

**FHDA Communication Suite
Action Items and Issues**

July 25, 2012

Ref #	Date Identified	Reported By	Activity/Issue	Date Needed	Priority	Lead/Owner	Resource	Category	Status	Certified Completion
7	4/19/12	Project Agenda	<p>Document Exchange Environment</p> <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • 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	Tom, Jack	Conversion/ Migration	Transition	Tom/Chien
12	5/2/12	Sharon	<p>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.</p> <p>7/10 – Jack – Re assigned to Jack as part of transition planning.</p> <p>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.</p> <p>7/18 - 1. STA to provide information and services agreement for support and additional training as discussed. 2. Rob to provide Tom with needed contact information for VMware. (completed)</p> <p>7/25 – Jack to check with Rob on progress of services agreement</p>	7/30/12	Moderate	Rob	Vartan, Jack	Deployment/ User Experience	Transition	Chien

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20	5/16/12	Project Agenda	<p>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.</p> <p>7/18 – STA to provide knowledge of tools and reports available for benchmarking performance. These include:</p> <ul style="list-style-type: none"> o Disk usage & performance. o Growth/Trends. o STA recommends using tools that came with array to capture concurrent users. <p>Once the information is received Tom and Chien will review metrics for measuring performance.</p> <p>7/25 - Now that the load balancer is in place, Vartan will run one set of measurement per the above and document the process and where to find the information.</p>	7/27/12	Moderate	Vartan	Tom, Chien, Norbert, Ryan	Technology	Transition	Chien
84	6/4/12	Chien	<p>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.</p> <p>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.</p> <p>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.</p> <p>7/25 – The load balancer is in place. However, some client users are not connecting. Vartan to work with Tom’s group to resolve the issues.</p>	7/18/12	Critical	Tom	Norbert, Ryan, Vartan	Technology	In-progress	Chien

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114	6/14/12	Chien	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>7/25 – Kelly has started the work. Susan will make all her documentation available for use on the Web pages. The Exchange Project Web pages will remain the up until October.</p>	On-going	Moderate	Sharon	Kelly, Susan	Deployment/ User Experience	Transition	Sharon
148	7/10/12	Susan	<p>I've run into two problems: Second item Ref#152</p> <p>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.</p> <p>I then tried the same thing in OWA and did not have a problem:</p> <p>7/25 – This issue may be resolved once auto-discovery is turned on. Final testing and determination will be made after 7/27.</p>	7/30/12	Moderate	Vartan	Susan	Deployment/ User Experience	In-Progress	Susan

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149	7/10/12	Carol Cini	<p>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 "!":</p> <p>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.</p> <p>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.</p> <p>7/25 – After discussion and clarification it was returned to the Director Meeting for final decisions.</p>	7/30/12	Moderate	Chien	Sharon, Joe M.	Conversion/ Migration	Transition	Joe M.
152	7/10/12	Susan	<p>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.</p> <p>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.</p> <p>7/25 – This issue may be resolved once auto-discovery is turned on. Final testing and determination will be made after 7/27.</p>	7/30/12	Moderate	Vartan	Susan	Deployment/ User Experience	In-Progress	Susan

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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. <ul style="list-style-type: none"> • 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. 	8/6/12	Moderate	Tom	Ace, Ryan, Norbert, Vartan	Technology	Transition	Chien
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.	7/30/12	Moderate	Vartan	Tom, Ryan, Norbert	Technology	Transition	Tom
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. 7/25 – Need decision whether to make the white pages available to the general public. This will be further discussed in the Director's Meeting.	7/30/12	Moderate	Chien	Sharon, Joe M.	Deployment/ User Experience	In-Progress	Sharon
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. 7/25 - See Ref # 161	8/6/12	Moderate	Tom	Ryan, Matt, Norbert, Tom, Chien, Susan	Deployment/ User Experience	Transition	Chien

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161	6/15/12	Sharon	Distribution lists: Test options to make sure they work and what fits at FHDA. Then make policy decisions accordingly. 7/25 – A list of current distribution list in Sendmail will be forwarded to Sharon, Chien and Joe M. to decide what ones should be created in Exchange.	8/6/12	Moderate	Chien	Joe M., Sharon	Deployment/ User Experience	Transition	Chien
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	Sharon	Tom	Conversion/ Migration	In-progress	Chien
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	Chien
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	Chien
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	Tom

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166	7/18/12	Jack	Use of the Exchange test system built for Matt's testing, how should it be deployed for future use? <i>7/18</i> – It was decided to leave the test system in place and deploy it for future testing of upgrades and issues.	8/6/12	Moderate	Tom	Norbert, Ryan	Technology	Transition	Chien
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. <i>7/25</i> – Vartan will provide information as part of the documentation package.	7/30/12	Moderate	Vartan		Technology	Transition	Tom/Chien