

To: All SCC Employees

Thursday, October 01, 2009

From: Al Brunkow

Re: A quick update let you know what is being planned for the college email moving from Lotus Notes to Microsoft Outlook.

Outlook conversion announcement

As a previous email stated, we will be starting to switch users from Lotus Notes to using Microsoft Outlook for accessing their email. Our goal was to start this in early October but due to other events we will not fully start until the mid October timeframe. This will be a very labor intensive process that will require the IT staff to convert each email database and work with each individual user one at a time. Our hope is to convert approximately 10 users per day, which should allow us to move 50 users per week. At this rate our goal is to complete the conversion for all users by March 31st.

Scheduling

We are currently laying out a master schedule that will provide everyone an approximate date that will let you know when your department or area will be scheduled in to this process. Once this is done, we will send this out for everyone to review. If you have events that would conflict with the plans, then we could make accommodations to move those scheduled times to a certain extent, you would just have to let us know.

In the weeks to come someone from our IT staff will be contacting you either by a phone call or an email to schedule a time when you will be at your PC and available for this conversion to be done on your workstation. We have set aside two blocks of time to complete these tasks, (9am – 12pm and 1pm – 4pm). You will be required to be present at your workstation during this conversion and an IT staff person will work with you remotely to guide you thru this process.

The IT staff person that will be contacting you about scheduling is Kit Landkamer. She will be available from 12:00pm to 3:00pm daily. If you need to contact her, you can contact her via phone, (761-8438), or if you want to send an email from your Lotus Notes you will find an address labeled, "Outlook Conversion". If you cannot reach her during those hours or you get no response from your email, then contact the helpdesk.

During this transition there will be users on Lotus Notes as well as the Outlook system. This will pose some occasional confusion, but is an unfortunate side effect of the process. A directory of email addresses for all users will be available on both systems at all time so that you can send and receive email during this time as well. Existing Lotus Notes users may have problems with not being able to open attachments. You will have to remind the senders to send only 'Plain text' forms of emails to users still on Lotus Notes, instead of 'HTML' or 'Rich Text' forms of email.

At this point our plans are to bring over all existing folders and emails from Lotus Notes and populate them into your Outlook account. We would encourage you to go thru your current emails and eliminate unneeded or old emails prior to this conversion as that will allow a faster more efficient conversion with less storage used. Once your workstation has been converted, you will be able to send and receive email immediately, however it may take up to 48 hours to convert your prior Lotus Notes emails and addresses and get them to show in your new Outlook email account. Your email address will not be changed by this process, however if your email address was originally truncated to 8 letters, you may request your email now include your full last name. This can be changed during this process or at a later date.

Training

We assume that there will be a certain level of Outlook training that each user will require. Some may need just a little and some would like much more. Plans are to have Carolyn Butler, (Professional Development), coordinate instructor led training at each location. We also encourage you to take advantage of the online VTC training, helpdesk created web guided self-help and perhaps some webinars that are going to be created in the future weeks. When we schedule users to be converted we will be targeting a department or area at a time so that users can learn and help each other during this time.

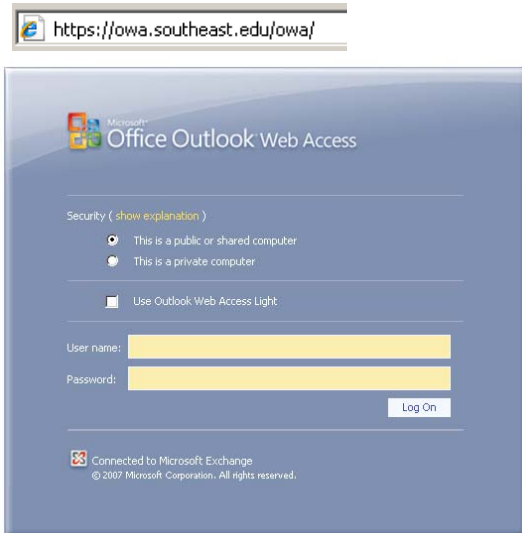
Summary of conversion events:

1. User should review the VTC Outlook online training; attend Instructor training prior to conversion; or if needed seek help from the helpdesk website, (<http://helpdesk.southeast.edu>).
2. The user will be contacted to schedule time for conversion a minimum of two weeks before the work is to be done.
 - a. IT staff will verify that the user's workstation can be operated remotely for the conversion to be completed. If user's workstation cannot be operated remotely an IT staff person will have to correct this before user can be scheduled.
 - b. Users will need to communicate if they have any local address books or archives that are desired to be migrated to Outlook.
3. IT staff will follow up with reminder to user a day prior to conversion. It is imperative that user is present at their workstation for this conversion. We want the user to login and be in control of the process. We don't want our IT staff to have to ask for any passwords from the user during this process.
4. On the scheduled day and time of conversion, the user's workstation will be converted to Outlook and if the user is not available, they will have to be rescheduled.
5. User will be able to send and receive email using Outlook immediately after conversion.
6. Within 48 hours, user's previous Lotus Notes emails will be migrated into the new Outlook account.

7. The helpdesk will be able to offer additional help to answer simple questions and give some quick tips but will not tutor you with the Outlook client. We simply don't have the time for in-depth assistance, (that is what the other training offerings are for).

Accessing email via the web

To get your email while you are off campus or away from your workstation, you can use any Internet connected computer and browse to <https://owa.southeast.edu/owa/>.



You will enter your user name, (same as WebAdvisor), in the 'User name:' box and your password in the 'Password:' box and then click on 'Log On' to gain access to your email. Once you gain access, you will notice that this interface is very similar to your Outlook client program you use on your normal workstation and much of the functionality is the same.