

# Microsoft Office 365 and migration FAQs

## Contents

Purpose.....	3
What is Office 365?.....	3
What are the advantages of Office 365? .....	4
What is cloud computing? .....	4
How is cloud computing different from the current ANU email system?.....	4
What is the amount of time it takes to deliver locally, nationally and internationally? .....	5
When I open my email application there is a delay before new messages appear. ....	5
What level of security does the cloud-based provider offer for ANU data?.....	5
Will foreign governments have access to ANU data under this service?.....	5
What benefits will the use of cloud based services offer?.....	6
Will the MX record remain on campus? .....	6
Will mail forwarding at the gateway remain an option? .....	6
What are mailbox size limits on Office 365?.....	6
What data will be migrated? .....	7
What data will not be migrated? .....	7
Why are deleted / trash items not being migrated?.....	8
What's the migration policy for other applications and customisations that may exist?.....	8
Which mail clients will be supported by the migration project? .....	8
What information is required from each area prior to Office 365 migration? .....	9
When is it proposed that the migration would take place for a College/Division? .....	10
What activities do users need to do in preparation?.....	10
What communication will come from ITS about the 365 migration? .....	10
At migration, what is the likely outage time? .....	11
What are the risks with migration and how is ITS managing them?.....	11
25GB Mailbox size limits and how to work with this if you have a larger mailbox .....	12
Can staff migrate their entire email history or third party email provider's data?.....	12
How can I access my email in Office 365? .....	12
What are the options for off-line access to emails (if no internet connection)? .....	13
How is backup/restoration of email going to be managed?.....	13
Once migrated to Office 365, will our external email addresses change?.....	13
I am an ANU graduating student how will this migration affect me?.....	13
What do I do if I see a security window asking for credentials to uds.anu.edu.au? .....	14

## Purpose

This document is designed to assist and answer the most frequently asked questions by users to the migration to Microsoft Office 365 (Office 365).

## What is Office 365?

Office 365 is a cloud based software service provided by Microsoft that offers secure, anywhere access to email and calendars, Office Web Apps, instant messaging, video conferencing, and file sharing.

For a more detailed explanation please visit  
[www.microsoft.com/en-us/office365/what-is-office365.aspx](http://www.microsoft.com/en-us/office365/what-is-office365.aspx)

The ANU Email Project will be implementing the email and calendaring functionality provided by Office 365 with the expectation that functionality such as file sharing and office web apps to be investigated for future implementation. ANU Staff will also be provided with instant messaging functionality through Microsoft Lync.

## What are the advantages of Office 365?

You can use Office 365 with many versions of Office or even without Office on your computer. Select Office 365 plans include subscriptions to the latest version of Office.

It offers secured connectivity from anywhere that you can have access to Internet using any device and any office version.

Connect immediately with your co-workers and with people in other organisations that use Lync Instant Messaging (IM).

25GB mailbox size and 100GB of Archive

**Note:** The information outlined above has been sourced from Microsoft (<http://www.microsoft.com/en-us/office365/office-online-services.aspx>).

Mailbox sizes that are 24.75GB in size can still receive but can no longer send emails  
Mailbox sizes that are 25GB in size can no longer send or receive emails

## What is cloud computing?

Cloud computing is a term used for many different things however to explain it in its simplest form is basically a system that allows all your computers and mobile devices to remain in sync with each other and that in turn allows you to access all your data in real-time with the use of the internet.

**Note:** For detailed information you can refer to Wikipedia Cloud computing ([http://en.wikipedia.org/wiki/Cloud\\_computing](http://en.wikipedia.org/wiki/Cloud_computing)).

## How is cloud computing different from the current ANU email system?

The ANU Email project will move the current ANU email service provided to staff and students to a single platform and place the information into a Data Centre that is serviced by Microsoft and not on the ANU campus. In the current system all data is hosted locally (on campus).

## **What is the amount of time it takes to deliver locally, nationally and internationally?**

There are many variables that influence the amount of time taken to deliver an email from an email system currently located on the University campus. The Office 365 system is no different in that its email delivery time is influenced by variables that are out of the control of both Microsoft and the University.

## **When I open my email application there is a delay before new messages appear.**

When you launch your email application, you may notice it takes a short period to update any newly received mail items, even though you can see the email message in your mailbox via Webmail.

