

# IT Transformation eMail Consolidation Project

## Frequently Asked Questions

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### Office 365: General

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#### What is Office365?

Office365 is a set of applications that provides email, document and file creation, and collaboration tools. This includes Outlook to access email; Microsoft Office, including Word, Excel, PowerPoint, and Access; OneNote, a note-taking function; and SharePoint, a storage and application platform that permits file storage, application development, and collaboration tools.

Office365 is usually referred to as a cloud-based service – access to many of the tools is over the internet. This increases user flexibility in how we access email, Office, and our files – staff are no longer locked to just a desktop computer tied to a desk.

#### Why did the State select Office365?

The State maintains approximately 27 email systems. While State staff can communicate with each other and with our citizens using these disparate email systems, it is inefficient to maintain so many – particularly when they are not the same product. We also lose the ability to work together more effectively, as more advanced systems permit better creation, storage, and sharing of information.

Office365 provides the most recent versions of email, Office, and SharePoint. Our implementation will provide us with regular updates of these programs without incurring additional costs, so staff will always be using the newest tools.

#### What agencies are moving to Office365?

The current Project generally covers Executive agencies. All 27 current NYSeMail agencies will move to Office365. We also identified 26 agencies/commissions/offices currently running their own stand-alone email systems that will be migrating to Office365.

All of these agencies/offices/organizations are moving to the New York State Government Tenant (generally termed a G3 cloud) – a fancy name that indicates we are all in one cloud. There is one exception: the State Education Department will move to their own tenant in the ‘Academic’ cloud, which is a platform designed specifically for education groups, such as K12 schools, colleges, and universities.

#### I thought this was just an email project.

True, we have always called this the IT Transformation eMail Initiative. But modern cloud-based tools include so much more functionality for users. This is true ‘office automation’ in its most flexible sense: the ability to communicate, create documents, build spreadsheets and presentation materials, and share it with others electronically – from multiple devices, anytime and anywhere.

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### What mobile devices will be supported for access to Office365?

Blackberry devices, iPhones, and Android phones that are currently in use will be able to access Office365 email. Access to email by most tablets – particularly iPads and Android tablets – will be available for agencies that currently permit the use of tablets to access their email. Generally, access by these mobile devices are done through ActiveSync.

The State Chief Technology Office (CTO) will be setting a standard for mobile device management in the coming weeks. This will set the direction for mobile devices that can be implemented in the future.

### What is OneNote?

OneNote is exactly what it says: an application designed to take notes, capture text and images from other sources, and put them in logical files. Think of it as electronic scratch paper that can store, organize, and archive words, images, documents, and websites that related to each other. Many tablet users are familiar with similar programs such as EverNote.

## Office 365: Functionality

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### What are the mailbox sizes?

MB Type	MB Size	Archive Size
User	50 gig	Unlimited
Shared	10 gig	N/A
Resource, Equipment...etc.	10 gig	N/A
Kiosk	2 gig	N/A

There is no charge for a shared, resource, or kiosk mailbox. If a shared mailbox, resource or kiosk requires an archive mailbox they need to be converted to a user mailbox and there will be a charge for that mailbox.

### What file attachment extensions are blocked?

Refer to the following webpage for a list of blocked file extensions:  
[Microsoft Outlook Blocked Extensions.](#)

### What is the size limitation for attachments?

There is an attachment size limit of 20 megabytes.

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### Office 365: Migrations

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#### What are the system requirements for Office 365?

The minimal requirements are:

Operating System: Windows XP (SP3) \*

Client: Outlook 2007 (SP3)

Browser: IE8\*

\*End of life for Microsoft support of these versions in April 8, 2014.

The requirements that gives the user the richest experience are:

Operating System: Windows 7 or better

Client: Outlook 2013

Browser: IE10

Other internet browsers such as Safari, Chrome and Mozilla can also be used to access Office 365.

Refer to the following webpage for more information on [System Requirements for Office 365](#).

#### When will my agency be migrated to Office365?

Our pilot and burn-in phase for migration is scheduled for completion on November 1, 2013. Assuming no showstopper issues have arisen, we will begin 'velocity migration' of NYSeMail agencies in early November, and are targeting to have them completed by the end of the calendar year.

We have been working with both current NYSeMail as well as non-NYSeMail agencies to prepare their network, Active Directory, desktops, and mail data for migration to Office365. We will migrate them as they are ready, but a schedule has not been set as of yet.

#### Will all my current email be migrated to the new mailbox in Office365?

The plan is to migrate all current email from NYSeMail agencies. Migration from NYSeMail to Office365 is a more direct move, as both are in Exchange format.

For agencies NEW to NYSeMail, the amount of mail and the migration strategy for that mail will be defined agency-by-agency.

#### Will this include my calendar entries, contacts, and personal folders?

Yes. We have seen cases where a recurring meeting over a long period of time – for example, a weekly meeting set up for the next 24 months – needs to be reset.

