



# EMAIL MIGRATIONS IN A FLASH!

MOVING KSU E-MAIL FROM GOOGLE TO MICROSOFT

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# KENT STATE<sup>®</sup>

## UNIVERSITY

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**33K+ ACTIVE STUDENTS**

**R1 RESEARCH STATUS**

**Multi-Campus Institution**

**More than 10K Graduates per year**



**268,000+ ALUMNI WORLDWIDE**



# PRESENTATION OUTLINE

- WHY MIGRATE?
- THE APPROACH
- STEPS TAKEN
- OUTCOMES

# PRIOR STATE – LAY OF THE LAND

	STUDENTS	FACULTY & STAFF
PRIMARY PRODUCTIVITY SUITE		 Office 365
OPTIONAL TOOLS	ONEDRIVE & TEAMS	FULL G-SUITE

## SUPPORTING TECHNOLOGY:

- Azure Active Directory Connect (AADC)
- MAIL ROUTING – MX record points to Microsoft and hands off to Google as a trusted connector.

# WHY MIGRATE EMAIL SERVICES?

- Faculty, Staff, and Students do NOT share the same email environment.
- BENEFITS:
  - Singular platform
  - Improved security posture
  - Aligns with our “Students First” focus.
  - Student workforce readiness
  - Canvas (LMS) integration



# THE SOLUTION





# THE APPROACH



# PRE-REQUISITE STEPS



- Stakeholder Conversations:

IT LEADERSHIP	IT SUPPORT/HELPDESK	STUDENT GOVERNANCE
ADMISSIONS	REGISTRAR	ALUMNI RELATIONS

- Evaluate potential technical partnerships
  - Via Microsoft
  - 3<sup>rd</sup> party vendor
- Determine desired end state (ABP/licensing)
- Develop communications strategy
- Create a support website