It may take a minute for it to update in your chosen email application when you launch it, this is normal and is how cloud based email works.

## **What level of security does the cloud-based provider offer for ANU data?**

The provider has been ISO/IEC 27001:2005 certified by independent auditors. This certification provides a systematic approach to ensuring the availability, confidentiality and integrity of corporate information. It uses controls based on identifying and combating the entire range of potential risks to the organisation's information assets.

Currently, the Risk Management and Audit Office (RMAO) endorses this standard for audits at ANU.

## **Will foreign governments have access to ANU data under this service?**

No, foreign governments will not have access to ANU data under this service

## What benefits will the use of cloud based services offer?

There are many benefits, including:

- Integration of web conferencing, calendaring and document sharing.
- ANU staff, students and alumni will, should they choose to, be able to use standard office tools (eg Word and Excel) via their web browser, rather than needing to have them installed on their computer.
- An interface with Moodle, the platform underpinning the University's Learning Management System, Wattle (Web Access To Teaching & Learning Environments), will be provided.

## Will the MX record remain on campus?

There are no plans to move the University's MX record from being on campus at this time.

## Will mail forwarding at the gateway remain an option?

Once your email account has been migrated to Office 365 all forwarding should be done through Office 365.

Please note, from 17 December 2012 all new students, staff, affiliate, alumni, and persons of interest (POI) will have default mail drop—[@uds.anu.edu.au](mailto:@uds.anu.edu.au)—and they will not be allowed to change their mail drop on OLAMS.

## What are mailbox size limits on Office 365?

The Office 365 email platform provides the following mail limits.

- 25 Mb maximum mail item size
- 25 Gb maximum mailbox size
- 100 Gb maximum archive size

### **Note:**

Mailbox sizes that are 24.75GB in size can still receive but can no longer send emails

Mailbox sizes that are 25GB in size can no longer send or receive emails

## What data will be migrated?

Broadly speaking, any data that is stored on the College/Division mail server at the point of migration will be migrated to the Office 365 mail servers. The information stored on the College/Division mail server may include:

- Mail files under 25 Mb
- Mailboxes under 25 Gb
- Calender data
- Sent items
- Draft emails
- Personal contact groups
- User created folders.

While efforts will be made to migrate as much data as possible to minimise disruptions, including functional accounts, shared functions, delegations and email rules, a definitive answer on what will and will not be migrated can only be provided once each individual College/Division mail server is examined and the individual configurations identified.

## What data will not be migrated?

Broadly speaking, any data stored on an individual users computer and not on the College/Division mail server will not be migrated. Additionally, there are some restrictions relating to the number of user created sub-folders and block file attachments which will be confirmed in the coming weeks. The data that will not be migrated includes:

- Mail files above 25 Mb
- Mailboxes above 25 Gb
- Signature blocks
- Deleted/trash items
- File attachments currently blocked by Microsoft Outlook.
  - A full list of blocked attachment file types is available at the following Microsoft Support website address  
<http://office.microsoft.com/en-au/outlook-help/attachment-file-types-blocked-by-outlook-HP003085004.aspx>

## **Why are deleted / trash items not being migrated?**

In order to migrate all ANU staff, students and alumni in an efficient manner, a decision has been made to not migrate deleted/trash items into the Office 365 mail servers. Additionally, unless the user manually empties the trash can, deleted/trash items will remain for 30 days before automatically expiring.

At the moment, a number of the different email systems across the University are facing storage capacity issues. The new policy of automatic expiry of deleted/trash items aims to avoid similar issues on the consolidated ANU email system.

## **What's the migration policy for other applications and customisations that may exist?**

Users with applications and customisations on their current email system will be treated on a case by case basis. The migration team will do their best to minimise any disruptions throughout the migration process, however instances may arise where specific applications and customisations cannot be migrated.

