

Moving Email to the Cloud – A Regional University Experience

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Agenda

1) Project Management



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1) Project Management

- The Project Scope
- Business Drivers
- Project Management Approach
- Change Management and Business Response
- Success Factors



Agenda

1) Project Management

2) Technical Discussion

- Technical Environment
- Technical Challenges
- Email Co-existence Model



Agenda

- 1) Project Management
- 2) Technical Discussion
- 3) SCU's MS O365 Future

- Talk about MS O365
- Future Plans for SCU



About Southern Cross University....



Lismore



Gold Coast



Coffs Harbour

- Main Campuses at Lismore, Gold Coast, Coffs Harbour
- 16 000 students and 2 000 staff
- Teaching focus in traditional areas of Arts, Sciences, Business and Law as well as a focus on environment, tourism and hospitality areas
- Strong research focus in sciences such as environmental, plant genetics, geosciences



1) Project Management



The Project Scope - Email to the Cloud

- **Replace** existing legacy SUN JES Email and Calendaring System with MS Office 365 cloud subscription service



The Project Scope - Email to the Cloud

- **Replace** existing legacy SUN JES Email and Calendaring System with MS Office 365 cloud subscription service
- **Standardise** Windows Desktops to Win7, Office 2010 & MS Outlook



MS Office 365



It's all about U

CRICOS Provider: NSW 01241G, QLD 03135E

Business Drivers



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Business Drivers



Service Improvement



Functionality
Capacity
Scalability
Security
Availability
Manageability
Automated



Project Drivers

- New Management (CIO and Director Technology Services)
- Dealing with an outdated, limited functionality, legacy email system
- Managing risk with email
- Updating and standardising desktops, MS office suite and email client
- Providing a better service and experience for our staff and students



What we did in ...

- 
- Late 2011 project initiation
 - Partnered with DiData to design and implement an email 'co-existence' model
 - January-March 2012 we had a pilot up and running with 30 staff and 20 students



Q1
2012

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- Implemented an SMS based 'forgotten password' feature
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Q1
2012

Q2
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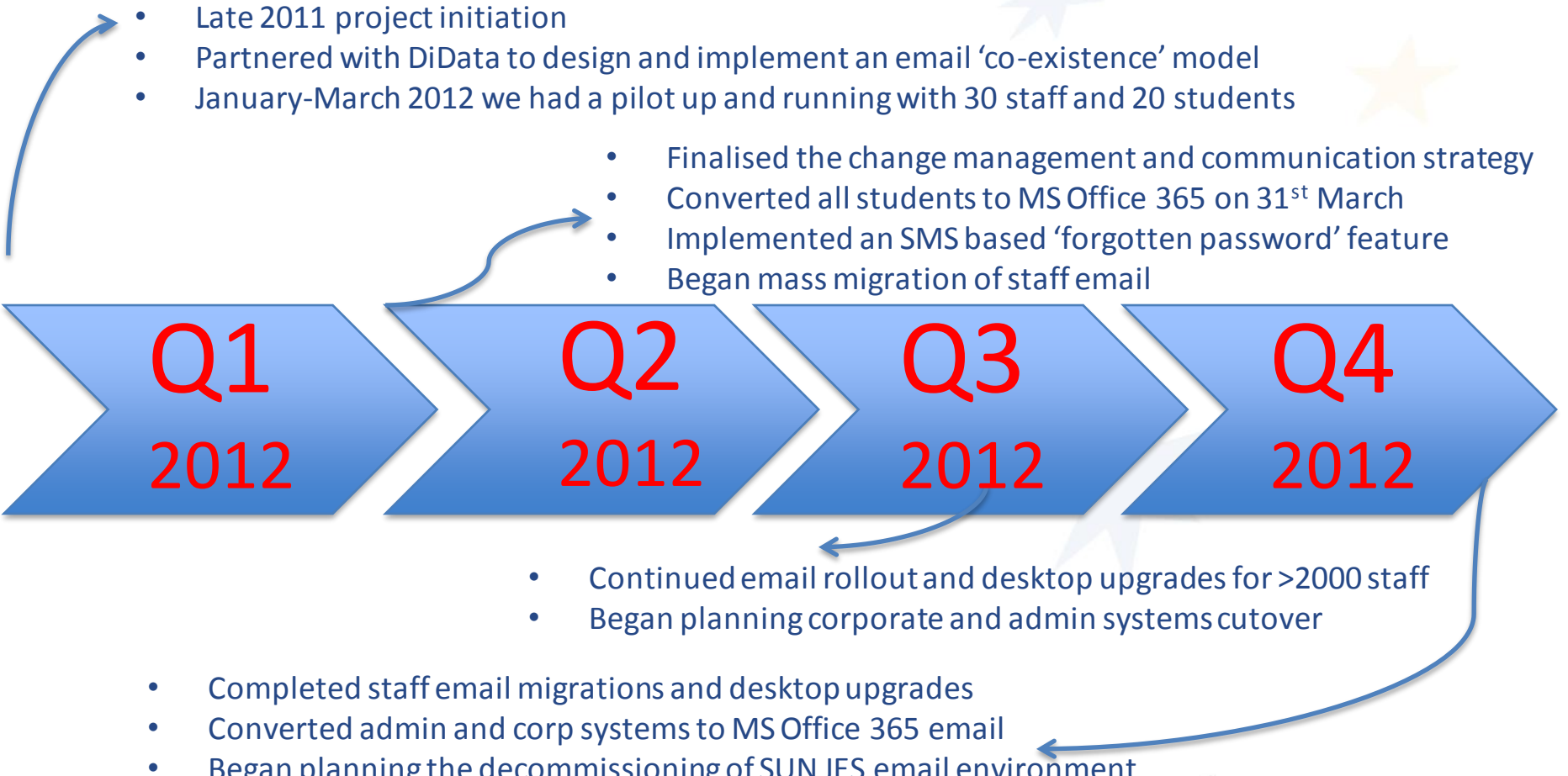
Q1
2012

Q2
2012

Q3
2012

- Continued email rollout and desktop upgrades for >2000 staff
- Began planning corporate and admin systems cutover

What we did in ...

