

Microsoft 365 (M365)

CIO Forum

November 19, 2019

Agenda

- Microsoft 365 Project
 - Release 1 Summary
 - Release 2 Scope
 - Timeline
 - Executive Steering Committee
- M365 Cloud Transformation Program
 - Program Scope
 - Agency Consultations
 - Technical Pre-Requisites
 - Dashboards
 - eDiscovery and Records Retention
 - Shared Tenant Governance

WaTech M365 Project

Enhancement of the M365 Ecosystem,
including the Shared Tenant

Office 365 – Release 1 Summary

- Launched Services
 - Exchange Online
 - SharePoint Online
 - Skype for Business Online (no PBX support)
 - OneDrive
 - Office Suite (Word, PowerPoint, Excel)
- Captured documentation
 - Administrative Guides for Established Services ([v1.0 – located on O365 User Group SharePoint Site](#))
 - Terms of Service ([v1.0](#) – linked to Enterprise Shared Tenant [website](#))
- Cost Model
- Established Shared Tenant Governance Model

M365 Project – Scope for Release 2

- Launch additional services
 - Teams
 - Dynamics 365
 - Intune
- Documentation
 - Service Guides
 - Data Protection Guide (AIP and DLP)
 - Dynamics 365 Guide (CRM and F&O)
 - Portals Guide (features and locations)
 - Teams Admin Guide
 - Intune Admin Guide
 - Azure Active Directory Guide
 - Tools & Enablers
 - eDiscovery/Retention Guide
 - IronPort Business Case
 - Vault Business Case
 - Governance Model Updates
 - Cost Model One-Pager
 - Terms of Service (ToS) Updates
- Public Folders Migration to Modern Public Folders



M365 Project – Timeline



Executive Steering Committee

- Matthew Oram, DFW
- John Buckley, DFW
- Cody Makiva, ECY
- Adam Johnson, DOC
- Debbie Frost, DSHS
- Charlene Wahl, DSHS
- Donna Edwards, WaTech
- Mark Quimby, WaTech
- Scott Barringer, WaTech
- Vinod Brahmapuram, WaTech

WaTech M365 Cloud Transformation Program

Agency Consultations, Onboarding and
Migration to the M365 Ecosystem, including the
Shared Tenant

Cloud Transformation Program – Scope

- Program Engagement Plan
- Program Roadmap – June 2022
- Oversight of Agency Consultations, Onboarding Engagements, and Pre-Migration Activities
- Coordination, Prioritization, and Oversight of Individual Migration Projects
- Resource Library – Lessons Learned and Organizational Assets
- Risk Management and Escalation
- Communication Plan

Agency Consultations

- Department of Fish & Wildlife
- Department of Natural Resources
- Department of Corrections
- Department of Health
- Department of Revenue
- Department of Veteran's Affairs
- Department of Ecology
- Employment Security Department
- Office of the State Auditor
- Washington Military Department
- Recreation & Conservation Office
- Washington State Parks
- Washington Student Achievement Council
- Washington Traffic Safety Commission



Agency Consultations (continued)

- eCLient Agencies:
 - State Board of Accountancy
 - State Arts Commission
 - Department of Archeology and Historic Preservation
 - WA State Historical Society
 - Office of Civil Legal Aid
 - Public Disclosure Commission
 - Board of Tax Appeals
 - WA State Commission on African American Affairs
 - WA State Commission on Asian Pacific Affairs
 - Caseload Forecast Council
 - WA State Commission on Hispanic Affairs
 - Citizen's Commission on Salaries for Elected Officials
 - Environmental & Land Use Hearings Office
 - Governor's Office of Indian Affairs



Department of Fish & Wildlife

Agency Update

Department of Ecology

Agency Update

Department of Corrections

Agency Update

Department of Social & Health Services

Agency Update

The “Big Five”:

1. Register agency namespace to the shared tenant (example: watech.wa.gov)
2. Register agency namespace in the Exchange Hybrid
3. Synchronize EAD with AAD
4. For Agencies using WaTech Skype, update DNS record from sip.wa.gov to sip.agency.wa.gov
5. Licensing



Dashboards ([SharePoint Online Reports Site](#))

