

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

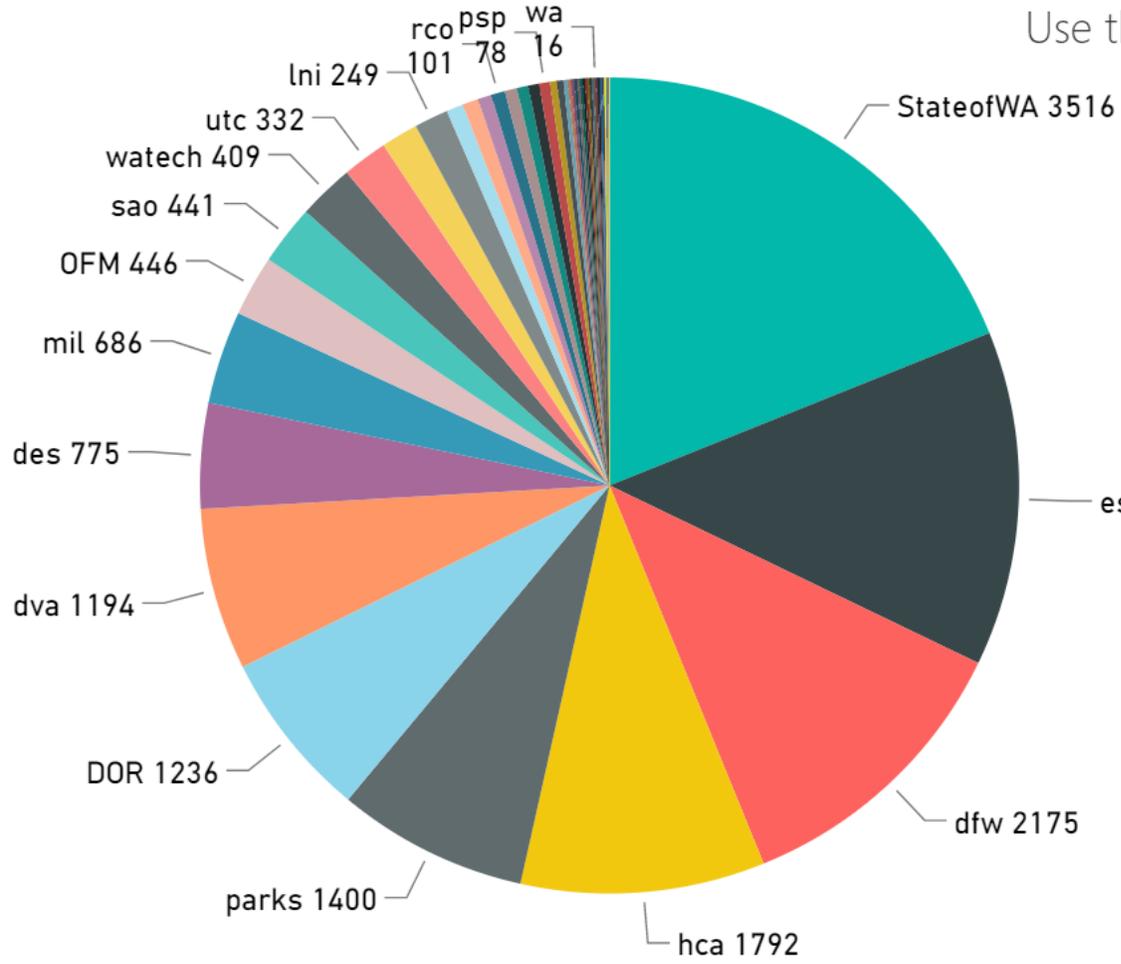
Namespace Count

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.

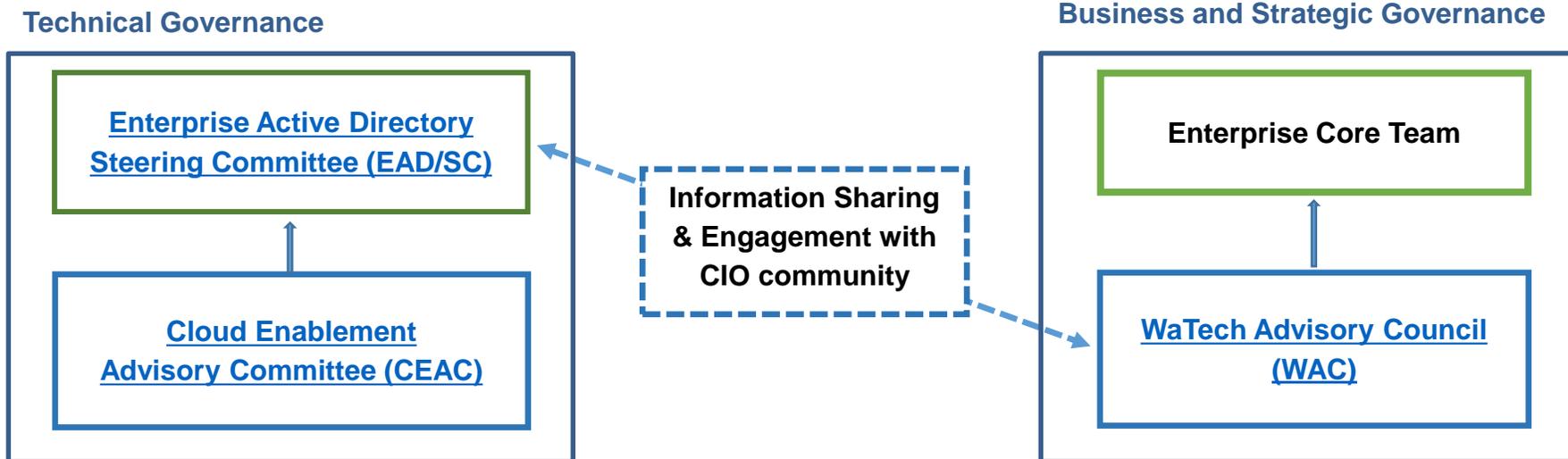
- Agency
- StateofWA
- esd
- dfw
- hca
- parks
- DOR
- dva
- des
- mil
- OFM
- sao
- watech
- utc
- drs
- lmi
- gov
- sib
- doc1
- rco
- dsb
- dol
- ecy
- psp
- wtsc
- wsac
- wssda

# 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](mailto:angie.ragan@watech.wa.gov)

Carrie Gonzalez, Senior Project Manager, Transformation Office  
[carrie.gonzalez@watech.wa.gov](mailto: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?

---