# GENERAL PROOF OF CONCEPT

## **User Accounts**

**Licensing**

**Alias**

**Forwarding**

**Migration Batches**



## **Foundation**

**Ticketing sytem**

**Automation**

**PowerShell Scripts**

**COMMs Strategy**



## **Clean Up**

**Batch Finalization**

**Account**

**Closing COMMs**

**Statistics Gathering**



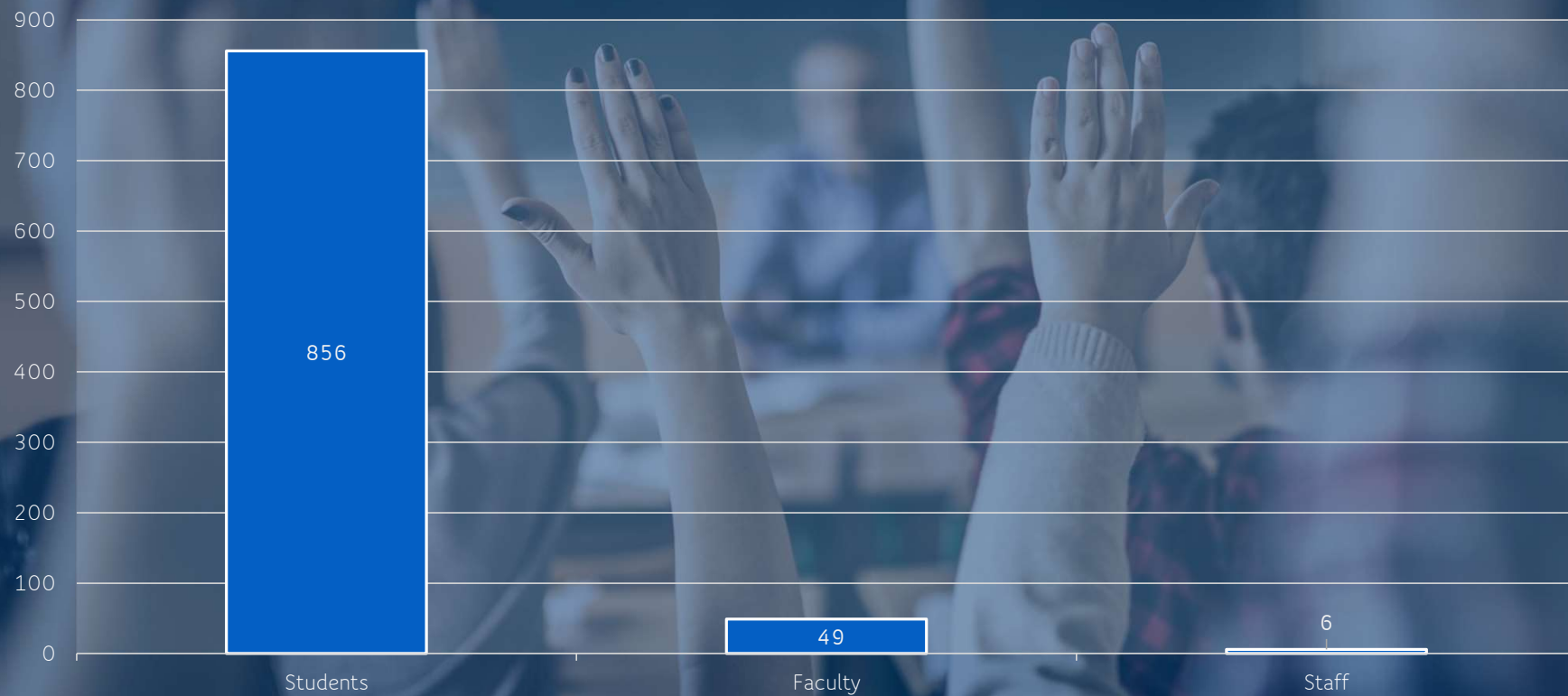


# CRAWL PHASE

- Develop a Proof of Concept (POC)
  - Test POC
    - User account testing - Group based licensing
- Identify technical needs and tools:
  - Microsoft Migration Tool - (EXCHANGE ADMIN CENTER)
  - PowerShell Modules - (GAM, ExchangeOnline V3)
  - Google Developer API Settings - (Mail, Calendar, Contacts)
  - Collect active student list for migration
- Open OPT-IN Process - Fall 2022



# OPT-IN RESULTS



**KENT STATE**





# WALK PHASE

- TRANSITION TO BULK MIGRATIONS
  - Focused user populations
  - Bulk batches – 450 user's max
- USER GROUPS IN SCOPE:

<b>FACULTY &amp; STAFF</b>	<b>714 USERS</b>
<b>COLLEGE OF PODIATRIC MEDICINE (CPM)</b>	<b>371 STUDENTS</b>
<b>STUDENT ATHLETES</b>	<b>454 STUDENTS</b>

# ACCOUNT UPDATES PROCEDURE

1. Establish an alias on the GMAIL account for forwarding
2. 24 Hours later- Apply Microsoft A5 licensing to the account, thus provisioning a mailbox.
3. 10 Minutes later - Configure mail forwarding within Exchange redirecting incoming mail to the GMAIL alias.
4. Apply ADDRESSBOOK POLICY (ABP) in Exchange.
5. Flag "msExchHideFromAddressLists" as true.



# RUN PHASE



## MANAGED MIGRATIONS

- Gather a list of remaining active students in gmail
  - 33k identified students
- ACCOUNT STAGING
  - Alias, Licensing, Forward, Sync Batches
- Establish a deferred migration option
- Spring semester announcement communication
- 1-week prior to migration email

