UNIVERSITY of VIRGINIA

ORGANIZATIONAL EXCELLENCE

ENGAGE. SIMPLIFY. ENABLE THE MISSION.

Organizational Excellence
Initiative Summary

Initiative Title: Email Consolidation

Initiative Contacts:
Dana German, CIO Strategic Projects and Initiatives, 243-4914; dba4c@virginia.edu

Initiative Sponsor:
- Rick Downs, ITS – Enterprise Infrastructure, 924-0653; rtd2m@virginia.edu
- Organizational Excellence Leadership Council – Bob Pianta, Chair
  (Project updates will be provided and requests for input on decisions as needed)

Core Team Members (Phase I):

Dana German – PM Oversight/Sponsor	CIO Strategic Projects and Initiatives
Rick Downs –Sponsor	ITS Enterprise Infrastructure
Christy Joseph	CIO Strategic Projects and Initiatives
Jeff Collyer	ITS Enterprise Infrastructure
Brian Davis	ISPRO
Sandy German	ITS User Experience and Engagement
Antonio Rice	ITS User Experience and Engagement
Andrew Dean	ITS Enterprise Infrastructure
Dawn Sprouse	ITS User Experience and Engagement

Advisory Committee (Subcommittee of ITAC):

Robin Ruggaber	University Library
Keith Payne	Darden Graduate School of Business
Scott Adams	Batten School
Eric Meier	McIntire
Charles Huffman	School of Nursing
Bob Hutchison	School of Continuing and Professional Studies
Aron Teel	Arts and Sciences
Gary Li and Scott Ruffner	Engineering

Problem Statement:

The University community relies heavily upon email as a primary communication tool. There are currently two centrally managed email systems (CMS and Microsoft Exchange), and at least three other units also run Microsoft Exchange email servers as separate email systems (Medical Center, McIntire, Darden). Multiple email systems result in redundant costs and can create challenges for University-related communication and meeting/event scheduling.

Project Overview:

Project Description

A unified system for email will reduce infrastructure costs and enable faculty and staff to engage and communicate more efficiently, a savings of time and effort. The first phase will consolidate central systems, and develop a plan for the subsequent phase to consolidate individual school or unit systems, where appropriate.

Calendaring integration between central (ITS) and Medical Center (HSTS) Exchange systems will be implemented during the first phase. Calendar integration with other University Exchange systems is also under consideration as part of the overall project scope.

Scope

- Integration of central ITS Exchange calendaring system with Medical Center Exchange calendaring system
- Retirement of the central CMS email system
    - De-activation of completely dormant accounts
    - Migration of all active faculty/staff CMS email accounts/messages to the central Exchange email system
    - Plan for the notification and transition of all other 'active' CMS email accounts (retirees, affiliates, others) to facilitate CMS retirement
- Consider consolidation of other University Exchange email systems
    - Identify any compelling or constraining need for any school or unit that can not be supported by a centralized email system

- Finalize plan for 'future' state of central ITS email system for faculty/staff (Cloud versus internally hosted)
- Consider "future" state of cloud-based student email systems
    - Consider alternative cloud providers and potential faculty/staff calendaring integration, including pros and cons with each system option (such as seamless transition to alumni email for life)
    - Recommend and/or affirm long-term option.

Project Goals/Objectives:

<u>Goals:</u>

This project is being implemented to achieve the following goals:

- Increase in University productivity associated with meeting/event scheduling
- Near-term elimination of the costs and inefficiencies associated with the administration of multiple central email systems
- Longer-term plan for potential additional efficiencies and cost savings associated with institutional communication and collaboration
  - Possible additional consolidation of other school email systems
  - Possible move from on-premise Exchange to a cloud-based system
  - Possible migration of student email

Timeline:

<u>Milestone Event</u>	<u>Completion Dates</u>
Central Exchange and Medical Center Exchange Calendar Integration	Mar 2015 - June 2015
Plan for 'future' state faculty/staff/student email	June 2015
Phased migration of faculty/staff email from CMS to Exchange	Dec 2015
Additional consolidation/integration of other University email systems	TBD