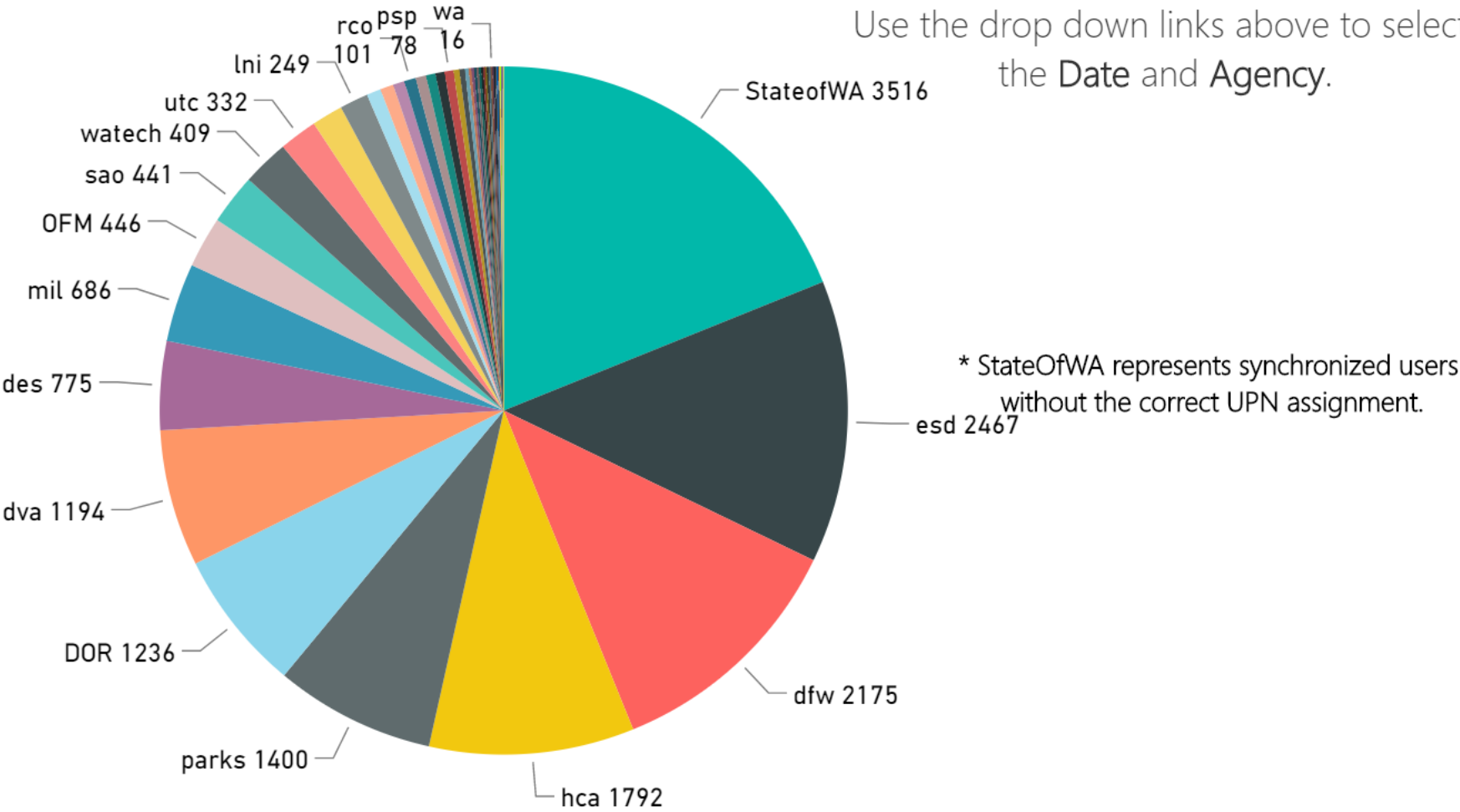
Namespace Count

54

Total User Count

18,600

Use the drop down links above to select the Date and Agency.



