Ref #	Date Identified	Reported By	Activity/Issue	Date Needed	Priority	Lead/ Owner	Verified/ Tested	Category	Status	Approved Completion
7	4/19/12	Project Agenda	Document Exchange Environment 7/11 – Vartan will send documentation package, target date 7/13, for review by the team. Discussion and Q&A will take place as part of the transition meeting on 7/18. 7/18 - Review of document needs is complete. STA to provide final documentation as discussed. The documentation will be reviewed by the team with recommendation for approval from Tom with final approval of Chien. The documentation to include: • Inventory documentation of components including release levels • Topology documentation with drawings, schematics, and narrative the VMWare/Exchange platform • Migration scripts and explanation of function • Steps needed for server and Exchange build for DR recovery	7/30/12	Moderate	Vartan	Project Team	Conversion/ Migration	Transition	
12	5/2/12	Sharon	We anticipate that there will be items unique to FHDA and further training is/will be made available at additional cost. What is the recommendation for formal training for our sys admins and application admins? It is unclear what training will be made available to the 'application' administration role and who will have the role of managing the resources (conference rooms and the moderators of those resources, if any) and the District calendar - holidays etc. 7/10 – Jack – Re assigned to Jack as part of transition planning. 7/11 - Jack to set up conference call with Rob and Vartan to discuss training and transition. Item to be discussed during transition meeting on 7/18. 7/18 - STA to provide information and services agreement for support and additional training as discussed. Rob to provide Tom with needed contact information for VMWare. (completed)	7/30/12	Moderate	Rob	Vartan, Jack	Deployment/ User Experience	Transition	
20	5/16/12	Project Agenda	7/11 - This item was changed to performances testing and verification. It is to be completed over the next week after load balancers are in place. Review will take place as part of transition on 7/18. 7/18 – STA to provide knowledge of tools and reports available for benchmarking performance. These include: o Disk usage & performance. o Growth/Trends. o STA recommends using tools that came with array to capture concurrent users.	7/18/12	Moderate	Vartan	Tom, Chien, Norbert, Ryan	Technology	Transition	

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84	6/4/12	Chien	6/27 - Zeus LB licensing was just made available Jun 26. It was agreed to execute stress test after Zeus LB was installed and operational as part of the production platform. Given all the issues being worked as a result of the De Anza conversion. 7/11 - Load balancers are ready to be tested and put in production. Ryan and Vartan will talk about needed configuration changes on 7/11. Load balancers will be put in production on 7/13. Fail over testing will then be planned prior to 7/18. 7/18 – Final configuration and testing is taking place on load balancer. Plans are to move it to production over the weekend of 7/20.	7/18/12	Critical	Tom	Norbert, Ryan, Vartan	Technology	In-Progress	
92	6/4/12	Victor Baliguat	OWA new email, click on address book; search for name, right click on name on right side of address book window and cannot copy and paste into the email TO address box; see item 49 John Vandercook and browser froze. In Safari, right click on name and opens a new email message to send to the individual Safari did not freeze with Safari version 5.0.6 - Firefox upgrade or Safari - Needs verification test and possible FAQ also check other browsers.	7/30/12	Moderate	Sharon	John V	Deployment/ User Experience	In-Progress	
102	6/4/12	Josie Hernandez	XP and Firefox 12 and IE and could not scroll to see emails in the list. When viewing an email in the window at top are blue up and down arrows to go to next and previous emails -doesn't work. - Needs verification test and possible FAQ also check other browsers. 7/18 – Allyson - Josie Hernandez had been resolved. When the Conversations setting is turned on, you're not allowed to scroll through email. This appears to be a function of the system and not browser specific. It may make a good FAQ though.......	7/30/12	Moderate	Sharon		Deployment/ User Experience	Completed	