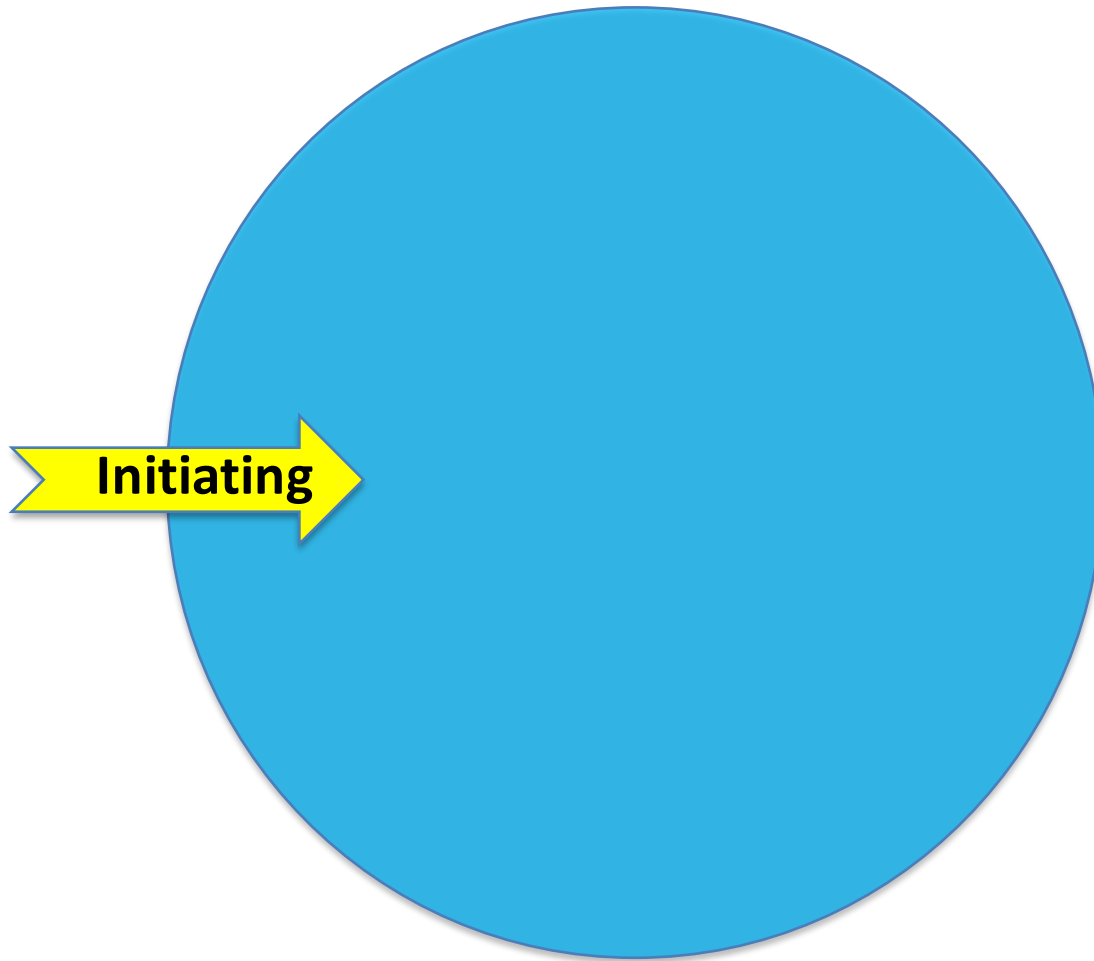
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- Q2 2012**
- Q3 2012**
- Continued email rollout and desktop upgrades for >2000 staff
 - Began planning corporate and admin systems cutover
- Q4 2012**
- Completed staff email migrations and desktop upgrades
 - Converted admin and corp systems to MS Office 365 email
 - Began planning the decommissioning of SUN JES email environment

Project Management Approach

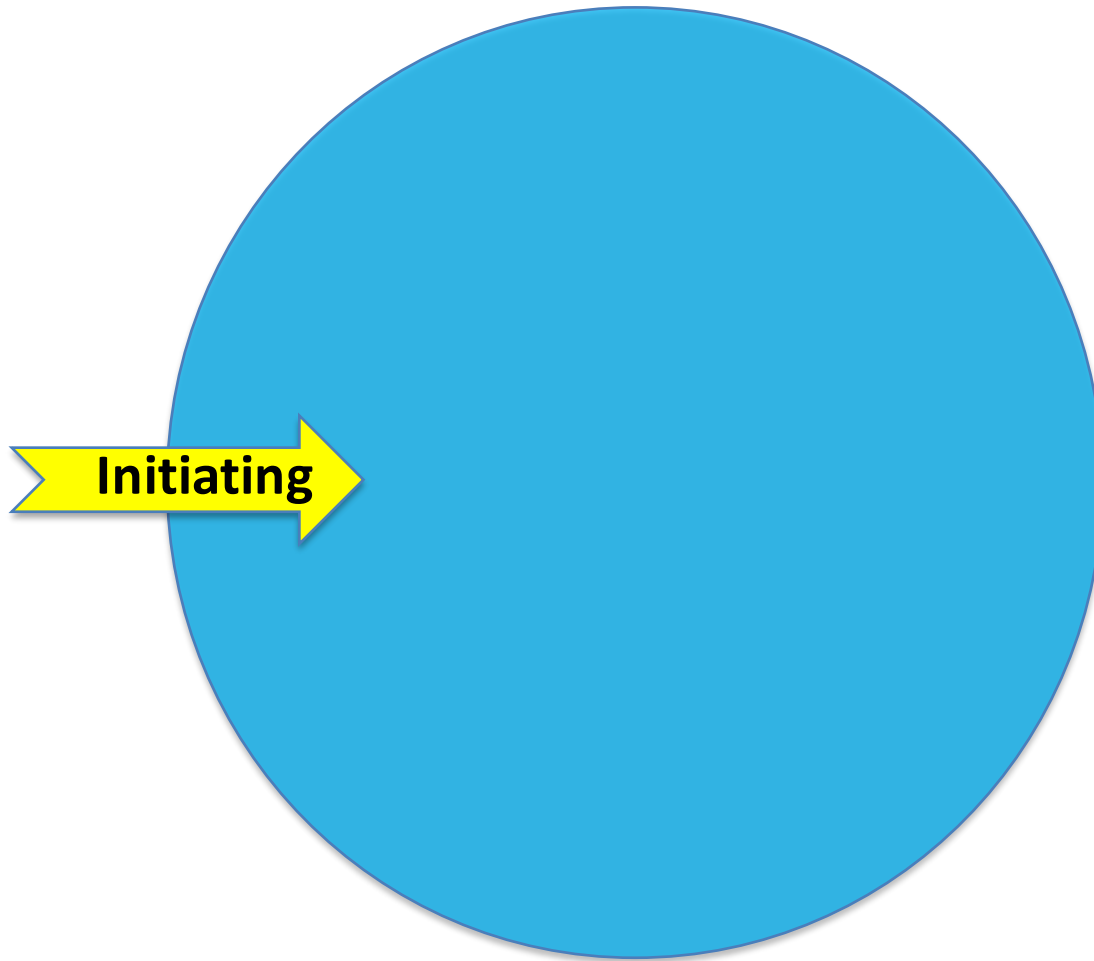


In the beginning....

