PRE-TRANSITION COMMUNICATIONS

EMAIL TO IT DIVISION FROM CIO

This will likely not be the first communication to occur within your IT division about the transition to Office 365. However, this email should be used to signal a new phase in the transition, one that will require the collective effort of the entire division.

Subject:

Office 365 Transition Status Update

Body:

Our conversion to Office 365 is approaching quickly. As the time nears, it will become increasingly important for everyone in ITS to have up-to-date information so that you know what to expect and you will know what to tell others when/if they inquire.

The conversion will begin on [DATE] at which time faculty and staff email and calendar will move from Microsoft Exchange to Office 365. Their accounts will include OneDrive and Yammer applications.

To keep everyone up-to-date, status meetings will be held in [LOCATION] every [DAY AND TIME]. These brief meetings will provide current information on the overall status of the conversion and help maintain awareness of the project. A website has been created [URL] and will be updated regularly with new information and instructional resources.

In order to ensure our milestones are met I am requesting this project be treated as a priority. With that in mind, there are some very specific things that we need help with and certain expectations that I would like to convey.

The successful completion of this project is our top priority. I expect each staff member to prioritize Office 365 related tasks that they are assigned above all other project work unless specifically instructed by their respective ACIO.

In addition, we need you to report every issue you find with your own use of Office 365 conversion so that we can make sure our customers are able to get the best service and the most accurate resolutions possible. Please e-mail all issues and concerns to [EMAIL ADDRESS].

Please feel free to ask me any questions or share any concerns.
Dear Colleagues:

Summer is fast approaching and we know you are busy wrapping up finals and the spring semester, but we hope you’ll take a few moments to read the following correspondence carefully, as it contains important information about your University email and calendar accounts.

After conferring with the leadership of each of our collective bargaining units, and in collaboration with [NAME], I am pleased to announce our implementation strategy for our University’s conversion to Office 365, which will occur during [PERIOD OF TIME]. From a short-term perspective, Office 365 will be the new server for campus e-mail and calendars, and your Outlook and MavMAIL will simply connect to the new server instead of the old one.

From a broader perspective, Microsoft Office 365 is also a suite of cloud-hosted tools which includes Office, Exchange Online, SharePoint Online, Lync Online and Microsoft Office Web Apps that includes 1 TB of document storage for each student, faculty and staff member. It allows users access to Office 365 offerings using any device, anywhere with an Internet connection.

There are two primary reasons for this conversion. First, our campus e-mail servers are now out of date and need to be upgraded to the latest versions in order to provide the best support and maintenance possible. Second, Microsoft is the only cloud software vendor with agreements with MNSCU to allow for the transmission and storage of legally private data (HIPAA, FERPA) while conforming to the State of Minnesota Data Practices Act. Recent data breaches at higher education institutions across the United States have compelled most campuses to move toward business contracts with cloud-based vendors, and the University of North Carolina, the University of Nebraska, and the University of Texas at Austin (among others) have recently adopted Microsoft Office 365 at their campuses to meet these needs.

We will prepare for and execute on the Office 365 conversion including communication, training and documentation, and end-user support models. While no action is required on your part at this time, the web site [URL] will have specific information about your department transition schedule when that is determined. We will also communicate via email. If you have any troubles using Outlook before or during the conversion, please log into your email at [URL] and/or contact the Service Desk at [PHONE].
We appreciate your partnership in this major endeavor that will enhance the technological landscape at [INSTITUTION] significantly.

EMAIL TO FACULTY FROM PROVOST
Here is an email from the Provost in support of the conversion announcement.

Subject:
Office 365 Conversion

Body:

Colleagues:

I’d like to add my support to [TITLE] [NAME]’s message regarding the Conversion to Office 365 which will begin on [DATE]. This project is moving forward with the full support of Academic Affairs.

To reiterate the major points of [NAME]’s email, no action is required on your part to convert at this time. However, I would strongly encourage you to bookmark the web site [URL] and check back regularly this summer for updates. [NAME] has also assured me that IT will send regular communications and updates via email.

Academic Affairs is proud to partner with ITS in this major endeavor that will enhance our ability to use technology tools to enhance teaching, learning, research and administrative activities across the University.

EMAIL TO IFO FROM PRESIDENT OF IFO
Here is an email from the President of the IFO in support of the conversion announcement.

Subject:
Office 365 Conversion

Body:

Colleagues:

I’d like to add my support to [TITLE] [NAME]’s message regarding the Conversion to Office 365 which will begin on [DATE]. This project is moving forward with the full support of the IFO leadership, and has been brought to and approved by the IFO body during the Meet and Confer meeting on [DATE].

