



UNIVERSITY OF
CAMBRIDGE

Information Services

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



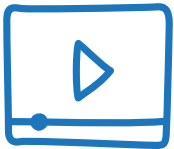
- No impact on institutions' ability to work and collaborate.



- 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.

The screenshot shows a web form for registering a person at the University of Cambridge. The form is titled "Details of Person to be Registered" and includes the following fields and options:

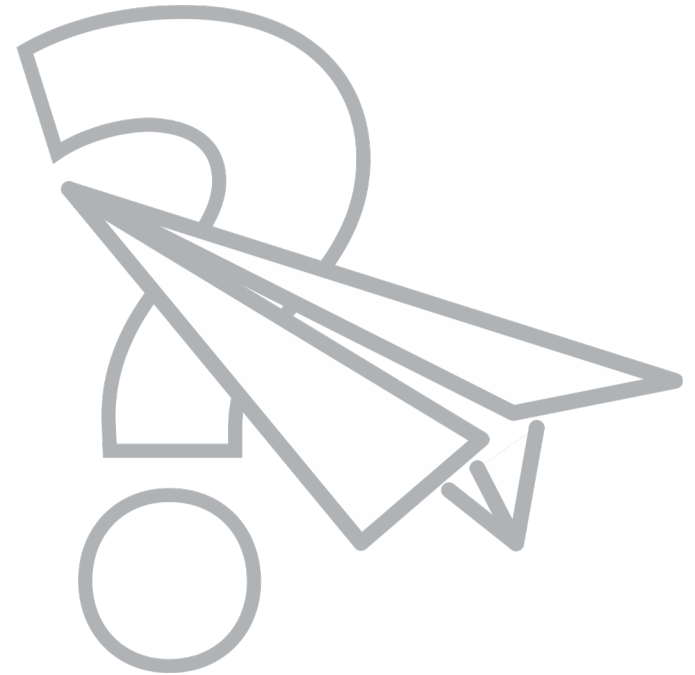
- Navigation:** University of Cambridge > Information Services > Jackdaw
- Instructions:** "Please use this form to provide details of the person to be registered. Items marked with a "*" are required." and "If the person has ever been in the University before (in any capacity), he or she may have already been registered; person may have been using a different surname when last here. In this case, the previous surname would also be required."
- Fields:**
 - Institution * (dropdown)
 - Forenames * (text input)
 - Gender (dropdown)
 - Starting (date input)
 - College (dropdown)
 - Standing * (dropdown)
 - Surname * (text input)
 - Birthdate (date input)
 - Leaving (date input)
 - Acad. title (dropdown)
 - Accounts: Raven, Hermes, ExOL, DS-MCS
 - Previously in the University
 - Previous surname (text input)
 - CrsID (text input)
- Buttons:** Request registration, Clear form, Give up
- Footer:** © 2018 University of Cambridge Information Services. Information provided by user-admin@jucs.cam.ac.uk.

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**.





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