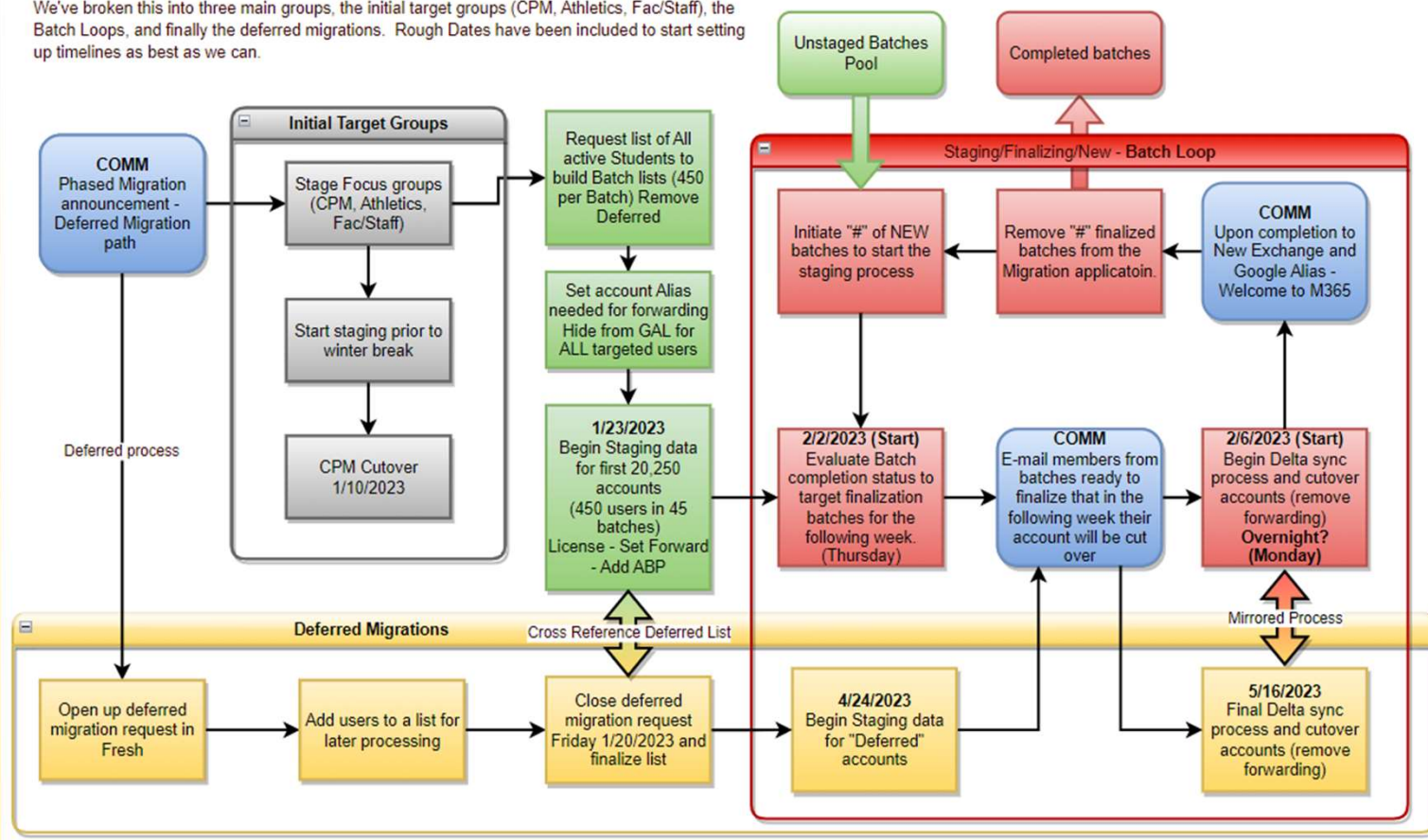
“ARE WE ACTUALLY DOING THIS?”



# WHAT OUR FLOW LOOKED LIKE

## Student Mandatory Migrations

Starting with the initial COMM to announce the spring Migration and Deferred Migration option path. We've broken this into three main groups, the initial target groups (CPM, Athletics, Fac/Staff), the Batch Loops, and finally the deferred migrations. Rough Dates have been included to start setting up timelines as best as we can.



# FUTURE AND INCOMING FLASHES

- Recently admitted students will be migrated on census day, fall 2023. (September)
  - All new incoming students.
  - Returning students not enrolled for classes during the 22-23 academic year.
- All new accounts going forward will be default provisioned with exchange.



