Connect-TCG: Meeting Notes, Nov 9, 2012

1. Members
   1. Jamie Sonsini (Coordinator) - Present
   2. Kip Bates - Present
   3. Sandy Benson - Present
   4. Polly Bustillos - Present
   5. Ted Cabeen - Present
   6. May Chang (Josh Preston) - Present
   7. Matt Dunham - Absent
   8. Randall Ehren - Present
   9. Alex Feldwinn - Present
   10. Scott Missman - Present
   11. Ann Nomura - Present
   12. Jim Woods - Present
   13. Additional Members from IC Mail Customer Set? @ Matt

Items for Consultation/Discussion - Phase 1
Fri, Nov 9, 9:00 AM

Jamie began the meeting by sharing that we had two new (faculty) members of our Governance Group: Libe Washburn (Geography) and Andrew Flanagin (Communications).

Service Description - Input from Governance

The meeting with Governance on Nov 2, 2012, generated several questions regarding our service description. These included the following topics...

Student Employees

The Governance Group wanted to know if we were able to identify which individuals hired by departments were students. They were not sure whether they'd like student employees to automatically be assigned Connect accounts. Jamie explained that Matt is exploring this question.

Notification to dept rep when employee leaves dept (not automatic close)

The Governance Group did not want a Connect account to be closed automatically if/when an individual was no longer employed by a department (using Connect). They preferred, instead, that notification (an email) be sent to the department's "representative" and that they then determine the course of action they'd like to take regarding that account (request it be closed, suspended, etc.).

Options for auto-reply, etc. when account closed/suspended
We discussed the options available for accounts that meet the criteria above. We will discover the options, explain them to the Governance Group and see how they'd like to proceed regarding our service description.

**UMail migration - Update/Timeline**

Randall presented an update regarding the UMail migration. To date well over 600 student Umail accounts had been migrated into the student Office 365 tenant. It sounds like things have gone exceptionally well (with some great work involved), but the upload limits imposed by Microsoft have throttled the speed at which data can transfer. Randall predicted that the migration *could* be completed by mid January, 2013.

**ConnectTech-L List**

List has been created, initial set of addresses subscribed, announcement to be sent soon

Jamie talked about the newly created ConnectTech-L listserv list. The 1st, "welcome" email has been sent and there are around 70 subscribers.

**Connect Web Site**

Please check and provide input/comment

Jim Woods suggested that special emphasis be clearly made of the fact that the Connect service is "endorsed/sponsored" by the campus IT Planning Group.

**Initial Configuration of Calendar-Only Accounts - Forwarding Left to Individual?**

We had a lengthy discussion about the initial (default) configuration of Calendar-Only accounts and whether we should (by default) set forwarding on or have the individual do that themselves. Several arguments were made both pro and con. One clear benefit of forwarding was that it would serve as a "safety net" and insure that any email sent to someone's @UCSB.EDU email address would be delivered to an email account being used. It seemed that having all email forwarded as the default setting was favored by those representing organizations that would have a large number of Calendar-Only accounts. After considerable discussion, we decided that we'd discuss this topic again at our next meeting and that we'd use the test Connect accounts to see just how things looked/worked.

**Tier 1 Support Presentations**

**Connect Client Options - Oct 31, 2012**

**Connect Migration Plans - Dec 2012**

Jamie talked about the Connect Client Options presentation and his plans for providing a Connect Migration Plans presentation in December, 2012.

1. **Desktop Client Support Recommendation**

   At Jamie, Sandy and Ann Nomura for research
3. Resources in Cross-Calendar Departments
   Migrate to local Exchange
4. Desktop client calendar tests (View & Invite Features)
5. Functional Accounts
   Room Resource, Equipment Resource, Shared Mailbox & Functional Account to be requested by DDE (to Help Desk?)
6. Review Service Description @ TCG 10/8
7. Name@Department.ucsb.edu
   1. Implications for cross-calendaring
8. Office 365 Account Request
   1. Timeline for feature development @ Matt for estimate
      Dependent on Umail conversion workload. Work may start in October.
   2. Special handling of All-In vs Cal-Only during account creation?
      Create and maintain list of "All-In" departments, auto open accounts for new department employees.
      Calendar-Only requests to be submitted through Web channel (modify current account request form?)
   3. Handling individual who moves from All-In to Cal-Only department
      Email data migration, if necessary, will be responsibility of new department email support
9. First.Last@ucsb.edu - Conflict resolution process
   - 1st-Come-1st-Served
   - List of Options Presented
   - Fill-In-The-Blank
10. Office 365 Group Features & Functions
11. Technology Overview (Randall & Matt)
    1. Provisioning
    2. Account Administration
12. Client Options Overview (Sandy & Ann)
    1. "All in" Clients
    2. Calendar Only Clients
13. Items for Consultation/Discussion - Beyond Phase 1
    1. Provisioning