

Groupware Project

Migration and Archive SIG: Minutes of meeting 11 February 2009 (Meeting 1)

Authors Mark Norman, Tony Brett

Present

Present were Mark Norman (chair), Paul Davis, Jon Edwards, Ian McArthur, Nigel Rudgewick-Brown, Mike Fraser, Mark Timms, Tony Brett, Jemima Spare, Tom Payne, Peter Belk, Ashley Woltering, Elliott Nichol, David del Campo Hill

Apologies

Sylvain Phaneuf.

Action summary

Tony Brett	Seek college IT staff for this SIG.
Mark Norman	Add assisting departments in budget planning for migrations to the ToR
Tony	Add a change of emphasis to clarify the type of communication needed between ITSS and the project
Mark	To work towards more a service level agreement/description for the Exchange service.
Mark	Add a 'project update' to be a standing agenda item.
Tony	Create a mail list for this SIG.
Mark	Circulate a note to establish the dates of the future meetings

1. Apologies and introductions

We went around the table and introductions were made. Some of those present were here for departmental migrations, some because of Herald migrations. The lack of college IT staff present was also noted and discussed. (**Action Tony Brett** to address this and to consider both undergraduate- and postgraduate-dominated colleges).

2. Amendment/agreement of the Terms of Reference

Those present understood that archives were not in scope for the initial Groupware Project.

It was agreed to add assisting departments in budget planning for migrations to the ToR (**action Mark Norman**). In the third bullet, we decided upon a change of emphasis to clarify the type of communication needed between ITSS and the project (**action Tony Brett**).

2.1. Ensuing discussions

Tom Payne asked about timescales with budget timing in mind for migration projects.

Tom asked for a service level agreement about how Exchange will be administered – i.e. what may be each department's responsibility and what is OUCS's responsibility. Mark agreed to look into this, but the current expectation was along similar lines to that of Herald (**action Mark Norman**).

It might work to have themed meetings so that not everyone has to attend every meeting. But all will be welcome!

Ian MacArthur raised the question as to whether we should also consider those who are currently relying on gmail and hotmail who may wish to migrate back to the 'internal' service. This needs to be taken on board for the future.

3. Summary of OUCS expectations for initial migrations.

Mark outlined some recent progress:

- Hardware is still arriving.
- Implementation plans currently being drawn up.
- Non-user testing will probably take until the end of March at the earliest.
- OUCS staff will be first testers, and will include some non-OUCS ITSS.
- 1st Tranche of early adopters start in April (earliest): <100 people for pioneers
- User documentation written around this time.
- 2nd Tranche will be small units and/or small groups of people. Probably in May.
- Currently expectations are that mid June could be the start of the mass migrations (but if anything unexpected is encountered, the schedule will change, and the implementation planning has not yet been completed).

4. Summary of individual issues (Extended introductions: our expectations)

Ashley Woltering said that some people (who are using shared folders at the moment) might want to be early SharePoint adopters.

Migration times (vacation or non-vacation) were discussed. There will be different issues for different people. Jon Edwards pointed out that academics who are not here after the end of the term could be a problem in Humanities.

David Del Campo wanted more information for ITSS about what the process will actually involve for them. Mark replied that this was attempted to be explained in the briefings. The project will do its best to minimise work required by ITSS. A change of client would not be necessary but server addresses (for IMAP) may change. Project needs to do work to make transition as easy as possible.

David is forwarding to username@herald and Jon Edwards is using this in scripts too. OUCS needs to bear this in mind.

The question arose about reversibility of transition. Mike Fraser pointed out that time constraints may limit this.

Peter Belk pointed out that DPAG uses Exchange for archiving (i.e. two connections for mail client users).

Jon pointed out that humanities users were quite diffuse and in many small buildings etc.: a challenge to get the message out.

Ashley mentioned the Matrix system in Research Services. Tom and Mark Timms replied that BSP would probably keep those uses on Notes/Domino and a further project would migrate them later.

Mark Timms raised the issue of migrating distribution lists as well as rooms and resources. The hope was that migration tools may be able to help with those.

Several present mentioned the BlackBerry VIP users and how their experience during the migrations must be examined and care taken.

4.1. Discussion arising

The service will use Oxford SSO credentials but probably not Webauth - it will be a branded Outlook web access page.

IMAP will be supported and probably POP. Direct MAPI is not to be used but the service will use Outlook Anywhere (RPC over HTTP). We would like to get old Webmail to do a redirect for users that have migrated so they can get to Outlook Web Access.

Lots of departments have user documentation online. This could be exploited by the project.

5. Summary of comments from ITSS thus far

Mark outlined some of the feedback and questions that arose from the ITSS briefing sessions on 27 January and 3 February 2009. In brief, these were:

- Some ITSS would like a set of test accounts to experiment with before the migrations.
- Can we do anything with an IMAP proxy so that the IMAP settings in the client do not have to change - they will magically switch over to IMAP/Exchange after migration?
- Several ITSS would like to be migrated early so that they can see the procedures for themselves.
- What about generic accounts, especially name@herald.ox.ac.uk?
- If users decide they wish to change client (e.g. Eudora or Thunderbird to Outlook), this may flush out a lot of email saved in local folders.
- When the migration plans are in place, some ITSS would appreciate being sent a slide deck that they could present to their users at a staff meeting or similar in order to inform them.
- OUCS should go the extra mile in terms of user communication where the user does not have ITSS.
- If we provide a facility where the user starts the process of migrating themselves, could the ITSS automatically be sent an email so that they know who has moved?
- There appears to be a spread of ITSS preferring the following options for migration (but it was not clear which of the following are technically feasible at this stage):
 - Groupware team sets time-scales and schedule for moving users (e.g. all the As and Bs moving on <date>)
 - They suggest when the whole dept./college is moved (less popular)
 - Migrate your users individually (on an immediate basis)
 - Schedule each of your users for overnight migration
 - Users to trigger off their own migrations

- There was widespread agreement that we could migrate students en masse (UGs and PGs) if we publicised the dates.
- We need to include in our migration plans an automatic webmail redirect for users who have been migrated (i.e. herald webmail -> OWA)
- For users who do not wish to change their email clients, can we recommend some desktop calendar clients that will talk Outlook Anywhere?

6. Next steps and consultation needed

We agreed that there was some urgency in meeting to discuss issues regarding the larger non-Herald migrators (especially UAS and Medical Sciences) but nevertheless Herald was the immediate practical priority. Therefore, we should have a meeting separately for those migrators ahead of the next full SIG meeting.

7. AOB

Mark agreed to add a 'project update' to be a standing agenda item (**action Mark**).

Tony suggested that a mail list be created for this SIG (**action Tony**).

Date of next meeting: Mark agreed to circulate a note to establish the dates of the future meetings (**action Mark**).