365.