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### Will I still have access to the same distribution lists?

NYSeMail distribution lists will migrate as long as their naming conventions are consistent with the recommended file names. Again, we have seen errors during migration that result in the need to reconstruct distribution lists.

For non-NYSeMail agencies, distribution lists will need to be conformed to standard file conventions prior to migration.

### What about shared resources, such as conference rooms and meeting spaces?

As long as they conform to the standard file name structure, they will migrate. The ownership and permissions to the resource may have to be reset.

### Will we still have access to the same address books? Will we have both an enterprise-wide Global Address List and individual agency address books?

This one isn't settled yet. Our first pilots have one Global Address List (GAL) that contains all staff in one searchable database. Office365 has a limit of 100 address lists per tenant, and that should handle the current population of agencies – but we may exceed that limit. We are still pursuing options to permit the use of individual agency address books.

### What training will be available?

We are identifying various levels of training and materials based upon need. Most NYSeMail agencies will not need extensive classroom training to be able to use the email functionality of Office365. We will provide documentation, Quick Start sheets, and links to online materials. GroupWise and NOTES agencies will need more extensive training, and we will have delivery methods available for them to select and implement.

### How can I get more information about the Office365 tools and the migration plans?

The ITS public website includes a page devoted to the IT Transformation eMail Consolidation project and we will post updated information on that page as it become available.

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### Office 365: User Impact

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#### I am a NYSeMail customer. How is this different? What will change?

Today with NYSeMail, you click on Outlook and it retrieves your email from an Exchange server in the State Data Center. When you move to Office365, you will click on Outlook and it retrieves your email from an Exchange server in the cloud – or more specifically, in a Microsoft data center. If you use Outlook Web Access (OWA), it will also function generally the same. The most recent versions of OWA actually have functionality that comes close to the full Outlook client experience. For more information, you can access these sites:

[Use of IE with O365](#)

[What's New with Outlook 2010](#)

[What's new with Outlook 2013](#)

#### Is the Office365 Office Suite available only on the web? What happens to the Office Suite I already have on my desktop/laptop?

You can now access the Office Suite – Word, Excel, PowerPoint, Access – in two different ways. The State's subscription permits every State staff to have the most recent version of Office (today, that is Office 2013) installed on our desktops and laptops. At the same time, Office365 permits every user to access Office via the web. From there, it can be used directly on the web, or it can be streamed to the computer or desktop and retained there. If you stream Office2013, it can operate side-by-side with your current installation of Office.

One of the advantages of the move to Office365 will be consistent, updated versions of Office across the enterprise.

#### What if I already have a version of Office on my desktop or laptop?

Generally, if you are working on a State-provided device, you should already have Office on that device and wouldn't need to stream the web-based version. The best use of the web-based version is when you are using a home computer or a mobile device that permits connection to Office365, and you don't have the most recent version of Office available.

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### What is the difference between accessing email and Office at work, and accessing them from another location using a different device? Am I signing in twice each time I need to get to these functions?

From your desktop or laptop at work, you will generally get your email by clicking on Outlook directly. You will use your Office functions the same way you do today by selecting them from your desktop – they run directly on your device.

From a home computer or another mobile device somewhere outside your own desk, you will use the URL in a browser, which will take you to a sign-in page in Office365. You will use your own State userID/password to access Office365. This will bring up a page that gives you a web-based Outlook link and the familiar icons for Word, Excel, PowerPoint, and Access. You will be good to go.

### How do I access Outlook Web Access (OWA)?

From a home computer, or another mobile device somewhere outside your own desk, you will can use the following URLs within your internet a browser:

To go directly to OWA:

[outlook.office365.com/owa/its.ny.gov](https://outlook.office365.com/owa/its.ny.gov)

To go to all Microsoft Office 365 Products (Word, Excel, PowerPoint, etc.):

[portal.microsoftonline.com](https://portal.microsoftonline.com)

The current NYSeMail mail URL, [mail.ny.gov](https://mail.ny.gov), will redirect you to [portal.microsoftonline.com](https://portal.microsoftonline.com).

### How do I log into OWA?

The credentials for accessing OWA are your full email address

([firstname.lastname@<agencyacronym>.ny.gov](mailto:firstname.lastname@<agencyacronym>.ny.gov)) and the password you use to log into your agency's machine.

### When I create a document or file in Office, where is it stored?

There are many options, and not all of them have been decided yet. In the most flexible scenario, a file can be stored on your device's hard drive (or the storage medium available on that device); on network-based storage in the State Data Center; or in file storage in the State's cloud account. Some of the options will be available from non-work locations. The whole purpose of this cloud-based service, of course, is that it permits secure access to files from anywhere, from multiple devices.

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### Will my computer need to be upgraded in any way in order to use Office365?

