Connect-Technical Coordination Group Meeting
July 19, 2013

Members
Jamie Sonsini (Coordinator) - Present
Barbara Byrge - Present
Kip Bates - Present
Sandy Benson - Present
Polly Bustillos - Present
Ted Cabeen - Present
Matt Dunham - Present
Randall Ehren - Present
Alex Feldwinn - Absent
Sam Hunter - Absent
Scott Missman - Absent
Ann Nomura - Absent
Jim Woods - Present

Informational Items

General Presentations
Done: Introducing Connect - Nov 27 & 30, 2012;
Done: Calendar and Scheduling - May 7, 9 & 22 (L&S May 15 & Engineering May 17)

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

Tier 1 Support Presentations
Done: Connect Client Options - Oct 31, 2012, Connect Email & Calendar Migration - Feb 19, 2013

ConnectTech-L List (86 subscribers)

Connect Web Site
Jamie invited the group to visit our Connect web site and contribute ideas, impressions, and such. Ted suggested that we install an RSS feed so as to alert those interested to changes. We’ll pursue that suggestion.

Ted asked about our Office 365 tenants and whether we had a test environment and a full set of test cases. We added that to the set of good ideas for the future.

Items for Consultation/Discussion - Phase 1

Update on status and progress towards production
Wave 15—June 17

Bandwidth Throttling
The bandwidth throttling is still in place but has been superseded by IMAP problems (below).
IMAP Configuration Changes @ Microsoft

Matt explained that with the upgrade of Office 365 to Wave 15 Microsoft “broke” their IMAP interface such that it is currently not very usable for most IMAP clients and certainly not usable for migrating email (our process uses the IMAP protocol and this was explicitly recommended by Microsoft when we started). We filed a trouble ticket and this has been “accepted” by Microsoft’s development team. We are awaiting a fix which was promised to be in 2 – 6 weeks from the time we submitted the request (which was at the start of July).

There was LOTS of concern expressed regarding this problem. Some members of the group wondered if Microsoft would ever provide a solution to this problem. Others worried that Microsoft may not be serious about the educational market (and their problems). There were even questions about the selection of Office 365 (a decision which is now years old).

We promised to keep the group apprised of developments.

Pre-Populating Plan
Step 0 - Migrate IS&C/OIST to Connect
We talked briefly about our experiences as the “Guinea Pig” department for Connect Phase 0.

Pre-Populate Departments
Summer Sessions
ISBER

New Timeline
With the current IMAP problems, mentioned above, we are now anticipating a sequence in which we hope to start migrating email for departments in August. This process is likely to take 2 months (or more) and will push our Oracle Calendar migration into November (or so). The only “silver lining” here is that this schedule avoids the problem of having the calendar migration collide with the academic calendar.

Service Description
Our service description still needs to be updated with information related to help-desk services. Jamie is working on this.

Update on Connect Administrative Portal V2 (Matt)
Thunderbird & Office 365 Problems – Nothing new to report
Re-import Calendar Migration Data? @ Cal Mover
Jamie explained that with the problems we experienced with our upgrade to Wave 15 we were thinking to re-test our calendar migration into this Office 365 version. Jamie has contacted the Cal Mover folks and they are actually conducting a test this week importing an Oracle Calendar site into a Wave 15 tenant. Depending on the results of their test, we’ll ask to have our data re-imported or not.

Items for Consultation/Discussion - Beyond Phase 1
Phase 2 Proposal for IT Council at Connect Governance (July 15)
Jamie and Matt informed the group that we have been asked, by EVC Lucas, to work with our Connect Governance Group to prepare a proposal for Connect Phase 2 and to submit that proposal to the IT Council. We already met with our Governance Group and they (unanimously) recommended that Connect Phase 2 be the expansion of Connect email to those departments who will be using Connect as Calendar-Only departments during Phase 1.

Ted initiated a discussion about how we’d address other departments (who currently are not using the Oracle Calendar) who may have an emergency need to migrate off of their old email service. Jim also asked whether we’d allow departments to become Calendar-Only departments during Phase 1 (thereby positioning themselves to be part of Connect Phase 2). An intriguing question, for sure.

We are hoping to deliver this proposal to the IT Council by 8/7.

Matt brought a couple of questions to the group:

1. We discussed allowing person names to include a hyphen. There was general agreement that although the use of a hyphen did complicate matters (we had only planned that Functional Accounts and Resources would have hyphens), the necessity to address those with hyphenated names trumps architectural purity.

2. Wave 15 expects to use browser based spell checking (and not Office 365). IE 10 has spell checking, but earlier versions of IE do not. The group was generally comfortable with this situation.

Future Provisioning – No discussion