

Office Memorandum

DATE: April 14, 2006
TO: All Faculty and Staff
Distribution VI
FROM: Peter Quan, Vice President/Chief Technology Officer
Information Technology Services
COPIES: K. Button, S. Garcia, V. King, H. Lujan, R. McNutt, A. Ross, J.M. Rosser
SUBJECT: **E-mail System Upgrade**

ITS 06-9116

Cal State L.A. is currently in the process of upgrading its e-mail system. Since e-mail is an integral part of our day-to-day lives and the way we conduct business, its upgrade goes beyond simply being part of the normal refresh cycle. The new e-mail system, together with a limitation on e-mail storage, will put the campus in a better position to meet Executive Order 921 requirements for disaster recovery and business continuity. The upgraded software also improves off-campus e-mail access, and provides new features that benefit users.

With a greater number of individuals, companies, and institutions using and relying on this service, and with the proliferation of spam, viruses, and hoaxes, the volume and size of e-mail sent, received, and stored is exponentially increasing. No longer just simple text, today's e-mail services offer an abundant array of features, including HTML display, font formatting, graphics, applications, distribution lists, and large attachments. Our limited campus resources cannot continue to accommodate the demand for storage at the rate that campus e-mail messages are accumulating.

To help ensure consistent performance of the campus e-mail system, storage space on all campus e-mail accounts and Public Folders will be limited to two gigabytes (2 GB) – the equivalent of approximately 82,000 average-sized messages (25 KB each). Most campus users are well under this limit now. Details regarding the creation, use, and migration of Public Folders will be in separate memo. For further information, see updated releases of *User Guidelines for E-mail Communications* and *User Guidelines for Outlook Public Folders* available online at www.calstatela.edu/its/policies.

The upgraded e-mail system will improve off-campus mail access with a new web client, which is known as Outlook Web Access (OWA) 2003. The new OWA interface looks and acts more like the full Outlook 2003 client application, mirroring the standard desktop software when used with Microsoft Internet Explorer (IE) 6.0 or above. Benefits include:

- Drag and drop capability
- Right-click capability
- Functionality of almost every feature that is available on full Outlook 2003 client
- Secure https:// connection from any compatible browser
- No need to install any client software on your off-campus computer

OWA 2003 can be accessed using other web browsers such as Netscape or Firefox; however, using IE 6.0 or higher is required to take advantage of all the OWA features.

Migration to Office 2003, which includes Outlook 2003, is well underway on all campus desktops. For those users who have not yet had Office 2003 installed, please contact your Information Technology Consultant (ITC) for your scheduled upgrade.

What is the impact of the e-mail migration on me?

E-mail migration will be transparent to the user. However, operational performance will be improved, and users will experience a faster, more secure, and more stable e-mail system.

What is the difference between my e-mail account now and after migration?

The only difference is that Outlook Web Access (OWA) 2003 is enhanced. Users will be able to read, forward, print, move, and delete messages as they normally do. Additionally, storage will be increased to two gigabytes as a system standard.

What is the e-mail migration schedule?

All mail users will be assigned into groups to facilitate the migration to the new e-mail system according the following schedule:

April 19 - 21

- Group migration schedules published online at www.calstatela.edu/outlook
- Training for ITCs will be conducted.
- The individuals in the test migration group will be e-mailed specifics about their mailbox migration and the training resources offered.

April 22 - May 21

- Migration of the test group to the new system will occur between April 22 and April 28.
- Individuals in other groups will be e-mailed specifics about their mailbox migration and the training resources offered.
- Groups will be migrated according to the published schedule posted at www.calstatela.edu/outlook.
- Public Folders will be migrated to the new system.
- It is anticipated that all mailboxes and Public Folders will have been migrated by May 21.

How will I know when my mailbox has been migrated?

The completion status of migration groups will be posted at www.calstatela.edu/outlook.

Where can I get updates, training, and technical support?

- Status and updates about mailbox migration will be available at www.calstatela.edu/outlook.
- The eLearning Programs and Support Center (formerly FITSC) is currently offering support to faculty for Office 2003, including Outlook 2003. For more information, contact: (323) 343-6594.
- ITS has created a self-service website at www.calstatela.edu/outlook where on-demand tutorials, training materials, documentation, training schedules, and instructions for on- and off-campus OWA 2003 usage are posted.
- Instructor-led classroom training sessions will be available beginning May 8, 2006 for faculty and staff on the features available with the OWA Premium option. Off-campus OWA users are strongly encouraged to attend. A schedule of classes is now available online at www.calstatela.edu/outlook.
- Technical support is available at the ITS Help Desk (LIB PW Lobby), or contact (323) 343-6170.

Thank you.