

IT Reps meeting: Office 365 Project

Information Technology

October 26, 2017



Agenda

- A. Steering Committee and Project team
- B. Project Description
- C. Background
- D. Project Scope
- E. Delivery Strategy
- F. Project Phases
- G. Change Management
- H. Timeline
- I. Your applications

A. Steering Committee

Members

- Michel Lapointe, CIO, Chair
- Timothy Lethbridge, Professor, Faculty of Engineering
- Manon Dugal, Senior HR Director and Strategic Initiatives
- Renée Guenette, CAO, Faculty of Health Sciences
- Caroline Milliard, Assistant Director Institutional Communications
- Daniel Trottier, Acting Senior Director, IT Services and Infrastructure

A. Project Team

Project Manager: Alex Dipietro
Design: Stephane Raby/Jean Francois Billette
Compliance: Sandeep Gupta
Change management: Jacqueline Oliver
Operations: Jean-Francois Dion

B. Project description: executive summary

Scope	<ul style="list-style-type: none"> • Migration of our on premise email service for employees to Office 365
Objectives	<ul style="list-style-type: none"> • Increase email resiliency • Migrate from on premise email infrastructure to Office365
Expected Benefits	<ul style="list-style-type: none"> • Increased availability • Increased security • Foundation for other Office 365 services • Lower total cost of ownership • More email storage for users
Timeline and Deliverables	<ul style="list-style-type: none"> • Sept-Feb: Solution design and strategy • Migration to start by March 2018, and end by fall 2018 • Email, calendar, notes, contacts, tasks will be in the cloud for uOttawa employees
Key Success Factors	<ul style="list-style-type: none"> • Accounts are moved to the new system with low impact to users
Risks	<ul style="list-style-type: none"> • Potential misconceptions about cloud services need to be mitigated by information
Constraints Assumptions Dependencies	<ul style="list-style-type: none"> • Constraints: Rate at which migrations can occur is controlled by Microsoft • Assumptions: Privacy Impact Assessment will be positive • Dependencies: Existing Office 365 service for the domain .uottawa.ca will be moved for project use
Project Cost	<ul style="list-style-type: none"> • Project total costs estimated to be \$200K

C. Background: Why Microsoft Office 365?

- Community familiarity with Microsoft products (Outlook)
- uOttawa is already licensed for Office 365
- Low-impact migration
- Reduces training for the community
- Existing integrations with systems on campus
- Provides the foundation to build other collaborative services in the future (Skype)

Background: some of the universities in Canada using Office365 cloud-based email services

- Brock University
- Capilano University
- Carleton University
- Concordia University
- **Dalhousie University (U15)**
- HEC Montréal
- **McGill University (U15)**
- Mount Allison University
- **Queen's University (U15)**
- Trent University
- Université de Québec à Trois-Rivières
- **University of British Columbia (U15)**
- **University of Calgary (U15)**
- University of Lethbridge
- **University of Manitoba (U15)**
- University of New Brunswick
- **University of Toronto (U15)**
- **Western University (U15)**

List is for student and/or employee email services.

D. Project scope

Scope

- Faculty members and support staff currently on Information Technology's Exchange servers
- St. Paul employees
- Other accounts for various associations, affiliations, and some external users
- Email, calendar, tasks, notes, contacts

