Attendees

Kim Affolder, Sponsored Projects
Rebecca Richards, UITC
Dawn Hunziker, Disability Resources
Diane Collins, Student Union
Randy Matthews, PDC
Kevin Long, Animal Care
Phil Davis, COH

Kelley Bogart, ISO
Brian Dunkle, College of Medicine
Jessica Woodworth, UITC
Patti Fastje, UITC
Tammy Strom, FSO
Seve Machtley, Family & Community Med
Barry Mccabe, EEB

Gil Salazar, CALS
Christina Orringer, Math
Vanessa Garrison, SBS Tech
Nova Hinrichs, Cognitive Science
Matthew Goodwin, Eller
Ryan Duitman, UITC

I. Introduction—Kate Rehkoph 2:30
   a. Purpose of the Guidance Committee and overview of agenda

II. Resolved Issues
   a. ITAR-compliance
   b. Domain-naming issues
   c. Email.arizona.edu page
   d. Complete v. staged rollout
   e. Account creation
   f. Password synchronization

III. Outstanding Issues
   a. Accounts for retired staff
      i. UITC previously announced that this issue would be moved to Phase 3.
      ii. However, UITC is exploring a new timeline for retired staff.
      iii. There is no pressure to move this sooner, but UITC feels more comfortable taking this on.
      iv. The timeline will be updated to reflect this change.
         1. However it is not certain the exact timeline.
         2. Retired staff migration will not be in Phase 3 anymore.
         3. At the next meeting there will be an update on this issue.
   b. Migration strategy for Meeting Maker calendars
      i. As previously announced, Meeting Maker data will not be migrated centrally; however information will be provided on how to migrate data.
      ii. Reminder: Room accounts need to be created centrally.
      iii. There is a Meeting Maker liaisons meeting this Friday
      iv. There will be a Meeting Maker IT staff meeting next week.
         1. If you haven’t heard about this meeting, send Patti an email
         2. UITA requests more IT staff to participate in order to better prepare for migration.
   c. Groups and distribution lists
      i. UITC will provide documentation on distribution list—how to use them, how they differ from listserv and departmental account, and so on.
      ii. For those with a presence in CatNet, you can administer them yourselves.
         1. If you don’t know what this means, do not worry about it.
   d. Mobile device synchronization
      i. UITC believes that mobile device synchronization should work well for everything except BlackBerries.
1. Anything with Active Synch technology should work fine.
   ii. UITS is looking to fund AstraSynch site licenses for campus.
       i. CIO will provide information before the migration on how to obtain these licenses.

e. Pre-migration prep by end users
   i. UITS is working on documentation for IT staff as well as end users.
   ii. There should be some sample documentation available by next week.

f. DSVs and departmental accounts
   i. Previously, UITS discussed charging for these accounts.
   ii. However, based on feedback, there will be no cost for these accounts.
       1. Feedback from campus community said that this would be a limiting factor.
       2. However, UITS will remain vigilant about the use of these accounts. If accounts are created but not used, UITS might return to the fee policy.
   iii. Users should be aware that their current accounts might have a name change.

g. Student employee accounts
   i. If student employees manage calendaring, the sponsoring organization will need to get a DSV for them.
       1. When applying for the DSV, use a generic name for the position—do not link the DSV to a person’s name. The DSV needs to be clearly differentiated from their student NetID.
   ii. For student employees who just need to view your calendar, there are other ways to do that. Documentation will be forthcoming on how to do this.

h. Mailbox forwarding
   i. Many people currently forward their work email to another account.
   ii. In UAConnect, forwarding is not something that can be done by the end user.
       1. Users must submit a request that goes through 24/7.
       2. There will be a process for this.

i. Fees
   i. UITS had proposed cost recovery fees for DSV and departmental accounts.
       1. The intent was to make sure that those accounts were needed for business processes.
       2. Instead of fees, UITS is asking everyone to be cognizant of the cost incurred with each account.
       3. UITS will track these accounts to ensure that they are not a large burden for the institution.
       4. All accounts will have to be pro-actively renewed every year.

