PRESENTATION AGENDA

1. Introduction

2. Connect Project
   - Background
   - Current Activities
   - Next Steps

3. Other Announcements

4. Comments & Questions
FINDING THIS PRESENTATION

Presentations

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Connect Email & Calendaring

PROJECT STATUS
PROJECT GOALS

ITPG Campus Calendaring Work Group Charter

From IT Planning Group:
• Replacement for Oracle Calendar Service
• Expanded to Include Email Services

From Operational Effectiveness Committee
• Advise regarding campus-wide collaboration.

Content from slides presented to the IT Board on 10/28/2011.
CALENDAR REQUIREMENTS

1. Support Calendar Delegation
2. Cross Calendaring with Microsoft Exchange
3. Calendaring/Scheduling of Resources
4. Support Mobile Devices
5. Convenient Publishing of Calendaring Information
6. In Production by August 2012

Content from slides presented to the IT Board on 10/28/2011.
OTHER SELECTION RATIONALE

1. Basic Email & Calendaring Features
2. Data Recovery
3. Data Retention Options
4. eDiscovery Features
5. Integration with MS Office
6. Cross-Calendar with Local Exchange Sites
7. Collaboration Features

Content from slides presented to the IT Board on 10/28/2011.
RECOMMENDATION CONCERNS

• Reservations About Funding for Success
• Concerns Regarding Office365 Reliability

Content from slides presented to the IT Board on 10/28/2011.
**CURRENT ACTIVITIES**

- **Fall 2013**: Migrated 2,000 academic and staff users to Office 365
- **Nov 2013**: Email client issues arose for all non-Outlook users resulting in major impacts to academic and staff users
- **Dec 2013**: Stopped the planned migration of 1,300 Oracle Calendar customers to calendaring on Office 365
- **Decision**: Office 365 service, as presently offered by Microsoft, is unacceptable for use by this campus
- **2014**: ETS will stand up an on-campus Exchange server to deliver email and calendaring functionality
CONNECT SERVICE

Desktop Clients

- Outlook
- OWA
- Thunderbird
- MacMail

Microsoft Environment

- Cross Calendar
- Administrative Services
- Cross Calendar
- Student Affairs

- All-in for Email & Calendar
- Calendar Only
NEXT STEPS

1. Developing a plan for implementing an on-campus Exchange server that would be extendable to all faculty and staff.

2. Negotiating with Microsoft for assistance in migrating off of Office 365.

3. Working with Connect Governance & Technical groups to determine the best window for doing the calendar migration.
Is the Connect service being canceled?

No, the email and calendaring functionality that was defined by the campus-wide committee will still be delivered.

The backend service used to provide it is changing.
How does this impact my use of Connect?

Our plan is to move existing Connect customers from the cloud to an on-campus server without them being aware of it.
Are all current Connect email customers having problems?

No, a large majority of the current 2,000 Connect customers are happy with the service, especially those using Outlook and the OWA clients.

But, a small number of customers, and mostly those who use non-Microsoft clients and who either have large mailboxes full of many messages, or large mailboxes full of big messages, are experiencing serious problems.
Is there a working Mac client for the Connect service?

For the current service, yes in most cases, except for those who have either large mailboxes full of many messages, or large mailboxes full of big messages.
Is the campus considering another platform?

In order to deliver the functionality promised, ETS has determined that an on-campus Exchange Service is the best choice.
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QUESTIONS
ANNOUNCEMENTS

1. GMC ALLN02 will replace ALLN01 on February 8.

2. Travel Application changes on February 18.

3. UCSB Business IT Forum on February 7 from 10 – 11:30am at Loma Pelona Center. Send RSVP to matthew.erickson@pmo.ucsb.edu.