Connect-TCG: Meeting - Oct 12, 2012

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

2. **Items for Consultation/Discussion - Phase 1**

   **Review Service Description @ TCG 10/8**
   We reviewed the latest draft of our service description and several suggestions were made. These includes changes for the Introduction section, the list of Calendar-Only departments, the Central Support paragraph, Account Management, Closing Accounts, Email Addresses and the Workstation Client sections. Jamie will make these changes and share with the group.

   **Desktop client calendar tests (View & Invite Features)**
   Jamie reviewed a set of charts that attempted to describe the feature available from various clients. In general, the test results were thought to be properly reflected in these charts, so this information can be shared with those providing Tier 1 support at an upcoming presentation.

   **Resource, Shared Mailbox & Functional Account Naming Convention**
   We discussed the situation where a current Oracle Calendar resource is owned and managed by someone who will become a "Cross-Calendar" user. It was decided that we should offer those departments the option of using those resources into their local Exchange environment (and not into our Connect calendar).

   **Desktop Client Support Recommendation**
   We discussed our support for various Connect clients and how and what we should communicate to our end-users and Tier 1 support folks with regards to these options. There was a clear preference for being fairly generic in our service description and providing specifics in our configuration information. There was also support for focusing our support efforts on clients likely be stable into the future (i.e. Mulberry would be an example of what not to chose).

   **Functional Accounts**
   Room Resource, Equipment Resource, Shared Mailbox & Functional Account to be requested by DDE (to Help Desk?)

   **Name@Department.ucsb.edu**

   **Implications for cross-calendaring**

   **Office 365 Account Request**

   **Timeline for feature development @ Matt for estimate**
Dependent on Umail conversion workload. Work may start in October.

**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?)

**Handling individual who moves from All-In to Cal-Only department**
Email data migration, if necessary, will be responsibility of new department email support.

**First.Last@uesb.edu** — Conflict resolution process
- 1st-Come-1st-Served
- List of Options Presented
- Fill-In-The-Blank

**Office 365 Group Features & Functions**

1. Technology Overview (Randall & Matt)
   1. Provisioning
   2. Account Administration
2. Client Options Overview (Sandy & Ann)
   1. "All in" Clients
   2. Calendar Only Clients
3. Items for Consultation/Discussion - Beyond Phase 1
   1. Provisioning