## **Which mail clients will be supported by the migration project?**

The consolidated ANU email system will support the following existing mail clients:

- Mac Mail
- Entourage 2008 for Mac
- Thunderbird (14.x and later)
- Outlook (2007/2010/2011)
- iOS (4,5 and 6)
- Android (4.0.3 and 4.1.1)
- Windows Mobile 8 for Phone



## What information is required from each area prior to Office 365 migration?

At a high level, the ANU Email Project Team responsible for moving staff, students and alumni to the cloud based email platform will perform the following email migration activities:

- ***Engage with a College/Division to understand specifics regarding their current email platform.***

This engagement will seek to understand how the email system is used on a day to day basis including identifying whether calendars are being used, if any mailbox delegations are in place, and whether there are any functional accounts or similar. A detailed understanding of the current College/Division email platform will allow the Project Team to identify the most suitable process and tools for the migration of user mailboxes and allow for the provision of information regarding the impact to the College/Division and what steps need to be taken to prepare for the migration.

- ***Develop and schedule the process of moving mail users from their existing email platform to the Office 365 platform.***

Through experience gained from previous moves, the Project Team will move email users onto the centrally managed UDS email platform prior to moving to the Office 365 platform. The UDS platform is a Microsoft Exchange 2010 (Exchange 2010) email platform that is similar in many respects to the cloud based Office 365 solution meaning that the move from Exchange 2010 to Office 365 is relatively straightforward. By using this approach, many of the processes, tools and lessons learnt from previous moves to the UDS platform can be leveraged to ensure that all efforts are taken to minimise any disruption to email users when they are ultimately moved into the cloud-based platform.

- ***Provide support to users after their email has been moved to the Office 365 platform.***

Where required, members of the Project Team will provide technical support to the College/Division to ensure that the change goes as smoothly as possible.

To support these activities, members of the ANU Email Project Team will need to work closely with College/Division IT Managers and nominated Support Staff. Specifically, College/Division staff would be required to assist in terms of knowledge gathering, desktop activities and user support. The extent of which will become apparent when the Project Team commences user discovery and the scale and complexity of each area becomes apparent.

## When is it proposed that the migration would take place for a College/Division?

Currently the Project Team is working on an overarching plan for the migration process. This is however a little difficult to lock in as there is currently little to no visibility of the numerous email systems used across the University. Unfortunately the situation means that the duration required for each College/Division is also unknown at this stage.

The proposed approach is to migrate all Colleges/Divisions currently on the ANU UDS platform and then move on to other areas. It is envisaged that as the first few areas are completed the Project Team will learn how long certain activities will take to complete. As a result, the migration schedule will be amended for accuracy.

In regard to the College/Division having an input into the timetabling, all consideration will be made within reason to timing and the day to day activities of the College/Division. The aim is to make the process as un-intrusive as possible.

## What activities do users need to do in preparation?

To get ready for the migration, users can assist by doing the following:

- Save any emails 25MB or larger, if the items are still required. These will not be copied across to Office 365. Please refer to the **How To** section on the staff tab of the [ANU email project website](#) for help on saving emails that are 25MB or larger.
- Delete any unwanted emails and/or folders.
- Empty your deleted Items and junk folders.

## What communication will come from ITS about the 365 migration?

You will be contacted individually via email to initially notify you when your business area is scheduled to be migrated and then more specifically when your email account is to be done.

More broadly, regular communication will come from the project informing the University of its progress. This will be in the form of project updates (available from the project website <http://itservices.anu.edu.au/projects/updates/anu-email/>).

## **At migration, what is the likely outage time?**

Unfortunately a definitive answer cannot be provided until the Project Team has a detailed understanding of the existing College/Division email environment. For example, if a mailbox is being migrated from the UDS Exchange 2010 environment to the cloud and the user is using Microsoft Outlook as their client, a simple reboot of Microsoft Outlook is all that is required. Conversely, moving from say a Groupwise email system to the cloud may likely involve some degree of downtime.

The Project Team will work with the specific College/Division through the discover and planning phases of engagement to ensure that any downtime identified is kept to a minimum and scheduled to ensure minimal disruption to day to day activities of the College/Division.

## **What are the risks with migration and how is ITS managing them?**

Each College/Division is going to be different in terms of the risks associated with its particular migration. To address this, the Project Team will be starting the engagement with a full discovery phase, where identified pilot groups can be put onto the solution to test specific scenarios and configurations.

Full consultation throughout the process will be held with the specific College/Division culminating with sign off of the proposed migration schedule prior to commencing the migration. A further sign off will be conducted at the completion of migration to ensure that the College/Division is happy with the outcome. Only at this point will the engagement be closed down.

