Office 365 Q&A Session
Thursday, August 14, 2014
224 LSC   2:00-3:00 PM

Approximately 25 people in attendance

Session Opened with Short PowerPoint Presentation – Outline Below:

Office 365 Q&A
Timeline Review
- 7/28: Lync, OneDrive for Business, and Office subscription services were assigned to active eIDs based on user's role with CSU
- In Process:
  - Working on config and testing of Unified Messaging in Office 365
  - In process with updating um and misc scripts for Exchange automation
  - Working with Computer Applications Training to gear up with Office 365 training - will keep people posted
  - Timeline Continued
- September-October:
  - Test special use cases (ex: CVMBS Scheduling)
  - Develop migration processes/scripts
  - Perform more in depth email client testing
- November-December:
  - Early adopters
- January-April:
  - On prem Exchange to Office 365 Exchange Migration for General Population
- Heads ups (pending Exchange migration)
  - Distribution Group Membership Updates – won't be through Outlook Post Migration
  - Outlook 2007 – Not recommended post migration
  - 75MB limit for emails with attachments to migrate
  - Migrations are migrations…
- Your questions?

Summary of Questions Asked by Attendees with Answers:

How will the migrations be planned and advertised?

> To the extent possible, we'll target moving mailboxes in groups aligned with departmental units. The reason for that is that calendar sharing between O365 and on-prem will be affected – more specifics about what to expect will be documented and posted after further testing. Free/busy information for meeting scheduling purposes should be available throughout the transition, of mailbox location (on premises or in Office 365). ACNS will work with the campus units to schedule and plan migrations and also assist with end user support after the move. Note that specific processes and plans are in development and the above is a generalization of the anticipated steps that will be taken.

Will distribution groups still work during and after the migration?

> For e-mail delivery purposes, distribution groups will be unaffected by the Exchange to Office 365 migration. If you're using distribution groups to set shared permissions to calendars or resources, if the shared resource and the distribution list member's mailboxes are in different locales, access to the resource may be affected.

Will Exchange access by mobile devices be affected by the migration to Office 365?

> Exchange hosted with Office 365 will continue to allow users to connect to their mailboxes with current, mainstream devices including iPhones, Android Devices, and Windows Phone. When a user's mailbox is migrated from on prem to Office 365 it is likely that that the user will have to remove existing Exchange account settings and re-add their Exchange account settings to their mobile device using settings relevant to Office 365.

Is there anything at the client level that we should know about?

> Client recommendations are summarized at http://help.mail.colostate.edu/office365.aspx?#faqo365ready. Note that we are recommending that people using Outlook 2007 upgrade to Outlook 2010 or Outlook 2013 prior to the migration of Exchange to Office 365 planned for early next year. Also, for people using Outlook 2010, it is a requirement that the "Microsoft Online Services Sign-in Assistant" (http://www.microsoft.com/en-us/download/details.aspx?id=41950) be installed before a user will be able to connect to a mailbox hosted in Office 365.

Will the single sign on functionality that allows people who login to their PCs with their eID to automatically connect to their Central Exchange mailbox when opening Outlook be affected?

> Yes. The migration to Office 365 will affect single sign on functionality for users who login to their PCs with their eID. After a mailbox has been moved to Office 365, all users will be prompted by Outlook before connecting to their mailbox. Users will need to enter their username as ename@colostate.edu in order to connect. More testing is required but we are hopeful that this will be a onetime (until the next time a person's password is change) requirement because the "Remember Password" option within Outlook can likely be used to avoid having to re-enter login credentials each time Outlook is launched.

Can I change the picture that appears in my Lync client?

> No. This requires a person's picture to be loaded and stored in our local Active Directory, which isn't supported today - though it may be possible in the future.

How quickly are password changes sync'd for Office 365 purposes?

> Passwords should sync with Office 365 within 5 minutes. Other types of account changes (display name changes) may take 2-4 hours after the information is reflected in

eID. Also, in general mailbox account creation and modifications will take a little longer (1-4 hours) vs the 15 minutes or so that we achieve today.

Is cached mode still recommended for Office 365?

Yes

What are the guideline for installing Microsoft Office?

For on-campus, university-owned computers, people/IT departments should install Microsoft Office using installation media obtained from RamTech. The 5 copies of Microsoft Office the people are allowed to install and use by way the Office 365 agreement are intended as an added benefit that faculty/staff (who qualify as Information Workers) and CSU students can use to install Microsoft Office on personally-owned computers or mobile devices. Instructions for downloading and installing Microsoft Office are available at http://help.mail.colostate.edu/officesubscription.aspx.

What happens when an employee leaves and they have Office installed on a personal device that was installed using Office 365?

More testing is required but the general guideline is that the software will continue to work for some period of time (one month for faculty/staff; one year for students) until the system detects that the user is no longer licensed to use Office 365 services through CSU. At that point, people can either uninstall the software or they may be presented with options to purchase an Office 365 subscription (separate from the CSU Office 365 offering) or enter the serial number of a retail box product.

For OneDrive for Business intended to business or personal use?

OneDrive for Business can be used for either, but please comply with the campus IT Security and Acceptable Use Policies (i.e. do not store sensitive information in the cloud).

What happens to OneDrive for Business data when people leave the university?

Users need to copy data stored in their OneDrive for Business account to a personal device or drive within 30 days of leaving the university. CSU does not back up or archive OneDrive for Business files. This is also noted at http://help.mail.colostate.edu/onedrive.aspx.

To what extent can we use SharePoint in Office 365?

Currently SharePoint is only minimally enabled within Office 365 to the extent required to allow OneDrive for Business functionality. We will consider enabling Office 365 SharePoint services down the road – possibly in Spring or Summer 2015.

If you migrate a mailbox, will a PST currently stored on a local drive automatically migrate?

PSTs will not automatically migrate, but users can elect to migrate data stored in PSTs to their Office 365 mailboxes on their own once their mailbox has moved to Office 365.

If I have an existing version of Office on my computer, can I download Office from the Cloud?

Yes. However, "Office on Demand", may be problematic if you have an existing version of office installed on your computer.

For additional questions or feedback regarding Exchange e-mail or Office 365 services, please e-mail exchangehelp@colostate.edu