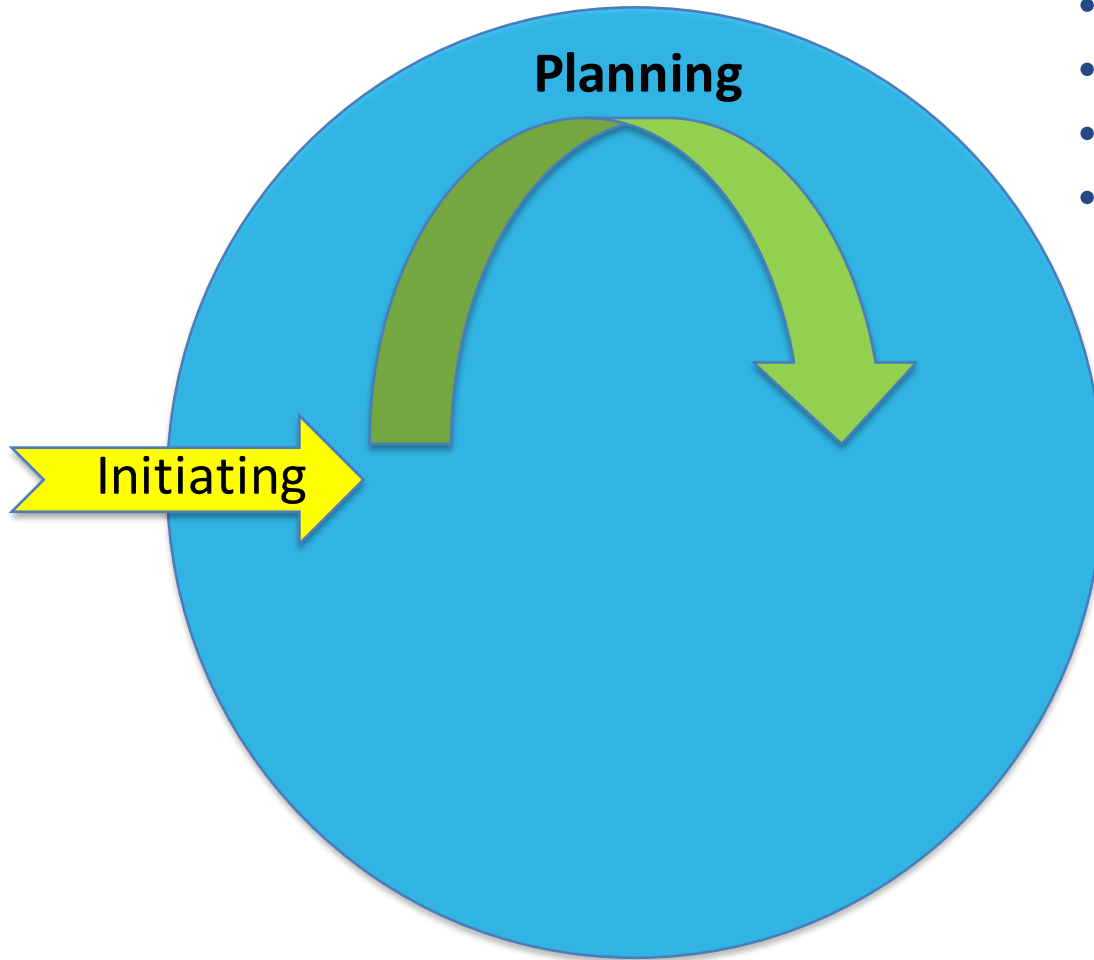
- Started with a 'make it happen' approach
- There was limited exposure/knowledge about MS 365 cloud
- Timeframes & work were not well understood
- Project Manager established



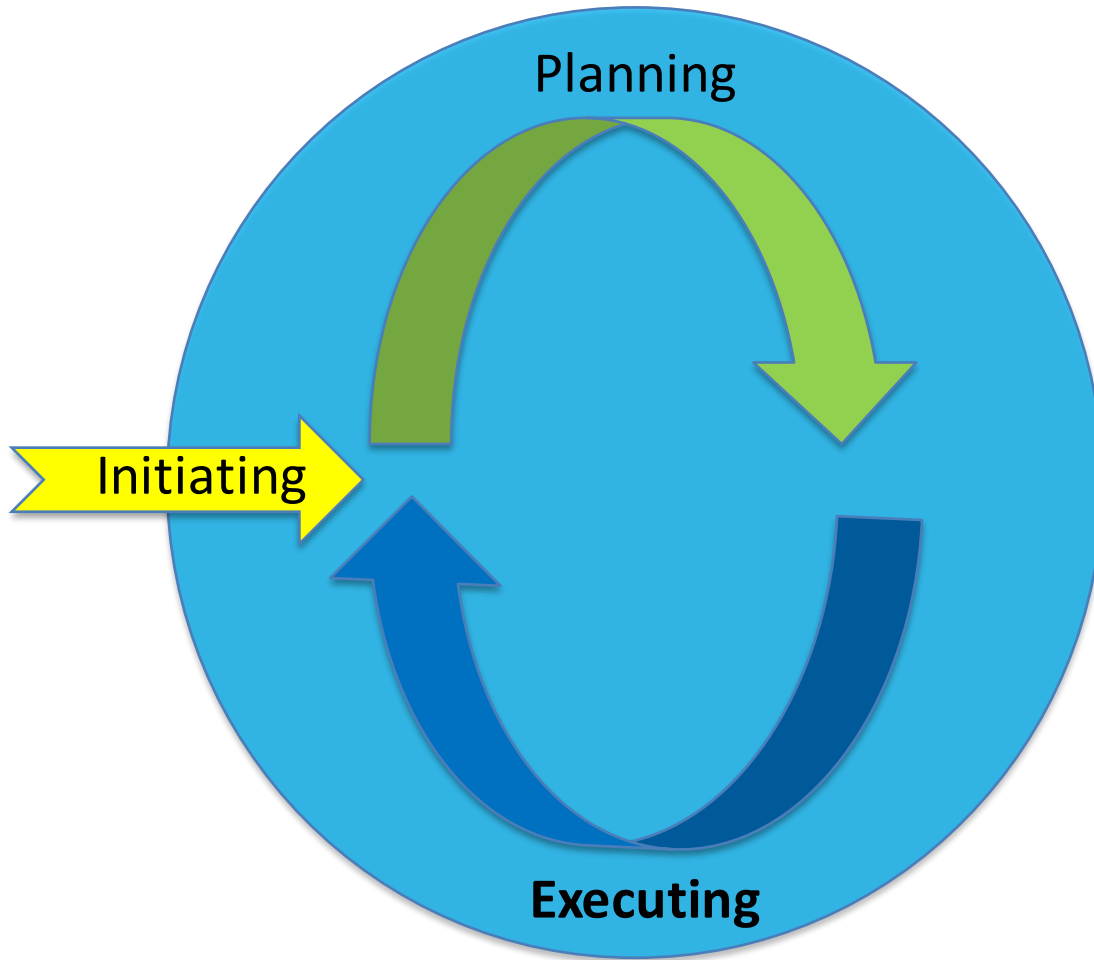
- Scope
- Risk, assumptions, issues
- Budget procurement
- Milestones & deliverables
- Resource Assignment
- Scheduling
- Governance & Structure
- Project Board
- Team Structure
- Reporting



