

# Email Transition to Exchange Online

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## Committee on IT Policy

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## IT Service Project Lead

Thomas Collins

# Transition Plan

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- Move from campus server to Microsoft's cloud service (Exchange Online)
- Begins Tuesday, Oct. 18 at 10pm
  - During break, 5 hours after grades due
- Expected Completion: Oct. 19 at 6am
- Email access remains available during transition and no messages will be lost

# Enhancements

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- Increased mailbox: 4 GB to 50 GB
- Alumni email services
- Lower operational costs
- Enhanced calendar sharing

# Prior Successes and Expectations

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- IT Services migrated 9,200 student mailboxes on July 12
  - Seamless for most users
- Most people will not notice the changes
  - Microsoft Outlook and other Exchange-using applications will automatically switch
- Vast majority of applications will still work
  - Supports IMAP
  - Some manual steps may be needed
  - Help Desk: 508.831.5888

# Frequently Asked Questions

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- Unix Mail, CS mail, and forwarding are unaffected
- Data security and ownership
  - FERPA, HIPAA compliant
  - Not used for advertising
  - Users own their email data (and it's private)
- Microsoft support turn-around
  - Urgent: 2 business hours
  - Critical: immediate support

# Discussion and Questions

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- Contact Information
  - CITP: Craig Shue ([cshue@cs.wpi.edu](mailto:cshue@cs.wpi.edu))
  - Help Desk: 508.831.5888, [helpdesk@wpi.edu](mailto:helpdesk@wpi.edu)