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

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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)

JULY

02

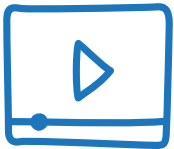# Impact on institutions

- 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").

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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

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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.**
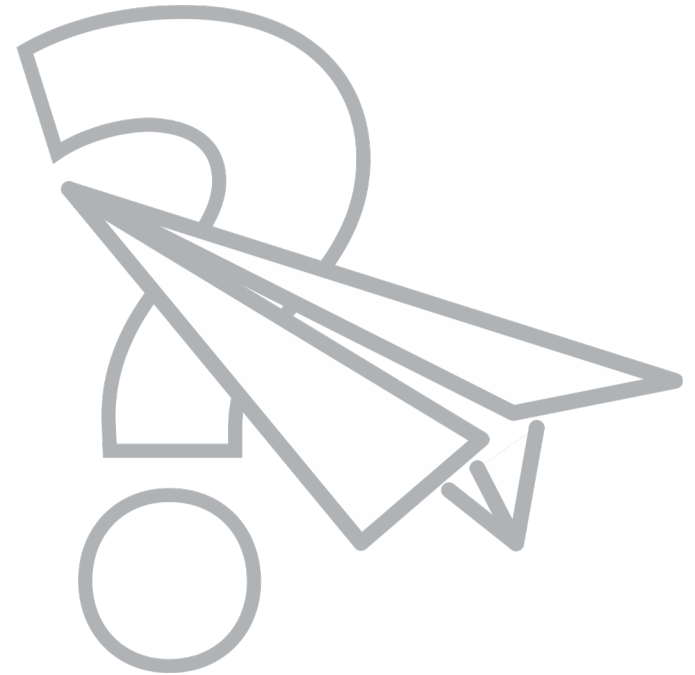
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