The Project Team is very conscious that one size does not fit all. This is why steps are being taken to ensure that each engagement is treated separately and nothing is taken for granted.

## **25GB Mailbox size limits and how to work with this if you have a larger mailbox**

For staff accounts the University is purchasing two additional features, eDiscovery to assist with our FOI commitments and archiving, this means that whilst your core mailbox will hold 25GB's of data a 100GB archiving capability will exist to accommodate mail over and above this limit..

### **Note:**

Mailbox sizes that are 24.75GB in size can still receive but can no longer send emails  
Mailbox sizes that are 25GB in size can no longer send or receive emails

## **Can staff migrate their entire email history or third party email provider's data?**

The Office 365 project scope is only to migrate ANU stored email to the Office 365 platform. The Project Team is not able to migrate data from an account that is not owned by the University. This will need to be the responsibility of the individual user in question.

Most of the well-known email providers such as Gmail have documented processes to do this, and as long as it does not impact on the core project deliverables the Project Team will of course provide what help they can, in conjunction with each College/Division's local support teams.

## **How can I access my email in Office 365?**

Email will be available from outside of the University campus through either email clients or via the Outlook Web Application (OWA).

## **What are the options for off-line access to emails (if no internet connection)?**

The answer to this question depends on the way in which the user accesses their mail. Some email clients such as Outlook cache the email on the local desktop, thus allowing it to be viewed. The University has both a primary and secondary internet connection at present and this is done to mitigate the risk of this occurring. This is also true of AARNet who provide the links and Microsoft themselves at the Office 365 end.

## **How is backup/restoration of email going to be managed?**

Office 365 is built on the Exchange 2010 platform. This means users will have the deleted items folder and dumpster facility as is currently available to those users on Exchange 2010.

## **Once migrated to Office 365, will our external email addresses change?**

No, the external address will still be the same (eg john.smith@anu.edu.au).

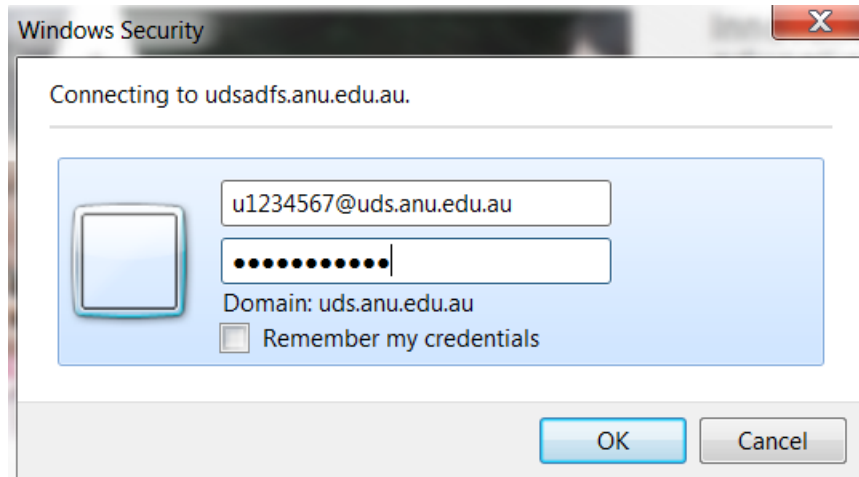
## **I am an ANU graduating student how will this migration affect me?**

ANU student email accounts will be moved to Office 365 during December 2012 and January 2013. The students who will be migrated in December and January include current students who have an active ANU account and are not also postgraduate students and/or staff members. Postgraduate students and staff members who are also students will be migrated along with their respective college in early 2013.

**\*Note:** The instruction outlined above have been sourced from ANU Information Technology Services: <http://itservices.anu.edu.au/project-updates/anu-email/>

## What do I do if I see a security window asking for credentials to uds.anu.edu.au?

You may see the below security window popup when you are accessing Outlook in a Windows environment or something similar when accessing other applications in Windows or other operating systems.



If you get a security window or popup type in the following:

- Uni-id@uds.anu.edu.au (eg u1234567@uds.anu.edu.au).
- Your ANU password.

Select **OK**.