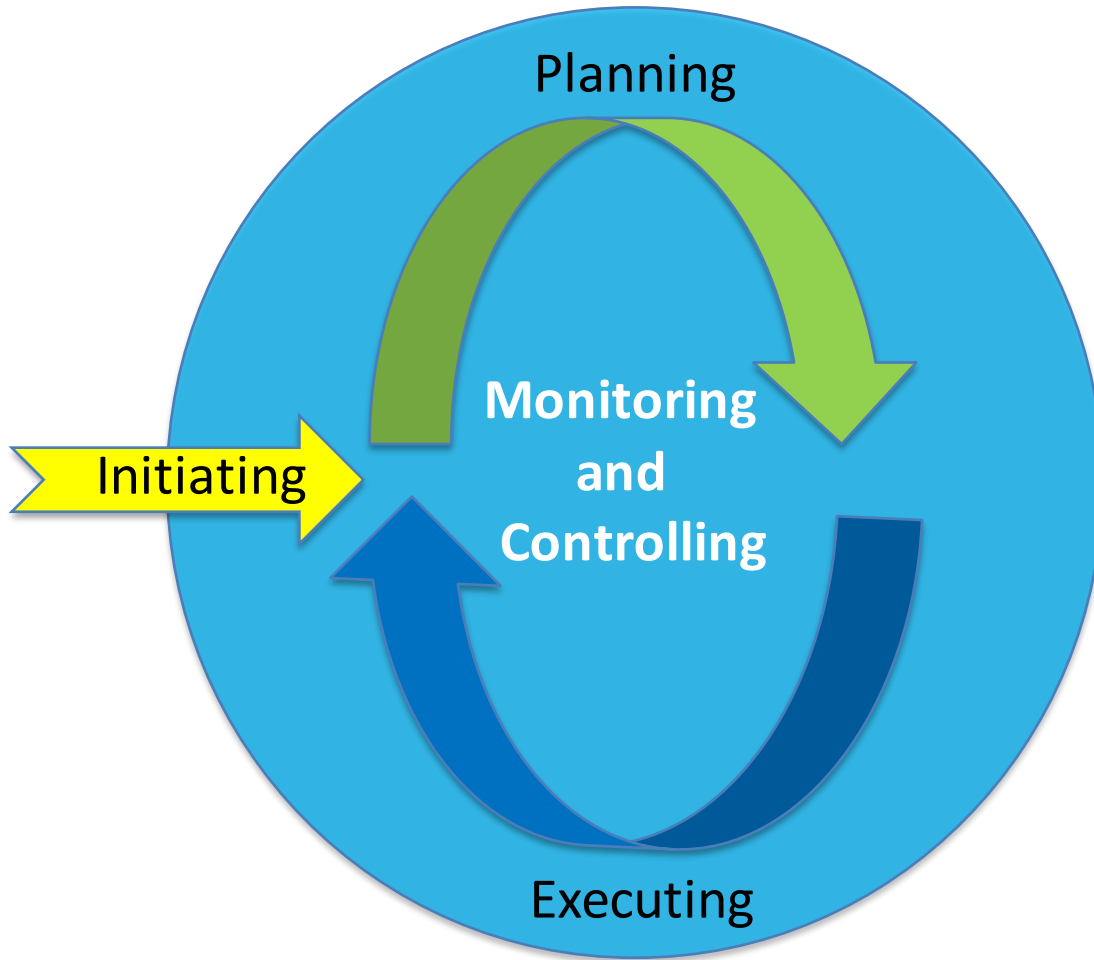
- Scope
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- Business Decision Matrix



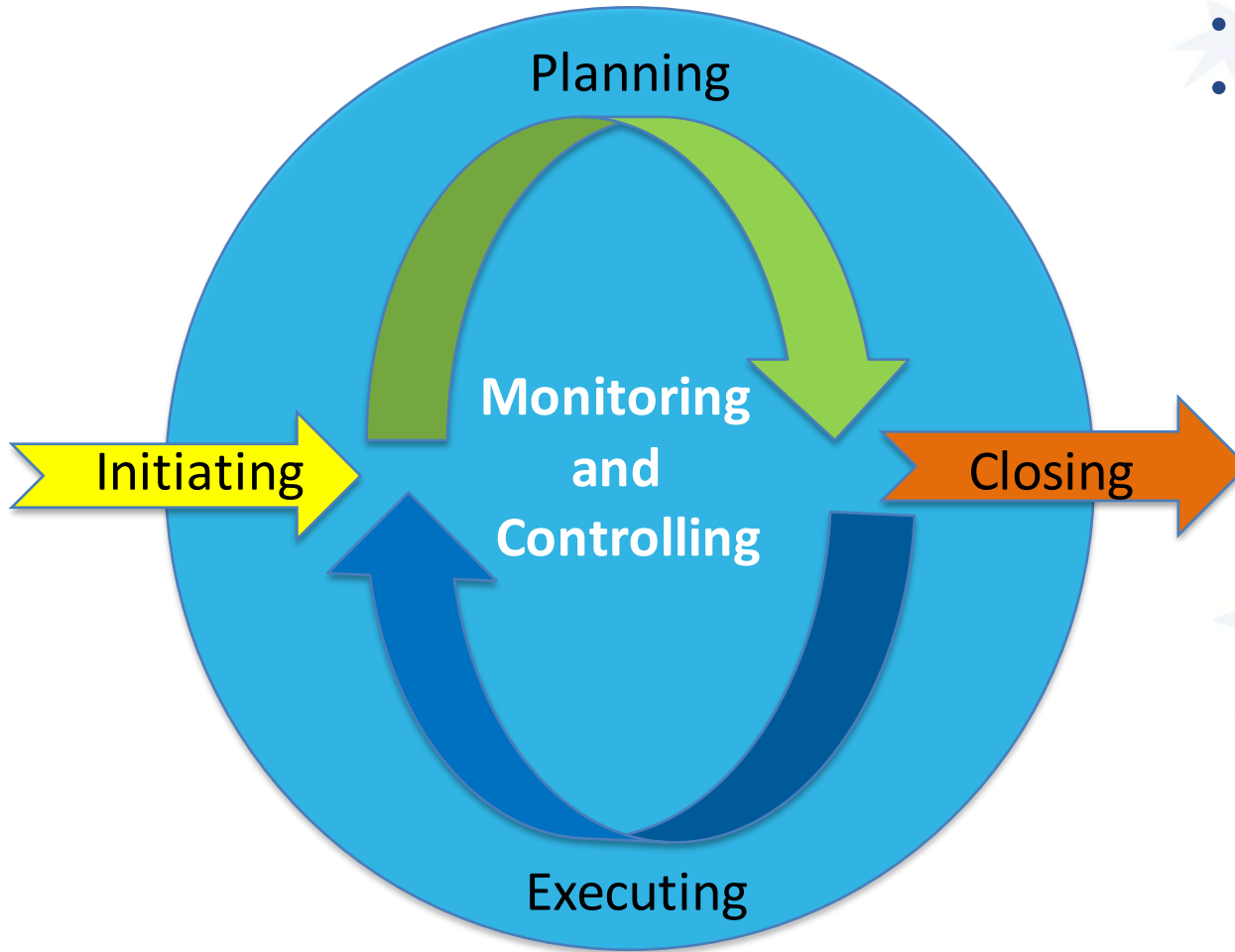
- Milestones & deliverables
- Work Breakdown Structure (WBS)
- Resource Assignment
- Scheduling
- Change and Communication Mgt
- Detailed Project Plan



