Office 365
Tim McGeary
Stan Waddell

CTC Update

- Exchange Lifecycle
- IT Transformation
- Review Process
- Proposal
- Service Highlights
- Possible Downsides
- Possible Rollout

- The university has a substantial investment in on premises hosted exchange technology (roughly $1 Million in hardware)

- This environment has to be periodically life cycled (~every 4 years)

- Next lifecycle period is actually upon us

- Storage needs associated with Email continue to increase

- There are a number of initiatives and pressures in higher education today that are pushing us towards adoption of cloud based services

- Some are referring to these collected initiatives and pressures as IT Transformation

- IT Transformation will imply looking at new ways to deliver commodity services to reduce costs and gain efficiencies to allow us to focus on the delivery of "value add" services

- A move to Office 365 fits into that type of strategy

- ITS partnered with IT Directors from ITEC to conduct a review
- Agreements on watching for show stoppers
- Gartner Research
- Calls with Peer institutions
- Follow up with Microsoft
- Review of information collected
- Create a proposal and position document

- The review committee recommended migrating to Hosted Exchange / Office 365 based on the following conditions:

  - Successful negotiation of the Business Associates Agreement protecting FERPA, HIPAA, and PII within the hosted environment, including liability responsibility by Microsoft

  - Successful negotiation of the appropriate support level: Microsoft Premier or Cloud Vantage, etc.

  - Successful negotiation of the value-added services

  - Detailed and agreed upon Migration Project Plan to mitigate and reduce service disruptions to Exchange Calendar collaboration between cohorts within the University

  - Appropriate funding for migration consultative services

- Next two slides focus on the Office 365 service offerings

- Exchange Online
  - Exchange 2013
  - 50 GB Mailbox at no charge
  - Unlimited Archiving ~$12/year
- SharePoint Online
  - 500 MB/user pooled (= 10x todays allotment)
  - App Store
  - Easier collaboration with non-UNC colleagues
- Lync Online
  - Roughly equivalent to on-prem.
  - Currently exploring on-prem vs cloud

- Departments may elect to use other features within Office 365
- OneDrive for Business
  - 1TB Personal Space
  - Drop Box like functionality
- Yammer
  - Enterprise Social Networking Platform
  - Limited integration now
  - Roadmap - Rich integration
- Office Web Apps
  - Web delivered version of Office 2013 product suite
  - Real-time, simultaneous document collaboration
  - UNC Desktop licensing will not change.

On-Prem Offering	2GB Quota	5GB Quota	50GB Quota
CAS Servers (4)	$48,000	$48,000	$96,000
Hub Transport Servers (4)	$48,000	$48,000	$96,000
Mailbox Servers (9,12,15)	$72,000	$96,000	$240,000
Netapp Storage	$560,000	$924,000	$7,600,000
DAS Storage	$240,000	$600,000	$6,000,000
Public Folder Servers (2)	$10,000	$10,000	$20,000
Total	$978,000	$1,726,000	$14,052,000
Annualized Total (5 year lifecycle)	$195,600/year	$345,200/year	$2,810,400/year

- Large files (25 MB or larger attachments) in existing email mailboxes present challenges.

- Calendaring will present problems as groups migrate out of on-premises system (migration should occur in cohorts). Duke was able to perform 2500 migrations per day.

- Proper communications and expectation setting are a must.

- Ensure BAA is completed and highlights data protection issues

- Microsoft support can be challenging. The Office365 hosted Environment is distributed so few large scale issues occur, but small outages can occur and affect users and performance of services. Our ability to troubleshoot will be very limited as we will be relying on Microsoft to resolve issues.

- Proper migration support cost should be factored in as the TCO for Office365 support.

- Looking at scenarios for implementation now

- Working on contract language

- Some pre-work is set to kick off soon

- Conservative estimates seem to indicate a 24 month rollout window

  - Departmental cohorts

- Migrations would begin in fall of 2015