To reiterate the major points of [NAME]’s email, no action is required on your part to convert. However, I would strongly encourage you to bookmark the web site [URL] and check back regularly this summer for updates. [NAME] has also assured me that IT will send regular communications and updates via email.
Academic Affairs is proud to partner with IT in this major endeavor that will enhance our ability to use technology tools to enhance teaching, learning, research and administrative activities across the University.

EMAIL TO EMERITI FROM IT
Here is an email from IT announcing the conversion to emeriti faculty. Send out 1 - 2 weeks in advance.

Subject:
Office 365 Conversion

Body:

Dear Emeritus Faculty Member,

[INSTITUTION] is preparing to embark upon an important upgrade to our email and calendar services. This [SEASON] the University will transition to the Microsoft Office software services in the Cloud, Office 365.

- Moving our email and calendar system to a Cloud-based software service offers a tremendous opportunity to manage costs and improve services. Office 365 offers the following benefits to the University:
  - Cost efficient - The University saves money on hardware, software, and licensing.
  - Less maintenance - Hardware, applications, and bandwidth are managed by Microsoft.
  - Built-in compliance for HIPAA/FERPA and other security features - Moving to a cloud-based solution provides the full power and security protections of Microsoft engineers to protect our intellectual property.

Office 365 will offer you the following benefits:

- Access to tools - You will have access to the full suite of MS Office tools, like Word, Excel, PowerPoint, in addition to several other applications.
- Internet-based availability - As long as you are connected to the Internet, Office 365 will be available to you wherever you are located, on any device or platform.
- Ample storage capacity - Office 365 offers you 50GB of storage capacity.

Before the Conversion

To prepare your system for the conversion, be sure your computer is using the most current version of your web browser.

- Safari http://support.apple.com/downloads/#safari
- Chrome https://support.google.com/chrome/answer/95414?hl=en
After the Conversion

- If you use MavMAIL to check your email, nothing will change.
- If you use Outlook to check your email, you will need to re-configure your Outlook settings. For information about configuring your Outlook settings, please see [URL].
- Enjoy access to the full suite of tools in Microsoft Office 365.

To learn more about Office 365 visit [URL].

Still have questions? Feel free to contact the Service Desk at [PHONE] or [EMAIL].

**REMINDER EMAIL TO FACULTY AND STAFF**

**Subject:**

Upgrade to Microsoft Office 365 Happening Soon!

**Body:**

Dear [RECIPIENT],

We are writing to remind you of the upcoming conversion to Microsoft Office 365 (the Cloud-based Office software services) which will occur on [DATE].

If you haven’t already done so, please prepare for the conversion by making sure you are using the most current version of your web browser.

Chrome - https://support.google.com/chrome/answer/95414?hl=en

After the conversion, to check your MavMAIL in a web browser, the login process will remain the same. However, there will be a new and improved user interface.

If you use Outlook to manage your email and calendar on your computer or mobile devices, you will need to re-configure your Outlook settings. For information about configuring your Outlook settings: [URL].

To learn more about the exciting new tools and services available to you with Office 365, visit [URL].
Still have questions? Feel free to contact the Service Desk at [PHONE] or email [URL].

EMAIL NOTIFICATION OF END OF SUPPORT FOR MICROSOFT OFFICE 2007

Subject:

Upgrade to Microsoft Office 365 Happening Soon!

Body:

Dear Colleague,

You are being contacted because our records indicate you are currently running Office 2007 on your computer. As you may be aware, [INSTITUTION] will begin conversion to Microsoft Office 365 starting [DATE]. Currently, Office 2007 is incompatible with Office 365.

To prepare for the conversion, your computer will automatically update to Office 2013 beginning [DATE]. No action is needed on your part.

If you’d like to update your computer before the deadline, or if you have other questions or concerns, contact the Service Desk at 507-389-6654 or email servicedesk@mnsu.edu.

EMAIL NOTIFICATION OF MICROSOFT OFFICE 2010 UPGRADE

Subject:

Lab Computers Upgrading to Microsoft Office 2013 Soon!

Body:

Dear Colleague,

To prepare our campus for the conversion to Office 365, all lab computers running Microsoft Windows will upgrade to Office 2013 during the summer.

While Office 2010 is compatible with Office 365, consider upgrading your Windows computer to Office 2013. By upgrading your own computer to Office 2013, you would enjoy the following benefits:

- The MS Office tools on your computer would match the version on the lab computers.
- Your Windows computer will be fully prepared for the Office 365 conversion.

If you’d like to update your Windows computer, instructional material is available here:

- FAQ - http://its-onestop.custhelp.com/app/answers/detail/a_id/1420/
• Training - http://www.mnsu.edu/its/academic/lynda.html

If you have other questions or concerns, contact the Service Desk at [PHONE] or email [EMAIL].