- Procurement Management
- Co-existence Model
- Established Project Team
- Developed Project Team
- Information distribution
- Stakeholder Management
- Weekly Team meetings
- Agile approach



- Monitoring and Controlling
- Weekly Team meetings
- Project Board meetings
- Monitoring/adjusting \$
- Measuring velocity
- Adjusting as necessary



- Closing
- PIR
- Team Released
- Unspent Budget returned
- Operationalisation



It's all about U

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Change Management and Business Response

Strive for a balance

Who were the key players

Target communication

Identify and address core concerns



Change Management and Business Response

Strive for a balance
Who were the key players
Target communication
Identify and address core concerns
'Think globally work locally'
Initially attempted to move through Org Units
Reverted to physical sweeps



Change Management and Business Response



- Access and **data** protection, as well as security were recurring concerns from clients
- Responses ranged from enthusiasm to caution
- Overwhelmingly the response was positive and appreciative
 - **Project Team adopted a ‘total client service’ focus**

Project Success

- Project deliverables
- Migration on time
- Budget management
- HR Recruitment



Project Success

- Change management
- Very minimal disruption
- Risks mitigated
- Significant service delivery improvement
- Future roadmap for moving forward





Contributing success factors?

- Support from the top - properly funded
- Collaboration with James Cook University (Kent Adams & Team)
- Effective Project Management approach (PMBOK)
- Project committee



Contributing success factors?

- Support from the top - properly funded
- Collaboration with James Cook University (Kent Adams & Team)
- Effective Project Management approach (PMBOK)
- Project committee
- Technical team meetings
- Agile and results oriented approach
- Team ability
- Client focused service delivery



2) Technical Discussion

- Desktop upgrade scope increase
- Beyond existing Desktop resourcing
- >2000 WinXP and Macs - local storage data and email
- Diverse number of email clients (Eudora, Thunderbird, Outlook plus more...) for both Windows and Mac

Desktop Technical Environment & Challenges

- No USMT and Altiris 'flaky'
- SAN bottleneck across the network
- Needed to improvise - both on desktop process and with staff
- Achieved through Team and organized Desktop Process
- USB drives and 22 checklists for every possible desktop environment
- No follow process – no workee here

Email Technical Environment & Challenges

Aging SUN JES system with uncertain future

- Oracle Purchased Sun Microsystems
- Sun Jes Uncertain future
- MS Office 365

Email Technical Environment & Challenges

Office 365 Approaches

- MS Cloud Identities vs Federated Identities
- Federated (Dirsync and ADFS)
- Advantages/Disadvantages ADFS
- Dirsync Updates AD Attributes

Identity Management challenges

- Schema Upgrade AD
- Populate User principal Name
- Create AD, Create OPX, wait, Licence Office 365

Email Technical Environment & Challenges

Email Clients with local email storage

- Various Email Clients
- Low Quota - 20% had higher quotas - imap based
- Majority Local storage

Migration Strategy

- 3 stage process
- PST - > OPX -> 365
- imapsync and proxyAuth
- 25GB and 25MB

Email Technical Environment & Challenges

Measuring Velocity

- Known number of accounts/ Technical process well documented
- track velocity through reporting
 - - users on JES,OPX, 365
 - - Track individual velocity through JIRA

