Email Upgrade Task Force Meeting  
October 23, 2012  
8:00 a.m., Union Cottonwood Room


1) Merit representatives made a recent campus visit. They were very embarrassed by the latest outage K-State encountered, and have made improvements to mitigate future problems including improved hardware, processes and communication. Other accounts were also affected by the last outage, but K-State was hit disproportionately hard.

2) Even though Amazon EC2 Cloud is being used to host the Connect page, it is currently down due to a data center problem. Cloud solutions will not always eliminate outages, but they should occur less frequently.

3) A Microsoft representative, Eric Dubois, demonstrated MSN Office 365:
   • To enhance security, services provided to business and educational entities are segregated from consumer services.
   • Passwords and eIDs are not stored in the Office 365 system. Authentication is standards based i.e. Shibboleth could be used to authenticate.
   • Outlook or Outlook Web Application can be used with any browser.
   • Because the service is hosted by Research in Motion (RIM), users can experience Office 365 anywhere on any device, and whether they are connected to the internet or not. The data is stored at a U.S. data center, with 3-server redundancy. One server can go down without affecting the service. There is a backup datacenter as well. The backup houses an active copy just like the servers.
   • Office 365 has been reengineered to provide touch and other services.
   • Office documents can be stored on Skydrive Pro, a cloud service similar to Dropbox, but private and more secure.
   • When using a mobile device, the display size is appropriate for the device being used.
   • Roles-based administration and control.
     o Help desk role can’t read email, etc., but can access features.
     o Compliance officer role can’t create and delete users, for example, but can do cross organization searches for specific data. The system provides statistics for this role, and save searches.
     o Administrator role can place litigation hold, but this is a paid service. If the item on litigation hold is deleted by the user, it will be deleted from the user screen, but not the administrator screen.
   • Calendar features:
     o Shared calendars
     o Busy searches
     o Side-by-side multiple calendar view
     o Week/day/month view
     o Calendars can be grouped.
   • Email features:
     o Simplified but very functional user interface
     o Folder structure
     o Mail import (from Zimbra)
     o Categories
     o Email downloading to a mobile device
     o POP and IMAP
     o Flagging of email for future action
- Reminders icon on the email screen
- Shared folders (all or specific folders)
- Shared mailboxes
- Import of LinkedIn contacts (not visible to others)
- Open or invitation-only globally accessible groups that can be shared (Listserv replacement)
- Use of any client to send and receive emails
- Creation of multiple email domains
- Safe-listing of IP addresses
- Search and destroy to individual mail boxes for phishing scams that made it through spam filter. Sending email to specific email addresses can be disallowed, or if it appears that there are SSN or bank routing numbers in an email they can be flagged for additional action.

- Ancillary features:
  - IM
  - Voice and video communications
  - One-to-many chats with up to 250 participants
  - External chat participants
  - Recording of chat sessions for future use
  - Editing of MS Office documents through any web browser. The documents are not changed to a web format, but are full-fidelity.

- Online training
- Many features are only available if using online access or Exchange.
- Devices can be wiped.
- To avoid being block listed on services like Hotmail, a rate limit would be placed on how much email comes out of the system from any one mailbox, e.g. 1500 per day. For high-volume emails, the use of a separate service that uses listservs is recommended.
- Other institutions currently using Office 365 include Georgia State University, Lone Star College System, Kentucky State School Systems, and the Baylor College of Medicine.

4) The next meeting will be held at 8:00 a.m. on October 30, in the Union Flint Hills Room.