j. Spam filtering
   i. This is a new issue that needs feedback from the community. Technical advice and questions are welcome after the meeting so as not to bog down the meeting with the technical details.
   ii. Currently, spam filtering on the Microsoft side has been somewhat problematic.
       1. Microsoft’s spam filtering catches things well, and it sends a message to the user ask if the message is safe.
       2. However, that message can take up to three days for the user to receive.
       3. UITS has had to disable that feature because it has delayed important emails.
   iii. There is the option of local spam filtering.
       1. Local spam filtering will continue.
       2. But after migration, the messages that are filtered will not be retrievable.
   iv. UAConnect has the option of deciding between very little spam filtering or waiting three days to see a spam-filtering message.
       1. Question 1: What is the false positive account on that?
1. **Answer 1:** There isn’t a false positive account because UA’s email usage is not typical to Microsoft corporations. Microsoft does not have anything for us.

2. **Question 2:** Within the building/UITs pilot, there were enough important emails caught spam-filtering had to be stopped?
   a. **Question 2:** Yes, UITS could provide anecdotal evidence for many situations where the Microsoft filtering caused problems for business communications.

3. **Question 3:** It sounds like we have very little control over spam filtering in UAConnect. Is that right?
   a. **Answer 3:** When you have a hosted environment, you lose granular control over settings such as spam filtering.

v. **UITs will continue to solicit feedback on this issue.**

vi. **There will be client documentation on how to turn on/off/configure personalized spam settings.**

k. **Departmental email domain**
   i. **Question 4:** Can I still have my department email address in addition to email.arizona.edu?
      1. **Answer 4:** Yes. UITS is trying to be transparent about this issue; there is a potential problem with sending email as the departmental email address.
      2. Currently, it looks like you cannot send email from the departmental address.
      3. **UITs is exploring options to see what users can do to send from a departmental address.**
   
ii. **Question 5:** Can’t the user set up an identity in Outlook?
      1. **Answer 5:** The problem is not setting up the identity. The problem is that you cannot send from that identity. The problem is not on the client side.
      
iii. **UITs has been looking at options since this issue came up at 11am today.**

iv. **Virtual domains in the current central email system will get email about this situation.**

IV. **Timeline**

a. It has not changed.

b. Currently, UAConnect is in the pilot for UITS and Mosaic.
   i. 177 people in production.
   ii. IT staff on campus are in the test environment.
   iii. **Question 6:** Where can we get on the pilot?
      1. **Answer 6:** IMAP for the test environment is the same as production environment. UITS will get them to you.

   c. There will be lots of support documentation, but nothing has been published yet. It will be published on the UAConnect Ning site.
   i. **UITs requests feedback on documentation. What additional documents would you like to see?**

d. Campus deployment begins in November.

e. There will be many meetings in the next few weeks, especially to deal with Meeting Maker issues, as this will be the most challenging issue in the migration.

f. If your department is a non-Meeting Maker user, and you would like to use UAConnect sooner rather than later, please let UITS know.

g. **Question 7:** Audience member requested to be migrated about a week ago. However, he reports that he is still “number 21 in a queue." When will he be migrated?
   i. **Answer 7:** There is no "migration,"—only activation. That queue is never going to happen. The user is connected.
   ii. Users can use 24/7 for help with the test environment. Email 24/7 with subject line UAConnect Test.
V. Project Update
   a. Next Meeting October 26th SUMC Tubac room, 2:30-3:30pm.
   b. NetManagers information and NetDiscuss listservs information is up in the front of the room.
   c. Please talk to your IT staff on technical details. They will relay the information to UITS.
   d. Use the website with form for recommendations and requests: uits.arizona.edu/uaconnect
   e. Demos coming up in Gallagher Theater (2pm), USA building Room 104 (October 20, 10:30am), UMC, DuVal auditorium (October 26, 10:30am)

VI. Feedback
   a. Question 8: Will the demo on Thursday be the same as the last demo?
      i. Answer 1: Yes. However, brown bags will begin soon. The brown bags will have more specific information. Also, UITS is working on some quick videos.
         1. Audience member reminded that there needs to be captioning for those videos.

VII. Conclusion 3:30