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114	6/14/12	Chien	After the migration is completed, we need to re-direct the old webmail sign in to the new email.fhda.edu link, this is part of the original plan to include the merge of both system DNS into one. Webmail legacy system web site information update, our current web site has many outdated information regarding the webmail sign in process and/or general reference to the legacy web mail account operations (ugly name maintenance for example), this needs to be changed after all users are converted. After the conversion is completed, we need to re-direct the old webmail sign in to the new email.fhda.edu link, this is part of the original plan to include the merge of both system DNS into one. 7/11 – This will be an on-going process, starting when Kelly returns from vacation, which will not be completed by 7/18. It will probably become a stand-alone item and possible Phase 2. 7/18 – This is an on-going process it will be moved to the transition for tracking purposes. After 7/30/12 it will be addressed as part of phase 2.	On-Going	Moderate	Sharon	Kelly	Deployment/ User Experience	Transition	
121	6/15/12	Sharon	Moved to Ref # 160 and 161 Distribution lists: This item was split into two. Ref # 160 – Hold meeting to discuss options and responsibilities for setting up and maintaining distribution list. Ref# 161 – Test options to make sure they work and what fits at FHDA. Then make policy decisions accordingly.	7/30/12	Moderate	Sharon	Ryan, Matt, Norbert, Tom, Chien, Susan	Deployment/ User Experience	Completed Move to Ref # 160 and # 161	
144	7/3/12	Chien for Joe M.	Appointment Invitation: This item is closed and reopened as: Duplicate invite – Ref # 160 OWA freezing – Ref # 161	7/30/12	Moderate	Sharon	John V.	Conversion/ Migration	Completed Move to Ref # 162 and # 163	
148	7/10/12	Susan	I've run into two problems: Second item Ref#152 1. I tried to schedule a meeting using the desktop version and the Scheduling Assistant is unable to retrieve schedules for people I've invited to the meeting. When I used OWA to schedule meeting it works fine. Here is a screen shot. Note message in lower right corner box and that both Kari and room show as Tentative. I then tried the same thing in OWA and did not have a problem:	7/30/12	Moderate	Vartan	Susan	Deployment/ User Experience	In-Progress	

Ref #	Date Identified	Reported By	Activity/Issue	Date Needed	Priority	Lead/ Owner	Verified/ Tested	Category	Status	Approved Completion
149	7/10/12	Carol Cini	NAME OF COLLEGE ("DEANZA") REQUESTED IN EMAIL ADDRESS, AND NOT JUST "FHDA": How can we set our email to show with the last name of our college in it? (e.g. "deanza.edu", instead of "fhda.edu", since most people off-campus do NOT know what "fhda" is, but they would recognize the name of the college, and most academics have the name of their college in their email and not some unknown acronym). When I type in my email address "cinicarol@deanza.edu" in the "From" line, I get a warning message with a "!": 7/11 – Possible use of company field in Active Directory. Need for discussion to decide business decision as to the use of fhda.edu, deanza.edu and foothill.edu. Also if exceptions would be aloud and why. 7/18 - This item will be discussed in the Director's meeting as to what the change should include/exclude, how it should be communicated and timing.	7/30/12	Moderate	Chien	Sharon, Joe M.	Conversion/ Migration	Transition	
152	7/10/12	Susan	2. I received a shared calendar request in desktop Outlook 2010. When I replied and error message displayed. Here is the screen shot: When I went into OWA, I was able to successfully accept and reply to sharing request. I think there may be a problem with how my desktop is communicating with Exchange. Any idea? It is set up based on the documented instructions (attached). It would be good to find the problem now and correct the instructions.	7/30/12	Moderate	Vartan	Susan	Deployment/ User Experience	In-Progress	
153	7/11/12	Tom	Need to plan the appropriate steps and timing to shutdown Sendmail 7/18 – It was decided there is no urgency to shutdown. 1300 faculty members returning in Fall; we may have missed some during migration and will be easier to migrate with old system still up. • The team decided to leave the server powered up but to lock accounts and stop forwarding emails. • Vartan, Ace, Norbert and Ryan to work on the removal of forwarding.	7/18/12	Moderate	Vartan	Ace, Ryan, Norbert	Technology	Transition	
154	7/11/12	Sharon	It was decided to leave the Meeting Maker server up until 7/29 to allow more time for calendar syncing. Stating 7/15 Exchange calendaring will be the source of truth of appointments. Sharon will send an email to all users so stating.	7/18/12	Critical	Sharon		Deployment/ User Experience	Completed	

Ref #	Date Identified	Reported By	Activity/Issue	Date Needed	Priority	Lead/ Owner	Verified/ Tested	Category	Status	Approved Completion
155	7/11/12	Vartan	Need to plan the appropriate steps and timing to remove Exchange 2007. 7/18 – 2007 is not necessary to migrate the few users missed that might come up from original migration. Working with Ryan, Norbert and Ace, Vartan will remove 2007.	7/18/12	Moderate	Vartan	Tom, Ryan, Norbert	Technology	Transition	
156	7/11/12	Jack	On 7/18 there will be an afternoon session for training and transition. Vartan will be on-site for the day. Jack will prepare an agenda. Please submit questions related to support of the Exchange environment to Jack to help use the time effectively.	7/18/12	Critical	Jack	Project Team	Technology - Deployment/ User Experience	Completed	
157	7/11/12	Sharon	Directory configuration for Mac Outlook client. Tom's team already knows we need this answer. Sharon to Tom - I need to know the configuration setup for the Apple Desktop Client to access the District Directory. I just got off the phone with Kam who claims it works and you don't need to do anything. Well, I can disagree that I don't need to do anything because mine doesn't work. I hope to have Kam show me the Apple client that has access to the District directory so I can see where my configuration went wrong.	7/30/12	Moderate	Vartan	Sharon	Deployment/ User Experience	In-Progress	
158	7/11/12	Susan	In the directory there are buttons titled "Arrange by name" & "A on top" which look like they should be links, but clicking them doesn't do anything. (Although you do get the hand pointer like with a link) Did this get turned off for some reason? From Chien - The sort order label works for private built contact and personal group list, but it does not work for the address book, this points to one question - access issue, I believe anything the user build for themselves can be sorted, what is the difference between the address book and individual contact list? How can we enable the same sorting function for company address book? From Matt - A little bit of Goggling suggests this is not permitted, and there are no hidden features or access issues that provide this functionality. I can imagine that Microsoft may have reasoned this is a good thing as you would not want users attempting large sorts of 1,000s (or 10,000s in larger organizations) of person entries. One must also consider the fact that address book entries are viewed as a single composite name. There is no applied use of separate first and last names when browsing the GAL. Exchange/Active Directory makes extensive use of the "Display Name" field, and this is one of those situations.	7/30/12	Moderate	Susan	Matt, Ryan, Chien	Deployment/ User Experience	In-Progress	

