

Email / Exchange Project



Project Initiation Document

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Project will also have input from the University Operations Group, including Malcolm Ryan

Background

The University currently has three main mail server systems for staff (Unix, Netware and Lotus Notes) accessed by a number of different clients (e.g. Pegasus, Lotus Notes, Webmail) and connection methods (e.g. IMAP, POP, Netware/Pegasus). Following a review of the efficiency of all these systems, a need was felt for a University-wide common email system, which would be integrated with office automation products to improve business performance and user convenience.

Aims and objectives:

Implement a new University-wide common email system using Microsoft Exchange Server 2007 whilst taking account of existing practices.
The new system should be easily accessible by staff from both inside and outside the university network.

Overall approach:

Retain existing Unix-based mail gateways and spam/virus scanners.
Develop Exchange alongside existing Unix, Netware and Lotus Notes mailstores.
Phased migration of users onto Exchange.
Cease setting up user accounts on legacy mail systems e.g. POP and Pegasus.

Project outputs:

University-wide Active Directory environment controlled, maintained and supported by the Office of ILS, incorporating or linked with existing Active Directories (e.g. School of CMS).

University-wide mail system based on Exchange and Outlook.

Project outcomes:

Improved business performance and user convenience.

Simplified user support.

A mail system that is resilient, reliable, secure and easily adaptable for legislation compliance.

Act as a catalyst for a phased approach to future changes to the student mail system.

Link to other ICT projects e.g. SAN storage.

Project impact

Need for users to learn how to use new system.

Need for user support staff to learn how to support it.

Need for system administration staff to learn how to maintain it.

Project timeline (initial rough estimates)

12/07 Determine system requirements based on recommended design from ICM.

12/07 Initial training for system administration staff.

01/08-04/08 Set up temporary system for testing and familiarisation.

03/08 Order servers.

03/08 Order any additional software required.

04/08-05/08 Install hardware.

05/08 Install Windows Server 2003 on servers

05/08 Install AD and configure with initial population for testing.

05/08 Determine how to link with existing CMS Active Directory.

05/08 Install and configure Exchange. Connect to SAN.

05/08 Training for additional system administration and support staff.

05/08-07/08 Communicate progress to users via ICT bulletins.

06/08 Install and configure Outlook on selected PCs for testing.

06/08 Testing and familiarisation (selected ICT staff)

06/08 Integrate with existing mail gateways, mailing lists, address books etc.

06/08 Decide on if and how to convert contents of existing mailboxes.

06/08 Set up mechanism for synchronising AD with user database and/or new IDM.

06/08 Training and documentation on Outlook for users.

07/08 Further testing with wider group of users.

08/08 Start phased migration of staff mail accounts.

Project risks

Demands on time of system administration staff.

Neglect of ongoing maintenance of existing services.

Disruption to users.

Loss of mail functionality provided in current mail clients.

Loss of other functionality e.g. in Lotus Notes.

Resistance to change by some users.

User errors and difficulties during the learning phase while the system is unfamiliar to them.