The UH E-mail Implementation Project

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Presentation Overview

Vital Services and UH E-mail
- A Two-Slide History of UH E-mail Services
- Peering into the Immediate Future, February
- Further Out, Related Services

A Two-Slide History of UH E-mail Services

84, E-mail Available Across Campus via the Campus Research Network.
86, MM mail debuts, running on a VAX.
87, BITNET arrives on the IBM mainframe, E-mail to the mainland becomes possible.
89, Internet debuts; TELNET and USENET.

Vital Services and UH E-mail

- THE Most Vital of the Vital Services
  - Phone and Snail Mail Bypassed
  - Distance Learning Support Tool
  - Collaborative Tool
  - Business Processes Communications

A Two-Slide History of UH E-mail Services

94, UH Institutes Access for All Policy.
96, ITS Formed, David Lassner Directing.
96, Current E-mail Architecture Implemented.
97, Disk Quotas Implemented and Enforced.
01, Enterprise Antivirus Scanners Implemented.
02, New E-mail Architecture Unveiled.
Peering into the Immediate Future, February
- