

April 13, 2009

Subject: Email System Changing to Microsoft Exchange/Outlook in May

As one of the final steps in Anoka-Ramsey's multi-year plan to shift from a Novell networking environment to a Microsoft environment, the college will migrate from GroupWise to Microsoft Exchange/Outlook. Following research during 2006 and 2007, Information Technology (IT) began the overall networking migration to 'Microsoft' in 2008 – by converting 'file/print services, establishing 'Active Directory' as our reference database, and using 'System Center Configuration Manager' for day-to-day workstation support. The majority of the MnSCU institutions have already made this email transition, so we are able to leverage their knowledge and experience in preparing to do the same.

Why Move to Microsoft Outlook:

- Microsoft Exchange will allow college employees to make more effective and efficient use of a wider variety of technology products and services. For example, this migration allows the college to integrate our existing voice mail system into Outlook. This means, as an employee, you'll be able to check your voicemail through your email account.
- Outlook software is a standard software application included in the Microsoft Office software suite. Nearly all new technology devices including mobile devices that utilize web and email services incorporate Microsoft Outlook as their default communications software.
- This will consolidate employee account information used to access the college network into one username and password.

When Will this Migration Occur?

- **May 26, 3 p.m.:** The email migration will begin and run through May 28. You will not have access to any email services for several hours on Tuesday evening, but please know that all incoming messages will be held, and delivered to your new Exchange mailbox.
- The actual migration of each user's GroupWise mail and calendars will occur on a sequential basis – so priority queues will be established for both employees and departments. Department heads have been requested to create a list of their migration priorities. For example: faculty, who are beginning classes on June 1st and at least one employee from each 'service' department could be placed high in the overall queue.
- May 27 morning: You will be able to use Outlook to both send and receive email, but your previous email content (from GroupWise) will not display in Exchange – until after your mailbox has been migrated. Actually, many mailboxes will have been migrated during the previous night, so the priority users will essentially have uninterrupted access to their email service.
- Depending upon the success of every user cleaning out their current GroupWise mailboxes, the total amount of time for the complete migration may be minimized to 40 hours.

How Can I Get More Information & Training about Microsoft Outlook?

- The IT department has an 'Outlook Project' web site - <http://www.anokaramsey.edu/it/outlook.cfm/>, where you can find additional information on a variety of Outlook-related topics. This site will be expanding in the coming weeks. Items published will include Frequently Asked Questions (FAQs), information on upcoming face-to-face training sessions, and helpful tips, tricks and techniques.

Adopting a College-wide Email Policy

- Email best practices strongly suggest that the college adopt a series of policies, procedures, and practices related to the use of email. The college must adopt a policy related to employee total email storage space.
- When we move to Exchange, the plan is to adopt one of the most liberal storage quotas of any of the MnSCU campuses, which will be 1 gig/email account. **With this as a likely future limit, approximately 20% of you need to reduce your current GroupWise storage to no greater than 750 meg**, which will give you 25% growth potential with the new system.

What Can You Do to Help?

- We are requesting that you assist in “cleaning up” your existing GroupWise mailboxes, and reduce/eliminate the majority of the attachments that are now “attached” to your messages. Much of our existing ‘attachment’ storage space probably is unnecessary, because items are often duplicated in multiple mailboxes, and/or are already stored elsewhere on the network.) In order to have a time efficient and successful migration, we do not want to move any unnecessary items to the new email system – particularly ones that you either never have viewed or never will view again. The ‘Outlook’ IT web site has specific suggestions for you to use in doing the requested clean-up.
- During April, IT staff will assist you with email storage reduction if requested, but also will be monitoring the amount of storage you are utilizing. Please start on this task immediately. We realize it takes time on your part, but we cannot do it for you; and it must be done.
- **Attend an Outlook training class** – The ‘Outlook’ IT web site will list the training schedule. The basic email functions can be learned quickly, but for those of you who now have shared calendars/folders, do proxy access, and use advanced features of GroupWise; you are strongly encouraged to attend at least one Outlook training class. Note: The referenced web site will also include links to self-training activities that you may prefer using at your convenience.

On behalf of the Information Technology staff, I thank you for your assistance in reducing your email storage and in being patient and supportive during this difficult task for all of us. Shorter status reports will be published in the coming weeks. You should check <http://www.anokaramsey.edu/it/outlook.cfm/> often, because the site will be updated on a regular basis.

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