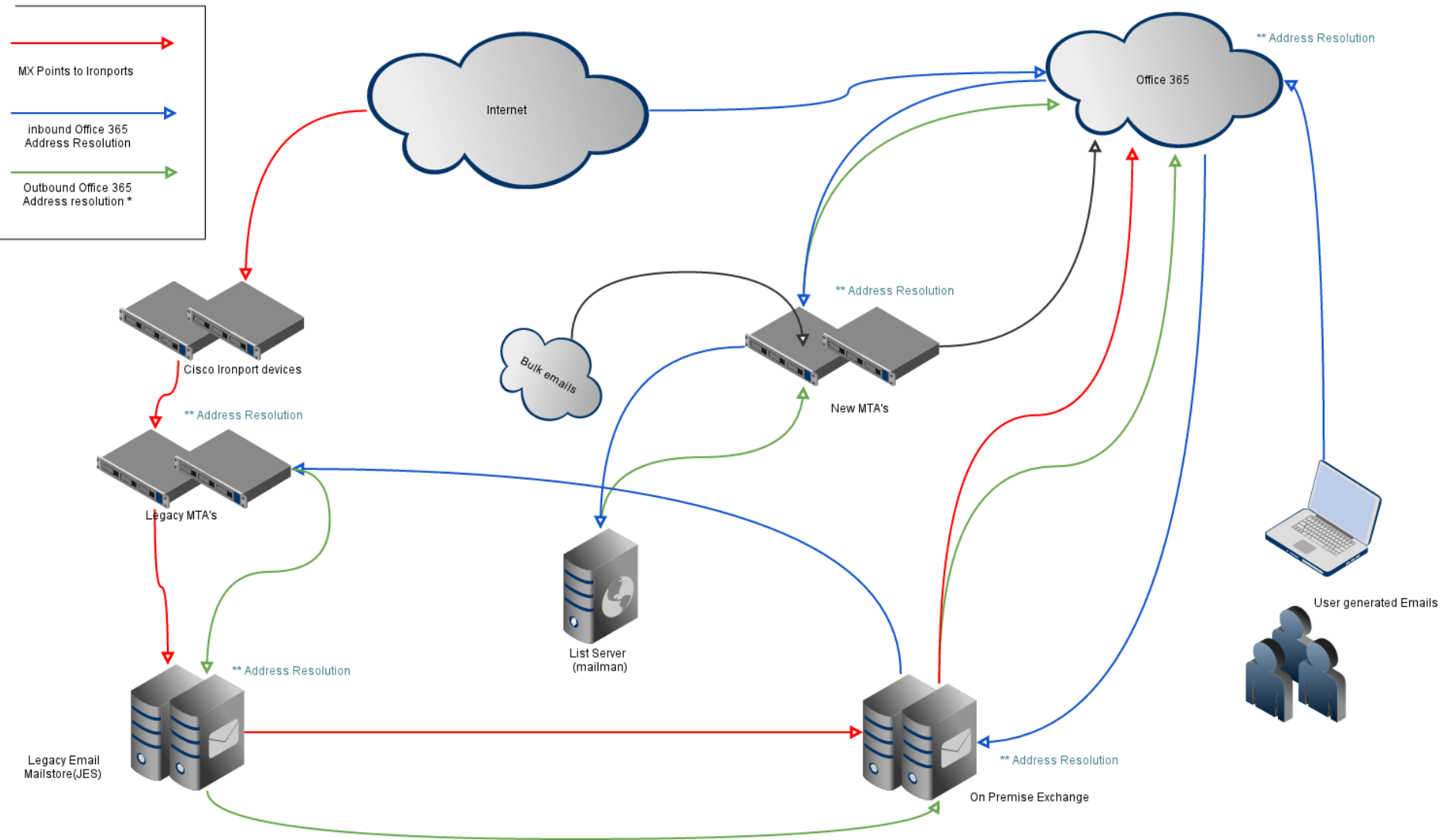
‘A-Team’ had access to information and tools

- inspired by JCU, built web based mobile friendly application
 - - search for users
 - - report on status and kick off forwards

Email Technical Environment & Challenges

New SMTP environment required

- Migration of Admin and Corporate systems
- Had to live within service description:
- 10,000 recipients/day, 500 recipients/msg, 30 msg/min
- Built on premise sendmail based MTA
- safe listed ip's to stop spam and reputation filtering
- ensure receipt of essentially internal emails



MS Office 365 Challenges



Helping Businesses
Understand and Implement
Office 365

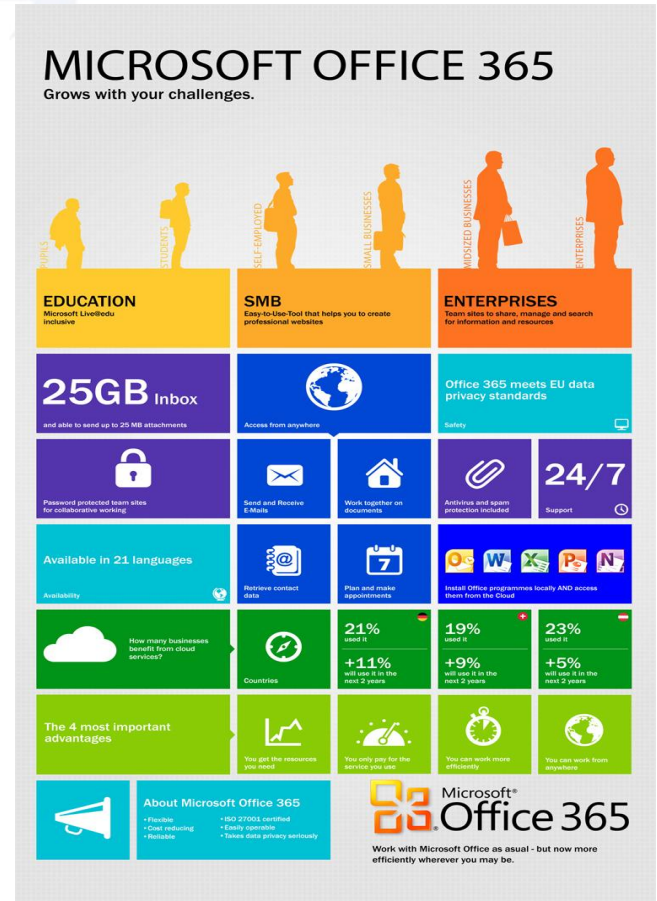
[Read more...](#)

- Network issues with MS impacting migrations
- Occasional service health issues
- Dealing with MS PSA – around 14 staff for Asia Pacific region

MS Office 365 Challenges

- Maturity of features release – Skydrive and Admin pw reset
- Licensing information and offerings
- Pinning down services offerings (exactly what, costs, timing, etc)

MICROSOFT OFFICE 365
Grows with your challenges.



The infographic illustrates the scalability of Microsoft Office 365 across different user types and business sizes. At the top, silhouettes represent Pupils, Citizens, Self-Employed, Small Businesses, Medium Businesses, and Enterprises. Below these, a grid of colored boxes highlights key features and benefits:

- EDUCATION:** Microsoft Livelists included.
- SMB:** Easy-to-use Tool that helps you to create professional websites.
- ENTERPRISES:** Team sites to share, manage and search for information and resources.
- 25GB Inbox:** and able to send up to 25 MB attachments.
- Access from anywhere:** Represented by a globe icon.
- Office 365 meets EU data privacy standards:** Represented by a shield icon.
- 24/7 Support:** Represented by a clock icon.
- Available in 21 languages:** Represented by a speech bubble icon.
- Retrieve contact data:** Represented by a contact card icon.
- Plan and make appointments:** Represented by a calendar icon.
- Install Office programmes locally AND access them from the Cloud:** Represented by Office application icons.
- How many businesses benefit from cloud services?:** A bar chart showing growth in countries.
- 21% used it, +11% will use it in the next 2 years:** Represented by a bar chart.
- 19% used it, +9% will use it in the next 2 years:** Represented by a bar chart.
- 23% used it, +5% will use it in the next 2 years:** Represented by a bar chart.
- The 4 most important advantages:**
 - You get the resources you need.
 - You only pay for the service you use.
 - You can work more efficiently.
 - You can work from anywhere.
- About Microsoft Office 365:**
 - Flexible
 - Cost reducing
 - Secure
 - ISO 27001 certified
 - GDPR compliant
 - Takes data privacy seriously

Microsoft Office 365
Work with Microsoft Office as usual - but now more efficiently wherever you may be.