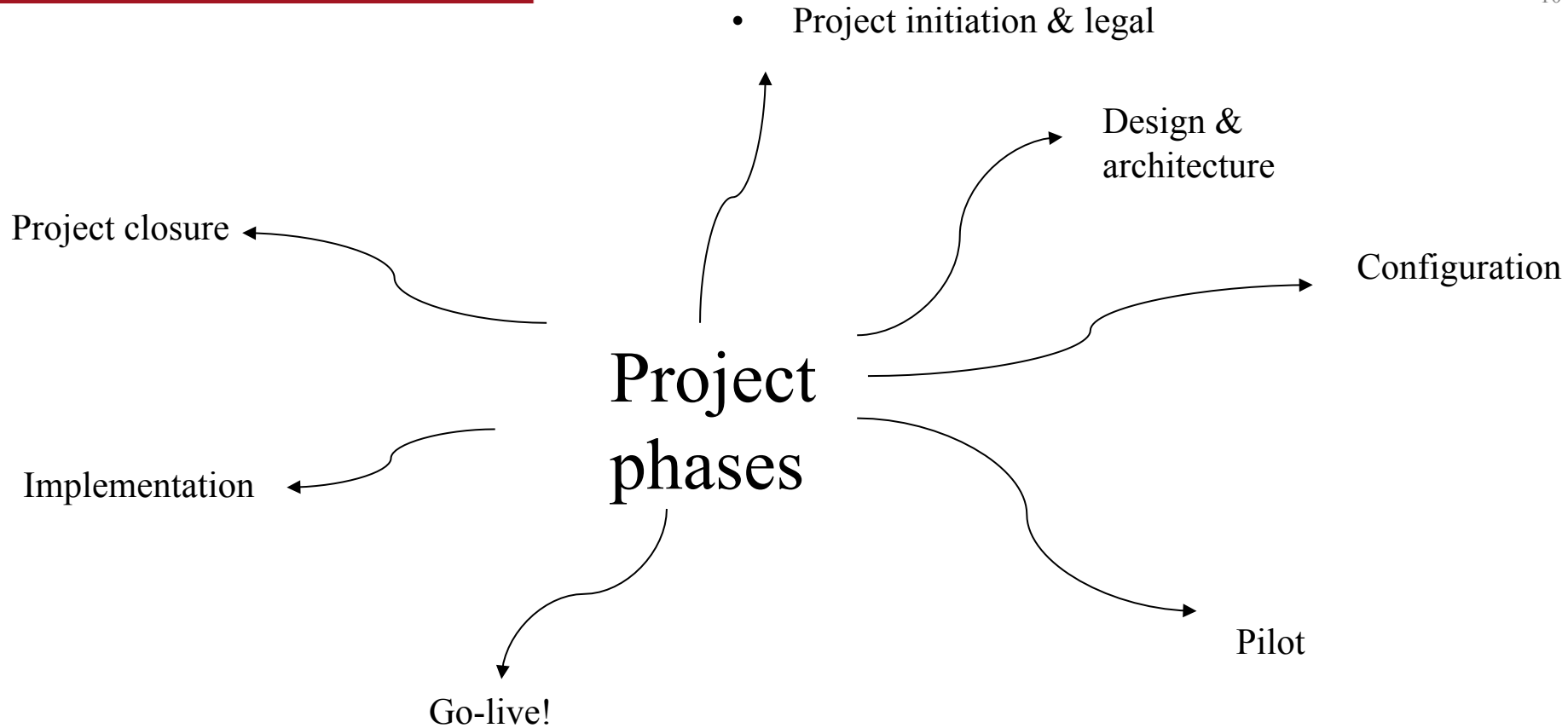
Out of scope

- Students on Google Mail

E. Delivery strategy

Strategy

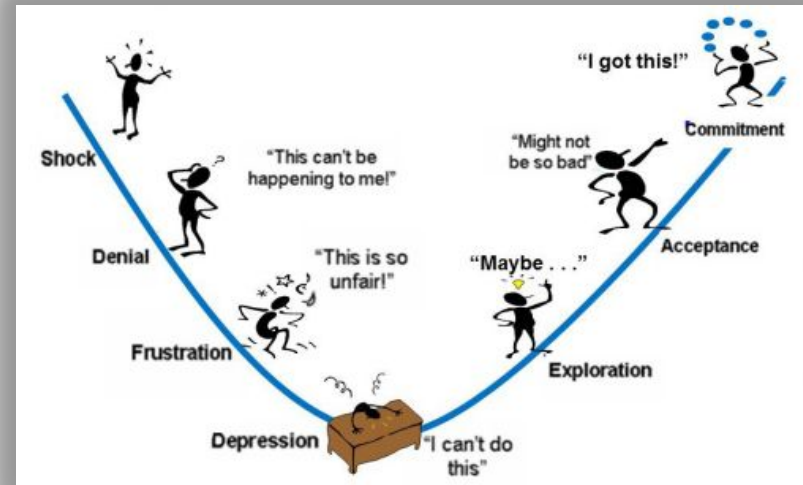
- Hire an integrator, similar to the approach adopted to move to Google Mail for students
- Software and data in the cloud
- Small pilot with a subset of users to validate approach and configurations
- Progressive rollout for the migration of accounts during a 6-month period