Ref #	Date Identified	Reported By	Activity/Issue	Date Needed	Priority	Lead/ Owner	Verified/ Tested	Category	Status	Approved Completion
159	7/18/12	Sharon	Terry is saying there is too much information about the system revealed to the users. Please add to punch list. Terry is saying there is too much information about the system revealed to the users. 7/18 - After review by the project team it was decided the information showing was okay.		Needs Review and Assignment			Deployment/ User Experience	Completed	
160	6/15/12	Sharon	Distribution lists: How are we setting up Distribution lists and what are rules we are going by right now for allowing users to add themselves to distribution lists? This is going to become important come post July 6th. Tom 6/18 - I am not aware of any discussions that have been held since the Exchange project began where there the topic of Exchange Calendaring invitation lists was brought up, what "rules" or policies govern them, and if there is even a way for people to opt in or opt out of an Exchange meeting invitation list.		Moderate	Sharon	Ryan, Matt, Norbert, Tom, Chien, Susan	Deployment/ User Experience	Transition	
161	6/15/12	Sharon	Distribution lists: Test options to make sure they work and what fits at FHDA. Then make policy decisions accordingly.	7/30/12	Moderate	Sharon	Ryan, Matt, Norbert, Tom, Chien, Susan	Deployment/ User Experience	Transition	
162	7/3/12	Chien for Joe M.	Appointment Invitation: This item is reopened : Duplicate invite –Joe - I am beginning to receive calendar requests from various folks on campus. I have noticed a couple of things you might want to investigate with your staff. 1. When I received an email alert about a new calendar request, it appears to be duplicated. By responding to one of the requests, the duplicate disappears and the notice indicates that I have responded to the request. In short, the calendar request functionality seems to be working, but I think the duplicate will confuse many users. 7/18 – During the project meeting this part of the issue was closed. It was felt the problem stopped when Notify-Link was turned off. However, later in the day it was reported happening again. Therefore it is reopened.	7/30/12	Critical	Chien	Vartan, Tom	Conversion/ Migration	In-progress	

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163	7/3/12	Chien for Joe M.	OWA freezing 2. When responding to a calendar request I have found that OWA freezes and can only be recovered by closing and restarting the browser and logging in again. I found this with requests from two different users. Before we push too hard on calendar conversion we should probably get this one resolved. Have you had any other reports of OWA locking up? 7/18 – During the project meeting it was discussed. The Call Center will compile a list of the tickets and what browsers and systems are being used. Then a determination of next steps will be decided.	7/30/12	Critical	Allyson	Ryan, Matt, Norbert, Tom, Vartan, Sharon	Conversion/ Migration	In-progress	
164	7/18/12	Jack	7/18 - After discussion, Sharon requested that the Auto-Discovery functionality be turned on for future connection to Outlook client.	7/30/12	Moderate	Vartan	Ryan	Technology	In-progress	
165	7/18/12	Jack	7/18 - User access to their personal Abaca Spam Quarantines and how they get authenticated. Currently, the entire authentication is using Sendmail account & password credentials. Tom will contact Abaca to work on details.	7/30/12	Moderate	Tom	Norbert, Ryan	Deployment/ User Experience	In-progress	
166	7/18/12	Jack	Use of the Exchange test system built for Matt's testing, how should it be deployed for future use? 7/18 – It was decided to leave the test system in place and deploy it for future testing of upgrades and issues.	7/30/12	Moderate	Tom		Technology	Transition	
167	7/18/12	Jack	Archiving is not configured, tested, and certified. How do proceed with this activity? 7/18 - STA to provide knowledge on the use of archiving including where to find information on the various methods. The team felt this is not a critical issues at this point and should be discussed as part of Phase 2 policy discussions.	7/30/12	Moderate	Vartan		Technology	Transition	