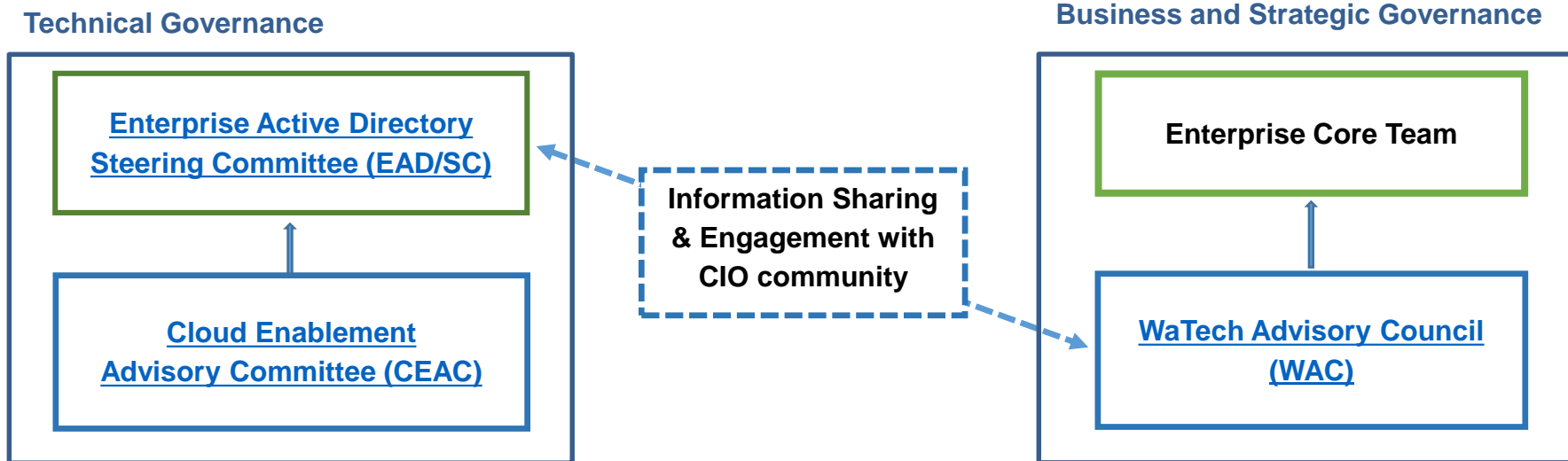
* StateOfWA represents synchronized users without the correct UPN assignment.

eDiscovery and Records Retention

- Advanced eDiscovery v2.0
 - Microsoft Update
- Epiq Global Engagement
 - Kickoff 11/20/2019



Shared Tenant Governance



Questions?

Angie Ragan, Cloud Services Manager, Computing Services
angie.ragan@watech.wa.gov

Carrie Gonzalez, Senior Project Manager, Transformation Office
carrie.gonzalez@watech.wa.gov

M365 WaTech Implementation

November 19, 2019

Agenda

- The Mission
- Migration & Implementation
- Our Decisions
- Things to Consider

Implement Microsoft Office 365

- Microsoft Exchange Online
- OneDrive
- Skype Online
- SharePoint Online

Migration & Implementation

- Our implementation order:
 - OneDrive
 - Exchange Online
 - Skype Online vs. Skype on premise
 - SharePoint Online
- Resource availability

Records Retention

- Exchange Archive follows the same retention requirements as Vault
- Migration proceeded without records policy configured for current documents into SharePoint and OneDrive

Vault Migration

- Existing vault (prior to Exchange migration) remains on premise
- Options for Vault migration currently being explored

Skype for Business on premise

- Implementation of Skype Online resulted in loss of functionality
- Call in capability
- Unable to chat with Agencies due to DNS records missing

Implement Teams internally only

- Teams allows for enhanced collaboration within projects and lines of business.
- Create Governance and Standards

Azure Information Protection Policy

- Allows for enhanced data security on emails and Microsoft documents (word, excel, etc)

Mail Flow

- Initial implementation would remain on premise to allow further discovery and configuration for Exchange Online Protection

Things to Consider

Global Access List (GAL)

- Only state agencies synced to Azure Active Directory (AAD) will display in the GAL
- Calendars can only be viewed for staff working in agencies synced to AAD
- GAL can be exported and uploaded to contacts in Outlook using a CSV file. (Updated monthly)
- Searchable list on intranet for end users

Shared mailboxes

- Inventory your shared mailboxes and plan business uses for migration

... things to consider

Inventory your distribution lists

- Ensure contacts in your distribution lists (DLs) are accounted for in the GAL prior to implementation.

End Users Experience

- Multi-Factor Authentication requirements are new for some.
- Azure Information Protection labels and reason for use can be confusing.
- One Drive is a redirection, not a migration. All documents in the personal drive should display in their One Drive.
- Conduct orientations, trainings, and forums to provide feedback during and post implementation.
- Communicate, communicate, communicate!

Open discussion

What's on your mind?
