**Connect-Governance Group - July 15, 2013**

**Members**
Jamie Sonsini (Coordinator) - Present  
Matt Dunham - Present  
Andrew Flanagin - Absent  
James Kinneavy - Absent  
Bill Mc Tague - Absent  
Alan Moses - Present  
Ben Price - Present  
Andy Satomi - Present  
Lisa Sedgwick - Present  
Eric Sonquist - Present  
Libe Washburn - Absent

**Informational Items**

**General Presentations**
Introducing Connect - Nov 27 & 30, 2012  
Calendar and Scheduling - May 7, 9 & 22, L&S May 15 & Engineering May 17  
Jamie explained that he had actually finished all of these presentations and that they had gone very well. The presentation in Engineering had 45 (or more) in attendance.

**Technical Presentations**
Connect Client Options - Oct 31, 2012, Connect Email & Calendar Migration - Feb 19, 2013

**Department Presentations**
Bren School, College of Creative Studies, ITST, Geography, Athletics, Engineering, Education Abroad Program, Summer Sessions, Office of Education Partnerships, Eq Opp/Sexual Harassment

**Service Description**
Update with production URLs and References  
*Our Service Description document still needs to be updated with current information regarding support (Help Desk links, etc.).*

**Updated Web Site**
Jamie invited the group to revisit our Connect Web pages which are constantly being updated and improved.

**Update on status and progress towards production**
Step 0—Migrate IS&C/OIST to Connect
Step 1 - Migrate all IMail & IC-Email customers to Connect

Current migration challenges with Microsoft

Matt described our current problems with Microsoft and their impact on our migration plans. When Microsoft upgraded our tenant to Wave 15 we noticed problems for those using IMAP as the interface to Office 365. These problems were also manifest in our email migration plans, which were totally based on using the IMAP protocol to transfer/migrate email data (as prescribed by Microsoft). Whatever changes they included in Wave 15, they've completely broken our ability to migrate email data. Matt has reported this problem to our Microsoft Premier Support contact and also posted to the Office 365 list (hosted at UC Davis). We are, clearly, not alone. Microsoft has promised a resolution/fix for these problems but is suggesting that fix may be 2 to 6 weeks into the future. While this is the case (we can not migrate or pre-populate and email data), we are continuing to work on honing the processes required for the migration. Our hope is that by sharpening these procedures, we'll maximize our speed once service has been restored. Eric suggested that we report this issue and its impact on our timeline, through Elise Meyer, to EVC Lucas.

Step 2+ - Calendar Migration

Jamie reported that he had contacted Cal Mover and asked if we might re-test the migration of calendar data into our POC Test Office 365 tenant (which is also running Wave 15). With the problems we experienced with IMAP and Wave 15, we think it's prudent to re-import our test calendar data into our POC Test tenant just to be sure.

Topics for Discussion

Connect Phase 1 Report for the IT Council

Jamie and Matt were asked by Elise Myer to produce a Connect Phase 1 report for the IT Council (which was meeting on July 12). Since the time was VERY short, Jamie created a 1st draft, Matt edited that draft and then they sent it off to Elise to share with the IT Council. Jamie did explain to Elise that the Connect Governance Group had not had time to view or comment on the report, so it should be presented as a draft. Jamie invited any comments or corrections to that report (which was distributed to the group last Friday) and there were none.

IT Council "Connect Phase 2" Proposal

Jamie explained that he had presented a Connect "update" to the Operational Effectiveness Steering Committee last month. At that presentation, there was discussion about what Connect Phase 2 might be. EVC Lucas asked Jamie to work with the Connect Governance Group to prepare a Connect Phase 2 proposal to be submitted to the IT Council.

Jamie and Matt shared with the group the discussion at last Friday's Connect Service Group meeting. At that meeting, those present expressed support for expanding Connect's customer set by allowing our Calendar-Only departments to use Connect for Email, Calendaring, Contacts and Tasks. This was much preferred over expanding the feature set available for use by those already using Connect.
We had a general discussion about the options available to us. Everyone agreed that the reasonable next step would be for Phase 2 to offer Email services to those departments who will be using Connect as "Calendar-Only" customers. Alan explained that those who will use Connect as "Calendar-Only" customers will have some "pain" associated with having multiple email addresses to which an email may be sent. The complexity of this arrangement looks likely to cause confusion and end-user support issues (and headaches). Alan suggested that we minimize the time between our Oracle Calendar migration (and customers starting to use Connect as Calendar-Only users) and the time when these folks can use Connect for Email and Calendaring.

Eric suggested that we will want to get our Phase 2 proposal in front of the IT Council (and potentially the IT Board) this summer since there are many campus projects which will be vying for attention and possible resources.

Jamie and Matt volunteered to make a first pass at our Phase 2 proposal; then to share this draft with the entire Governance Group.

Use of ServiceNow for Connect service desk (Ben Price)

Future Microsoft Site License Opportunities