Connect-TCG - August 16, 2013

1. Members
   1. Jamie Sonsini (Coordinator) - Present
   2. Barbara Byrge - Present
   3. Kip Bates - Absent
   4. Sandy Benson - Present
   5. Polly Bustillos - Present
   6. Ted Cabeen - Present
   7. Matt Dunham - Present
   8. Randall Ehren - Present
   9. Alex Feldwinn - Present
  10. Sam Hunter - Absent
  11. Scott Missman - Present
  12. Ann Nomura - Present
  13. Jim Woods - Absent

2. Informational Items
   1. Service Description
      1. Updated with production URLs and References
         Jamie discussed the changes recently made to our Connect Service Description. He has already sent the latest version to the Connect Governance Group and the TCG inviting comment/input. Once all changes (if any) are incorporated, we’ll update our version on the Connect Web site.
   2. ConnectTech-L List (85 subscribers)
      We discussed that the focus of the ConnectTech-L list will be technical matters (likely something we’ll need far into the future).
   3. Connect Web Site
      Jamie invited folks to visit our Connect Web site and give us any feedback/suggestions they might have. Barbara mentioned that she found it difficult to locate our End-User Presentations. (Note: They are located at http://www.connect.ucsb.edu/about/connect-talks). Matt was going to investigate whether those items were able to be located via our search feature.
   4. Connect Department Administrator
      1. Roles & Responsibilities
         Jamie described our current thinking regarding the Connect Department Administrators (CDAs). There are, really, two kinds of CDA: One who serves as an administrative contact in the department (necessary for audit purposes as we provide services to departments) and another (or others) who serves as our technical point(s) of contact. Both will have the ability to submit requests to our Tier 2 support staff and, for All-In departments, all CDAs will be have access to the Connect Administrative Portal to manage accounts, etc.
      2. CDA List
         Jamie explained our plan to create a CDA mailing list (not sure which technology will be used yet) so as to communicate with all CDAs (both administrative and technical). This also addresses the continued need for our
ConnectTech-L list which will focus JUST on technical issues for those interested.

5. UCCSC Report (Matt/Randall)

Matt (with a little help from Randall) discussed the recent UCCSC. There was a presentation given by UC Merced who has been using Office 365 since January, 2013. Turns out that “we’re not alone”…they’ve had many/all of the very same issues with this product, but seem to be doing OK. UC Merced is still using the Wave 14 version of Office 365.

3. Items for Consultation/Discussion - Phase 1

1. Update on status and progress towards production (Matt)
   1. Wave 15 - June 17
   2. Bandwidth Throttling
   3. IMAP Configuration Changes @ Microsoft

   Matt gave an update on the IMAP problem introduced by Microsoft with the upgrade to Wave 15. It looks like Microsoft does have a fix that we believe/hope will work for us. The actual fix seems to be applied on an account by account (and not tenant-wide) fashion, so it’s being rolled out across our accounts. Matt and Randall are conducting “acceptance tests” as they identify accounts that have been upgraded. I think it’s fair to say that they are cautiously optimistic.

   Once Matt and Randall are confident that all of our accounts have been upgraded to the version necessary to fix the IMAP problem, we will begin our process of pre-populating departmental email messages. This process is actually a part of the acceptance testing already going on.

4. Pre-Populating Plan
5. Step 0 - Migrate IS&C/OIST to Connect
6. Pre-Populate Departments
   1. Summer Sessions
   2. ISBER
7. New Timeline

Jamie discussed our timeline in light of the latest news…and it still looks like our Email migration could happen in the September/October timeframe with the calendar migration in November.

Barbara brought up a concern regarding the calendar migration happening at the end of the academic quarter or the start of the next quarter. Clearly we need to be sensitive to the academic calendar when planning this transition.

2. Thunderbird & Office 365 Problems
   1. Invitation sent to external email address appears as blank message
   2. Invitation in Connect Inbox appears as (only) URL
   3. Communicate support plan to ConnectTech-L @ Jamie
4. **Trouble report @ Microsoft 1/14**

Ann reported that Mozilla has released a new ESR version of Thunderbird. Not sure whether it will have any impact on this problem, but we'll upgrade and test.

3. **Re-import Calendar Migration Data? @ Cal Mover**

Jamie has been communicating with Cal Mover regarding their recent experiences with migration Oracle Calendar data to Wave 15. Their reports indicate that their process still works just fine, so we should be OK. I believe we will NOT bother to re-import our calendar migration data into our Wave 15 site based on this news.

4. **Items for Consultation/Discussion - Beyond Phase 1**

1. **Phase 2 Proposal at IT Council 8/7 (Meeting 8/21)**

Jamie explained that our Phase 2 proposal went to the IT Council on August 8 (thanks to Matt pushing it over the last hurdles with Governance). The proposal is slightly different than what had been discussed at last month’s TCG meeting. The final proposal offered to include ANY department on campus who’d like to use Connect for Email and Calendaring. It turned out that the difference between the number of Calendar-Only departments we were considering including in Phase 2 and the total number of departments was VERY small (like, 10 small departments), so the numbers seemed insignificant. By making this change we addressed one concern expressed at last month’s meeting regarding a non-calendar-only department who might be having trouble with their locally provided email service and might really need to move to Connect to avoid a catastrophe. Jamie also mentioned that the final proposal indicated that actual Phase 2 implementation would be coordinated with the TCG. We also talked about the staffing changes suggested in the proposal. We are proposing to increase the Tier 2 support staff from 1 FTE to 2 FTE (both Ann Nomura and Sandy Benson would work full-time on the Connect service) and an additional small increase in Tenant Administration duties. Jamie thinks the next IT Council meeting is August 21, so we’ll see what they say.

2. **Future Provisioning**

5. **And one additional Item....**

Jamie informed everyone that he has decided to retire at the end of December, 2013. He will be discussing his replacement position and its impact on the Connect service with Elise Meyer (Director of OIST) and with the Connect Governance Group.