# PROJECT TIMELINE OVERVIEW

**PROOF OF  
CONCEPT**

**OPT-IN  
PHASE**

**SMALL BATCH  
GROUPS**

**BULK PREP ACTIVE  
STUDENT ACCOUNTS**

**START MANDATORY  
MIGRATIONS**

**FINAL  
MIGRATION**

**FALL 22**



**DEC 22**



**MID JAN 23**

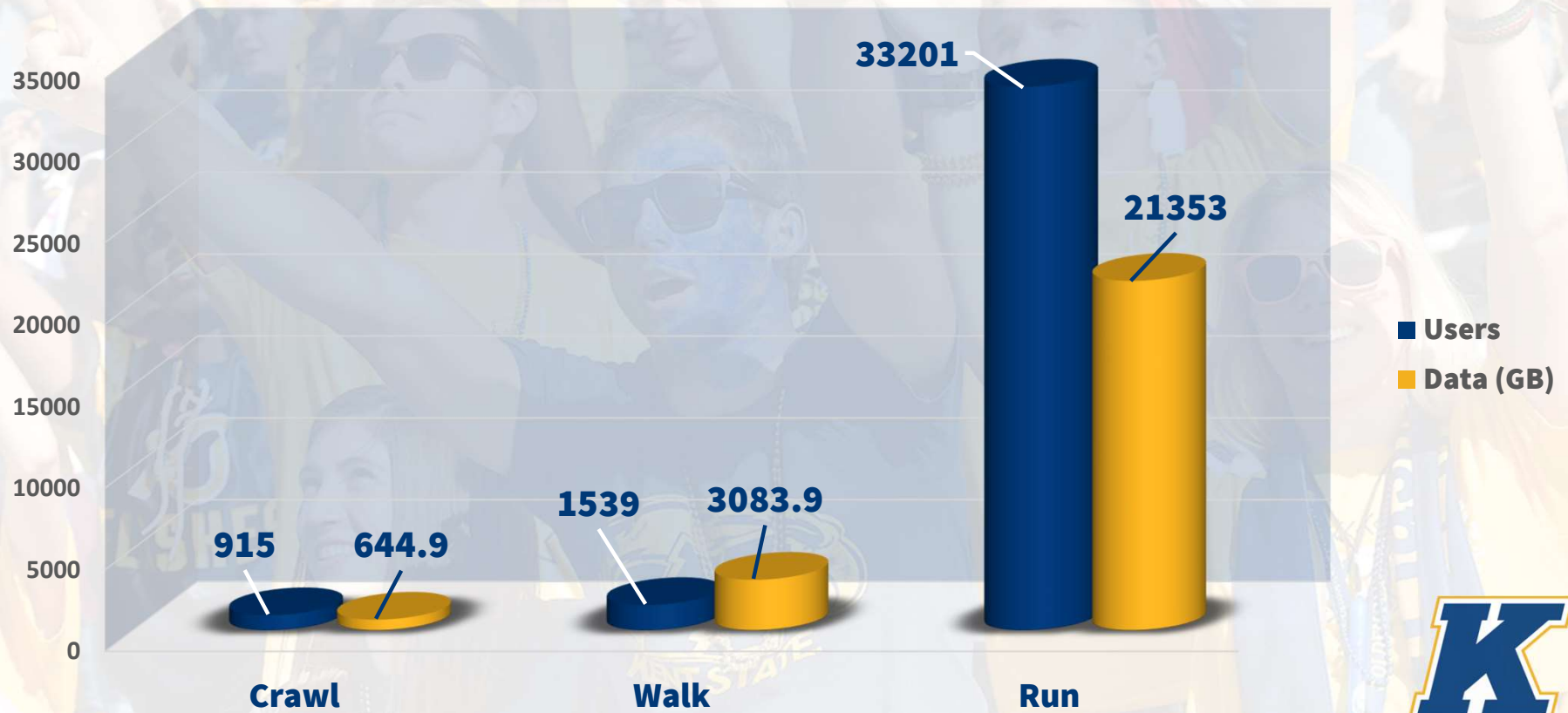


**SPRING 23**



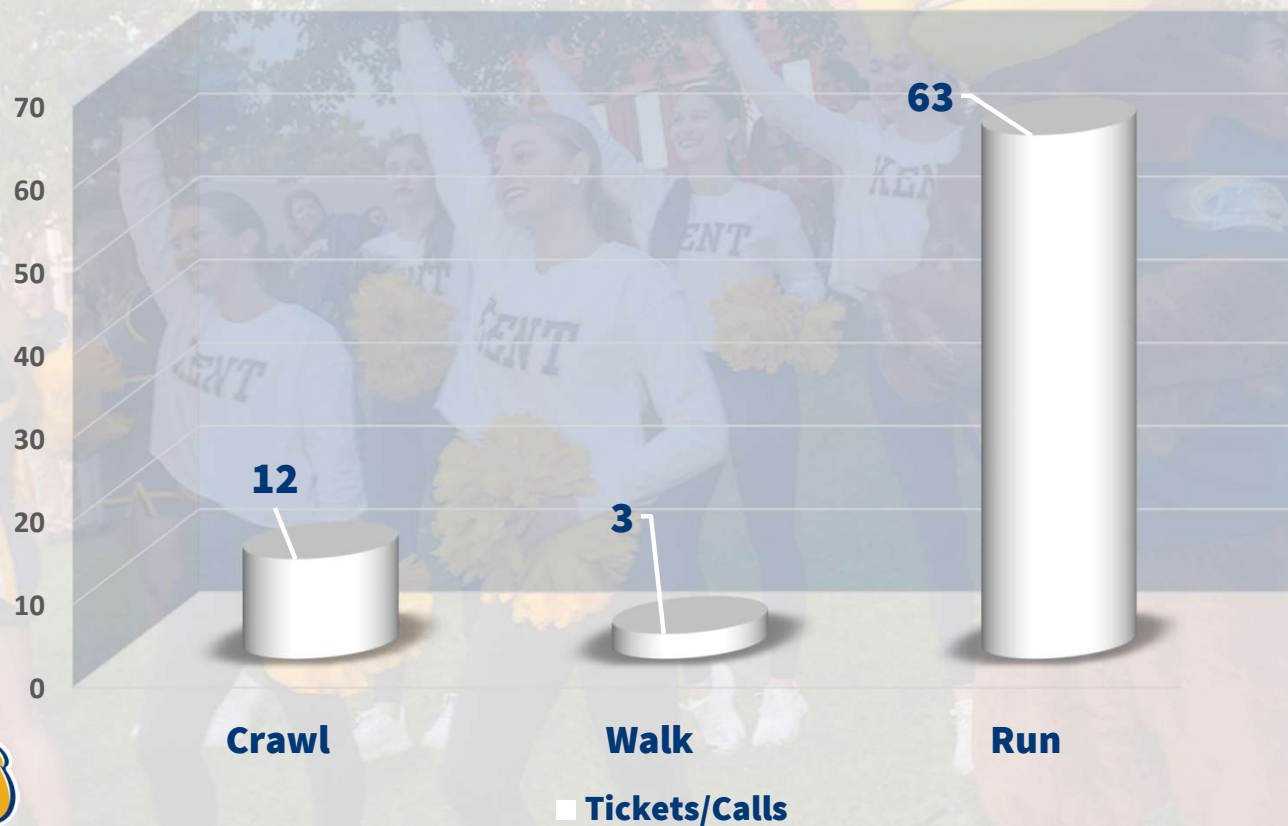
# ACCOUNT STATISTICS

# OF USERS AND DATA (GB) MIGRATED IN EACH PHASE



# SUPPORT STATISTICS

# of SUPPORT REQUESTS in each phase



**35,655 Accounts**  
**341 Tickets**  
**=**

**0.96%**



# COMMUNICATIONS STRATEGY

- Collaboration Efforts
  - IT Training & Support Services
  - University Communications Management (UCM)
- Cadence and Timing
  - Announcements
  - Reminders and Notices
  - Post migration and follow-up
- Paramount to our Success



# OUR TAKEAWAYS

- Consider your end state early in the process.
- Get all parties involved.
- Smaller batches yield better success rates.
- Remote system limitations.
- COMMUNICATE, COMMUNICATE, COMMUNICATE!





QUESTIONS?