The minimum desktop/laptop configuration to use Office365 is Windows XP (SP3), Outlook 2007 (SP3), and IE8. Some functions within email and SharePoint will not be optimal with this base configuration, however.

The desired state is Windows7 or higher, Outlook2010 or 2013, and IE9 or 10. The web-based functionality of Office365 works fine with Firefox and Chrome browsers.

### Doesn't Windows XP disappear soon?

Microsoft no longer supports Windows XP or IE8 as of April 2014. Many State computers have been upgraded to Windows7, but there are still a number of computers that cannot be upgraded. Many agencies are in the process of upgrading desktops over the coming months. For more information, you can access these sites:

[O365 and IE8 Support](#)

### Will we use Lync as our Instant Messaging (IM) tool? Doesn't it come with Office365?

Office365 does include Lync as an IM tool. However, the State has designated Jabber as the standard IM tool. Jabber comes with the uniteNY Project implementation and will be distributed through that project.

### My agency uses Lync as part of our business currently. Do we have to replace it when we get Office365?

That has not been decided yet.

### What size are the email boxes in Office365?

50 gb. Yup, you read that right: each mailbox is 50 gig, a far cry from the current 50–500 mb standard mailbox provided in legacy NYSeMail.

### Does Office365 come with an email archive?

Yes and no. It works differently than the current Microsoft Exchange Hosted Archive (MEHA) that many agencies currently use. In effect, every user has two mailboxes in Office365; the second 'mailbox' is labeled 'archive' and generally functions in the same manner as the first mailbox.

The 'archive' mailbox has no space limitation, and the user can set rules for moving email from the regular mailbox to the archive mailbox. You can create file folders for email in both the regular mailbox and the archive mailbox. However, *the 90-day retention/disposition policy is applied to a user's entire mailbox, including the archive location.*

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### Office 365: Security & Legal Policy

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**Does the 90-day retention/disposition policy still stand? How will that work in Office365? What happens to the email we have protected/retained in our current email system?**

We will apply the 90-day retention/disposition policy to Office365 mailboxes. We will also migrate the 'Retain' folders in current NYSeMail in a way that protects those emails from deletion.

**How will retention/disposition rules be applied to my mailbox?**

The 90-day disposition rule will be applied to every system default folder: Inbox, Sent Items, Deleted Items, and Drafts. You can create other folders in your mailbox and they will also have a 90-day policy applied to them, however, users will have the ability to apply a 'tag' to individual emails and to user-created folders with a different retention period. These user-applied personal tag timeframes have not been determined yet.

**How is antivirus/anti-malware handled?**

Antivirus, anti-spam, and anti-malware are all part of the Office365 package. All email is scanned for these functions with Exchange Online Protection (EOP). It was formerly done in NYSeMail by Forefront Online Protection for Exchange (FOPE).

**Can email be encrypted?**

Email is encrypted at rest in Office 365. An encryption tool is available for Office365 (it is used for a few agencies in current NYSeMail) that will permit email to be encrypted in transit; it comes with an additional charge. Agencies will need to identify the business scope for encryption and determine how many users need that function.

**Is our information secure in the cloud?**

The State made security a major priority during the negotiations with Microsoft for Office365. We are confident that the security provisions that cover all information, whether generated in email, SharePoint, OneNote, or in Office-created files stored in Office365 storage, meet all the necessary security provisions. This includes stringent security requirements surrounding the use of health data (HIPAA) and criminal justice information (CJIS). The State ISO and ISO community have been involved at every step of the contractual, design, and implementation phases of this Project.

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### What is Data Loss Prevention (DLP) and will this be part of the rollout to Office365?

Data loss prevention is a method employed by Office365/Outlook to determine if sensitive data such as social security number (SSN), credit card accounts, personal and private information (PPI) is being sent through email. DLP is accomplished through a set of conditions that is made up of transport rules to tag data that is suspect of meeting the conditions. Office365 has predefined DLP templates that can be employed within the tenant. If a DLP template is activated, it will apply to all agencies within that tenant. A DLP policy can be created but not activated. This allows the organization to test policies without affecting mail flow.

For the Email Consolidation project, the Enterprise Information Security Office (EISO) is accessing the use of DLP templates in conjunction with identifying agency security requirements. As the EISO makes policy decisions relative to email, these will be communicated and the technical solution within email will be implemented.

### What is Information Rights Management (IRM) and will this be part of the rollout to Office365?

Information Rights Management (IRM) provides the ability to safeguard sensitive information created using Office applications and services such as email that requires confidential treatment. Rights are assigned to content when it is published and the content is distributed in an encrypted form that provides persistent protection wherever the content travels. Rights that can be assigned include the ability to allow or deny viewing, printing, copying of messages as needed using template-based assignment.

For the Email Consolidation project, IRM will not be initially enabled.