Email Service for Faculty and Staff

FAQs

March 15th 2010

1. How's the Exchange 2007 Upgrade coming along?

- As of Friday March 12th 2010:

  - 3,067 mailboxes have been migrated (59% complete)
    - 239 Blackberry users
    - 2,828 non-Blackberry users

  - 2,170 mailboxes still to go (41% remaining)
    - 409 Blackberry users
    - 1,761 non-Blackberry users
    - mostly complete by End of March

Department Migrations - Complete

- Advancement Services & Alumni Affairs (333 mailboxes)
- Enrolment Services (678 mailboxes)
- Faculty of Law (155 mailboxes)
- Faculty of Science (81 mailboxes)
- Finance (172 mailboxes)
- Human Resources (133 mailboxes)
- Information Technology (307 mailboxes)
- Library (77 mailboxes)
- OLT (85 mailboxes)
- Sauder School of Business (903 mailboxes)
- Student Housing and Hospitality (102 mailboxes)

Small Department Migrations - Complete

- The Faculty Association
- Applied Ethics
- Arts Co-op Program
- Carl Wieman Science Education Initiative Office
- Department of Sociology
- Earth and Ocean Sciences
- Economics
- First Nations House of Learning
- Lithoprobe
- Michael Smith Laboratories
- Museum of Anthropology
- Pacific Affairs
- Pharmaceutical Science
- School of Population and Public Health

Exchange 2007 Migration Challenges

- Multiple E-mail Domain Support

- Blackberry Migrations

- Entourage Client Issues

- Support and Resource Issues

Known Issues have been documented here:

- http://www.it.ubc.ca/projects/Exchange_2007_Upgrade_Project_Summary/Exchange_2007_Upgrade-Known_Issues.html

2. How are you able to accommodate 20K faculty and staff accounts ?

- Currently building email infrastructure

- Physical build by April 1, 2010

- Beta testers > April 1st to April 15th

2. How are you able to accommodate 20K faculty and staff accounts ?

- Create new accounts > April 16th to May 30th

    - not available
        - GAL-F/B not available between 2007(mercury) and new forest
        - Blackberry service on new forest
        - Migration service

3. When's the full service available?

- June 1st

4. What's the mailbox size?

- 1 GB

5. Who's eligible?

- Staff
  - with an active employee number
    in the UBC HRMS

- Faculty

Category	Eligible
Full time / Regular	Yes
Sessional (~409)	Yes
Visiting (~230)	No
Clinical (~4K)	Yes
Emiritus (~95)	Yes
Honorary (~113)	No

6. How do we request for the service?

- Web form will be available on the UBC IT site starting March 26th

7. How do I get additional information?

- More email and web communications are going out in the next couple of weeks

- Email [mark.belsito@ubc. ca](mailto:mark.belsito@ubc.ca) or liza.jose@ubc.ca