ANU EMAIL PROJECT UPDATE
April 2013

Project update
The ANU Email team successfully migrated 2,444 mailboxes in March and April. During April, migration planning commenced with the College of Business and Economics (CBE) and ANU College of Law.

The Emeritus Faculty and Chaplaincy successfully migrated the majority of email accounts to Microsoft Office 365, with Research Services Division (RSD), and Planning and Statistical Services migrating in early May.

The project team has been working hard and engaging with areas to accommodate priorities while migrating email accounts. Attached is a diagram of the complex steps involved when migrating an area.

Information Technology Services (ITS) would like to thank all colleges and service divisions for their patience and on-going assistance with the migration process.

Project overview
The ANU Email Consolidation project will migrate staff, student and alumni email accounts into a single consolidated cloud based environment using the Microsoft Office 365 product suite. Currently, there are 32 known email platforms operating across the University. In addition to the centrally managed UDS email platform, several Colleges and/or areas within Colleges manage their own email platforms. These arrangements are a historical legacy, and there is little value but considerable cost in continuing to duplicate services in this manner.

Cloud computing is essentially the provision of computing services over a network, typically the internet. For ANU, it will mean an ability to substantially increase email storage quotas and to provide integrated functionality. After consideration, Microsoft Office 365 has been selected to implement and provide these services.

Communication channels
(at varying times throughout project):
- Project webpages
- Face-to-face meetings, including CIO Quarterly updates
- IT Project Roadshows
- Information Technology Services website feature box
- Current student and/or staff website feature box
- The Link ITS newsletter
- ANU Billboard
- ANU Library Infoscreens
- ANU student residence Infoscreens
- ISIS login screen message
- Wattle login page
- A3 posters
- A5 flyers
- ANU and Library Facebook, Yammer and Twitter

itservices.anu.edu.au/projects/updates/anu-email

Project liaison: David Richardson and Helena Chan
Communication support and artwork: Cathie Gough, Hayley Calderwood and Byron Carr
Attachment 1—Steps involved when migrating an area

1. Initial engagement
2. Migration planning
3. Initial client communications
4. Pilot testing
5. Data collection
6. Migration process checklist
7. Checklist and data confirmation
8. Audit of oversized mail items
9. Directives for oversized mail
10. Oversized mail processing
11. Functional mailboxes prepared
12. Meeting room mailboxes prepared
13. Necessary software upgrades
14. Pre-migration communication
15. Migration
16. Post migration support
17. Post migration feedback and follow-up