Moving Email to the Cloud –
A Regional University Experience

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Agenda

1) Project Management
Agenda

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- 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....

- 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

- Exchange Online (Email)
- Office Web Apps
- Lync Online (Instant Messaging)
- SharePoint Online (Document Management)
Business Drivers
Business Drivers
Service Improvement

Continual Service Improvement

Service Design

Service Strategy

Service Transition

Service Operation
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- Dealing with an outdated, limited functionality, legacy email system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 ...

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- 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
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  - Finalised the change management and communication strategy
  - Converted all students to MS Office 365 on 31\textsuperscript{st} March
  - Implemented an SMS based ‘forgotten password’ feature
  - Began mass migration of staff email

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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
Project Management Approach

- Scope
- Risk, assumptions, issues
- Budget procurement
- Milestones & deliverables
- Resource Assignment
- Scheduling
- Governance & Structure
- Project Board
- Team Structure
- Reporting
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- Risk, assumptions, issues
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- Project Board
- Team Structure
- Reporting
- Business Decision Matrix
• Milestones & deliverables
• Work Breakdown Structure (WBS)
• Resource Assignment
• Scheduling
• Change and Communication Mgt
• Detailed Project Plan
Planning

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

Executing

Initiating
• Monitoring and Controlling
• Weekly Team meetings
• Project Board meetings
• Monitoring/adjusting $
• Measuring velocity
• Adjusting as necessary
• Closing
• PIR
• Team Released
• Unspent Budget returned
• Operationalisation
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
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- 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
• 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
• Network issues with MS impacting migrations
• Occasional service health issues
• Dealing with MS PSA – around 14 staff for Asia Pacific region
• Maturity of features release – Skydrive and Admin pw reset
• Licensing information and offerings
• Pinning down services offerings (exactly what, costs, timing, etc)
MS Office 365 Challenges

- MS very specific and set in what they will and won't 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)
- 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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Federating with Access Policy Manager and SAML on F5 Big-IP APM v11.4
Summary and Concluding Comments

- Email Commoditized service
- Solved Problems – New Challenges & Opportunities
- Demands Exploitation
- ‘loss of control’ and security non-issue
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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