

**SUNY POLY**

**Microsoft 365 Email Migration  
Town Hall  
July 28<sup>th</sup> 2021**

1. What are we migrating?
2. Why are we migrating?
3. How is my data migrated?
4. How do I access email?
5. Outlook on the Web
6. Cutover – What to expect.
7. Post Cutover Tasks
8. Training & Support
9. Questions

## Project Summary

### **Implement Microsoft 365 for SUNY Poly**

- This will allow all Faculty, Staff and Students to utilize all Apps within Microsoft 365.

### **Migrate Gmail Data to Microsoft 365**

- Gmail Data includes: Email, Contacts and Calendar Data

### **Migrate Exchange Data to Microsoft 365**

- All SUNY Poly Data housed in Exchange Mailboxes

### **Update Mail Flow to deliver to Microsoft 365**

- Provides for a less complicated mail flow

### **Update Google Apps to allow for continued use post migration**

- All Google Apps will still be available

- Mail Flow Challenges:** Due to the current configuration, mail flow is extremely complicated which leads to challenges troubleshooting and potentially extended downtime. A unified communication platform will resolve those issues.
- Unified User Experience:** End users of the different email environments have a different user experience which could put some at a disadvantage in performing their daily duties. This also creates additional effort to troubleshoot by support staff.
- Collaboration Challenges:** Utilization of 2 separate communication environments leads to collaboration challenges such as no unified Global Address Book and no ability to share Calendars between certain users that wish to do so.
- Information Security:** This Microsoft 365 implementation will help improve the security of our data. In addition to M365's security features it also allows data to only be stored on US Based Servers. The migration will eliminate the Export Control and Data Harvesting concerns some users have using Gmail.
- Service Reliability:** Microsoft 365 will be implemented with service redundancies already implemented. In addition to servers and storage being spread amongst multiple US Data Centers, Authentication will no longer be dependent on campus resources. i.e. Federated Logins
- SUNY Central Support:** SUNY Central has been utilizing Microsoft 365 for a number of years which allows their staff to quickly implement new functions and solutions. They in turn make these solutions available to other Microsoft 365 Campuses to utilize.
- Future Integrations:** The SUNY System is moving towards a university wide implementation of Office 365 Tenants allowing for easier cross campus collaboration. This is similar to the path that New York State ITS took with combining agency utilization of Office 365.
- Maintenance Expenses:** Over the past year SUNY Poly ITS staff have invested more than 1500 Labor Hours maintaining hardware, software and the duplicating development efforts. The migration to Office 365 will eliminate the waisted work effort while also eliminating ~\$100k in yearly hardware and software maintenance costs.

- **First Pass - 90 Days & Older:**
  - Migrate all mail data from Gmail & Exchange users that is 90 days or older.
  - Status: Completed
- **Second Pass – 60 Days & Older:**
  - Migrate all mail data from Gmail & Exchange users that is 60 days or older.
  - Status: Completed
- **Third Pass – all mail 7/23 & Older:**
  - Migrate all mail data from Gmail & Exchange users that is 7/23 and older.
  - Status: Completed
- **Forth Pass – all mail 7/26 & Older:**
  - Migrate all mail data from Gmail & Exchange users that is 7/26 older.
  - Status: Completed
- **Final Pass – All Mail:**
  - Migrates all remaining content in mailbox.
  - Migrates Calendar and Contact Entries
  - Status: Scheduled – 7/30/21

- **Outlook for the Web**

- Visit: <https://outlook.office.com>
- Username: [Sitnet@sunypoly.edu](mailto:Sitnet@sunypoly.edu)
- Password: (Sitnet Password)
- Availability: Users can access now

- **Email Clients**

- M365 supports all major mobile and desktop email clients
- Setup instructions will be posted to M365 Email Migration Page
- Availability: 7/30/21

The image displays the Outlook On The Web interface. On the left, the desktop view shows a navigation pane with folders like Favorites, Inbox (4184), Sent Items, Drafts (48), and Folders. The main pane shows a list of emails, including one from Windstream Communications and another from Schroder, David. On the right, a mobile app promotion banner reads "Stay connected to your Outlook" and includes a form to "Enter your mobile number" and a "Get the mobile app" button. Below the banner, three smartphones are shown displaying the Outlook mobile app interface, including an inbox, search, and calendar view.

- **ITS will start cutover at 6:00am**
  - DNS/MX Record Changes
  - Mail flow testing
  - Initiate Final Data Migration (includes Calendar and Contacts Entries)
- **Mail flow into the M365 Environment could take 12hrs to replicate**
  - During this time Mail could be delivered to either environment
- **Outlook for the Web can be accessed currently**
  - Instructions sent Monday
- **Mobile Devices & Email Clients can be configured on Friday**
- **ITS Staff will be onsite and available to assist**



- **ITS Tasks**

- Monitor System Resources & Availability
- Assist End Users with Questions/Changes
- Provide Campus Migration Update
- Monitor Mail Flow to both environments
- Final Review of Campus Web & Print Documentation
- Work with HR to update New User Process

- **End User Tasks**

- Email Client Account Changes
  - Mobile Devices
- Verify Data Migration
  - Spot check both email environments
- Verify Generic/Shared Account Access
- Review & Request Calendar/mailbox sharing needs

### **SUNY Poly Migration Info:**

- <https://sunypoly.edu/email-migration.html>

### **Microsoft 365 Training Info:**

- <https://support.microsoft.com/en-us/training>

### **Help Desk Info:**

- Phone: 315-792-7440
- Web Page: <https://helpdesk.sunypoly.edu>
- Email: [helpdesk@sunypoly.edu](mailto:helpdesk@sunypoly.edu)

QUESTIONS

