Email Transition to Exchange Online

Committee on IT Policy
Kaveh Pahlavan (ECE), Guillermo Salazar (CE), Deborah Scott (CIO), Craig Shue (CS, Chair), Andrew Trapp (FSB)

IT Service Project Lead
Thomas Collins
Transition Plan

• 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

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

• 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

• 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

• Contact Information
  – CITP: Craig Shue (cshue@cs.wpi.edu)
  – Help Desk: 508.831.5888, helpdesk@wpi.edu