MS Office 365 Challenges

- MS very specific and set in what they will and wont provide
- Limited control of updates and settings
- False positive with PDF - macro virus example
- Turnaround for auditing



3) SCU's MS O365 & the Future

MS Office 365



- Cloud service subscription – Exchange Online
- Exchange Online Protection for anti-spam and anti-virus
- 25-50GB mailbox with option for archiving/legal hold
- MS Office web apps - on demand or desktop downloadable as MS Office 2013

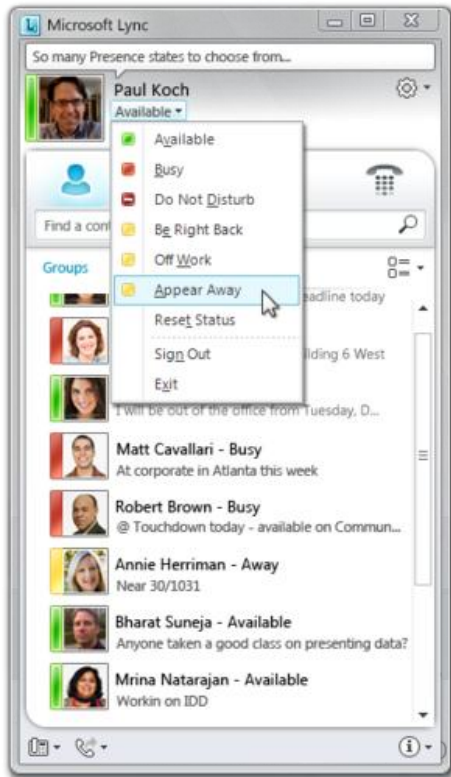
MS Office 365



- Skydrive for 'dropbox' style storage and desktop syncing
- SharePoint with storage aggregation potential
- Lync (IM) with multipoint AV, file & screen sharing, for mobiles including free Lync-to-Lync mobile calls
- Skype and Lync Integration planned via MS
- MS Azure Active Directory

Future Plans for SCU with MS O365

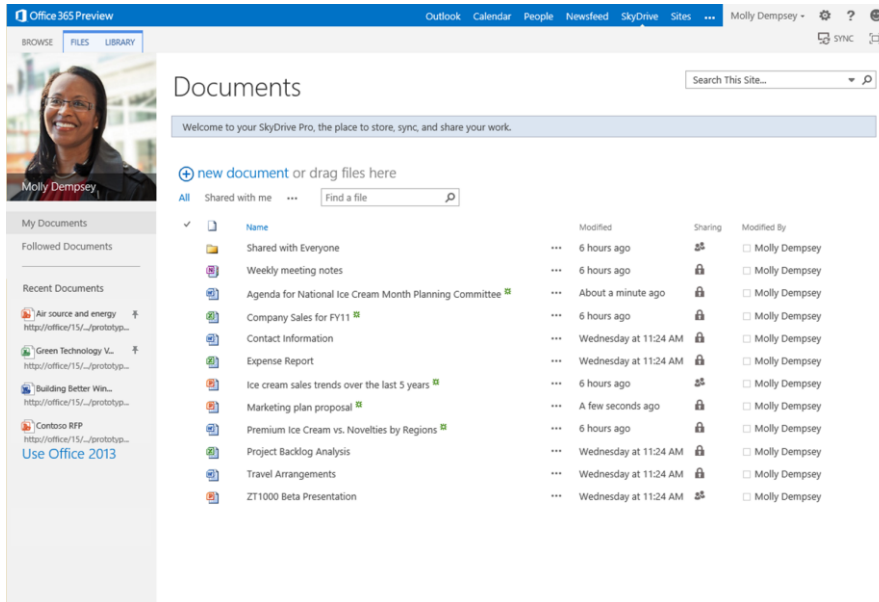
Wider deployment of Lync



Future Plans for SCU with MS O365

Welcome to SkyDrive

Your most important files are with you wherever you go, on any device.



- Leverage Skydrive and SharePoint
- Remove desktop local storage onto Skydrive
- VDI with integrated Skydrive
- Assess SharePoint as per increased business demand

