Exchange Online for new joiners

Working together for excellence in education, research and operations through Information Services
Background: University email provision

- Original plan for new students to be given Exchange Online (ExOL) accounts for the current academical year (AY 2017/8)
  - Deferred for technical reasons
  - Students given Hermes accounts, with the option to self-migrate to ExOL
- Jackdaw is now ready to create ExOL user accounts
  - New students will be issued with ExOL email accounts instead of Hermes
  - ExOL will be an option for new academic staff (but not UAS staff)
- No plans to retire Hermes
The benefits of ExOL email accounts

- Bigger mailbox (50GB)
- Modern, mobile friendly user experience
- Seamless integration with other Office 365 applications
- Familiarity for incoming staff and students
- Supports the move towards a common groupware platform (ExOL)
What is happening and when

- Starts **Monday 2 July**
- *All new student* email accounts will be ExOL
- Option to request an ExOL email account for **new non-UAS staff** on the pre-registration form (alongside Hermes option)
- No change for new UAS staff (still Exchange On-Premise email)
Impact on institutions

- No impact on institutions’ ability to work and collaborate.
- Institutional IT staff should prepare to provide ExOL user support – Further UIS training courses are being arranged.
- Documentation prepared for new students by the Colleges and Departments should be amended to replace references to ‘Hermes’ with ‘Exchange Online’.
- Admin procedures may need updating. (No more just “select every service”).
Admin process for requesting new accounts

- Institutional admin staff will continue to use the current system to pre-register new staff.
- Important that staff be fully registered in CHRIS / sponsored by institution.
- One difference: a **new button** to request Exchange Online email account.
- Button to request a Hermes account for new staff will remain.
Comms plan

1. **Thursday 10 May:** Briefing to RMs, so they can help communicate this

2. **Monday 14 May:** CITMG

3. **w/c 14 May:** Announcement of start date to IT community

4. **TBC:** Announce training dates to IT community

5. **Mid-May:** Direct email to admin staff list explaining new procedure, and selection of an email service (and not just selecting everything).

6. **End May:** UIS website documentation for new starters updated

7. **June:** Printed documentation prepared for new students and staff
Queries and feedback

• If you receive any substantive feedback (i.e. real issues, not personal opinions!), please forward to Katya Nikitina (kn340@cam.ac.uk).

• Technical queries resulting from the announcement email should be sent to the UIS Service Desk.
University Information Services
Roger Needham Building
7 JJ Thomson Avenue
Cambridge CB3 0RB
01223 334600

Working together for excellence in education, research and operations through Information Services