G. Change management overview

Encompasses:

- Communications
- Change management activities
- Training
- Service Desk preparation



Communications

- Roadshows
- Web presence
- Email campaign
- Information sessions
- Infographics
- Surveys

Change management activities

- Stakeholder matrix
- End user impact assessment
- Readiness assessment
- Gap analysis
- Benchmarking

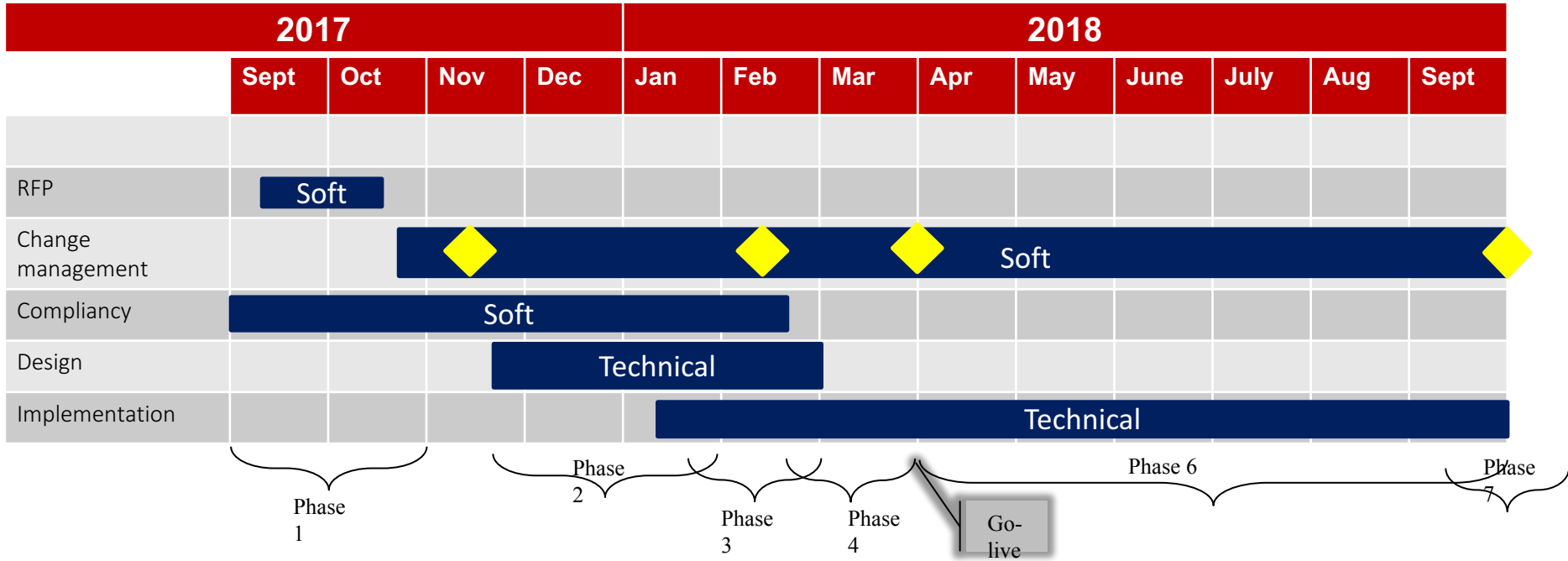
Training

- Documentation
- Online self-serve
- Cheat sheets
- Links to resources

Service Desk preparation

- Service offering documentation
- Support workflows
- Support processes
- Internal knowledge base articles
- Training of Service Desk staff
- Stabilisation plan
- Post-implementation support

H. Draft Timeline



I. Your applications

- IT reps have applications that link with Outlook and Calendar
- We will need your list near end of November
- Note that we will be emailing all users soon to inform them of the project

Questions?