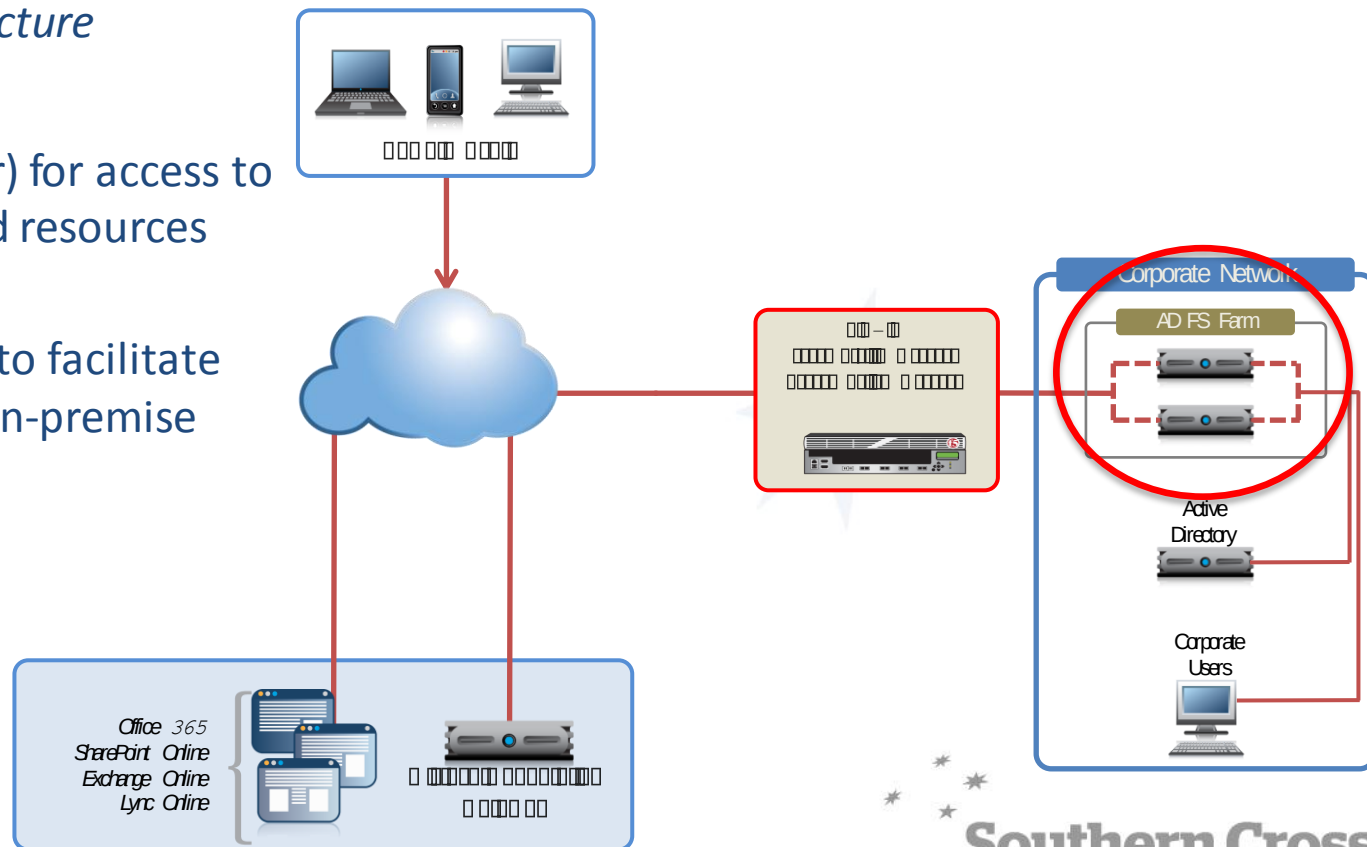
Future Plans for SCU with MS O365



- Simply our ADFS infrastructure
- Integrate authentication through the F5's
- Using SSO substantiation through F5 BIP-IP APM with SAML v2
- Able to re-use the same authentication for other apps
- Provide application access control based on attributes (protection against bot nets and enforcing a security posture etc)

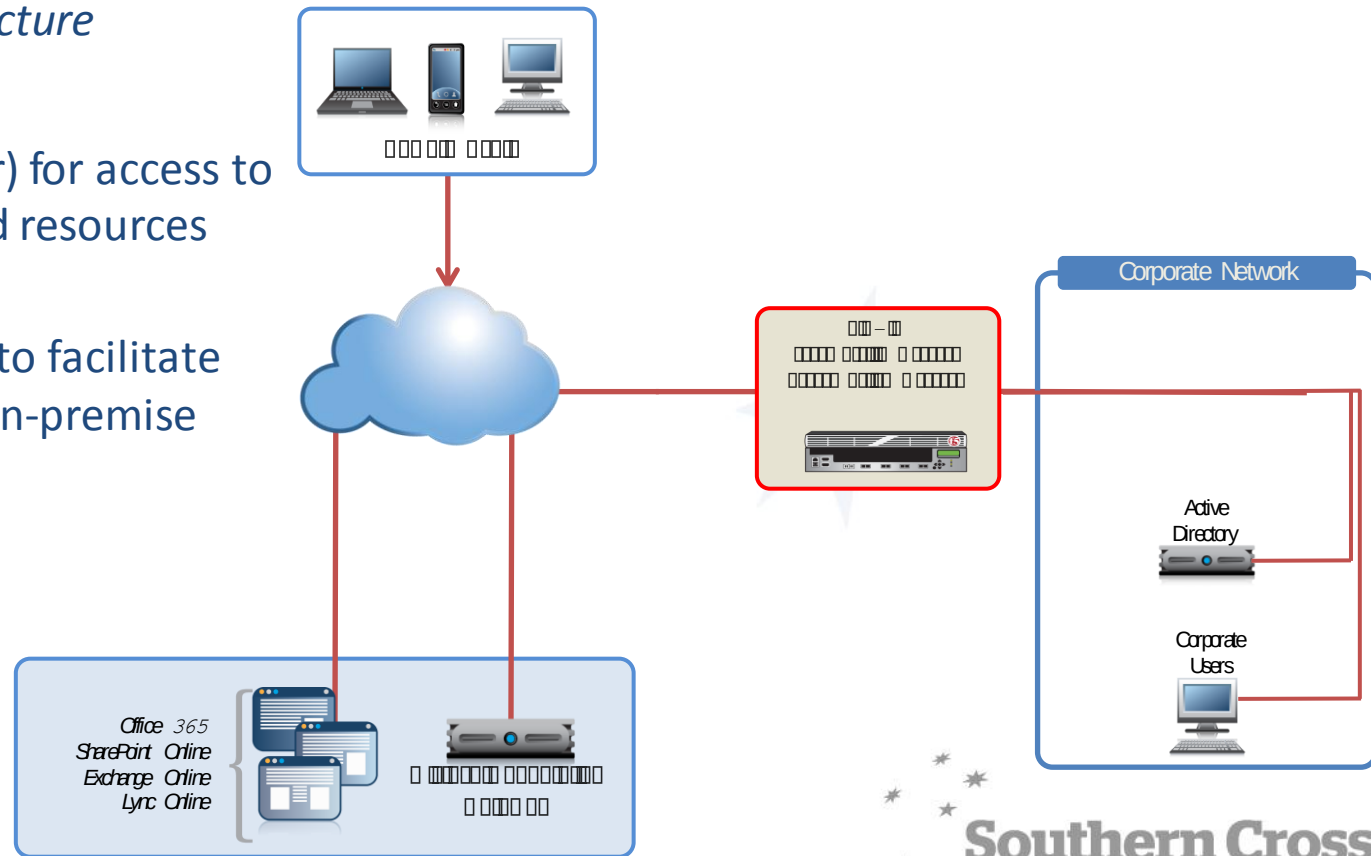
Federating with Access Policy Manager and SAML on F5 Big-IP APM v11.4

- *Enhanced security*
- *Improved user experience*
- *Simplify ADFS architecture*
- IDP (Identity Provider) for access to external claims-based resources including Office 365
- SP (service provider) to facilitate federated access to on-premise applications



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Summary and Concluding Comments

- Email Commoditized service
- Solved Problems – New Challenges & Opportunities
- Demands Exploitation
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- Email Commoditized service
- Solved Problems – New Challenges & Opportunities
- Demands Exploitation
- ‘loss of control’ and security non-issue
- \$ savings – not the main consideration
- People and their data
- MS Office 365 has worked very well for SCU so far
- Enabling as opposed to getting in the way

Thank you - Q&A

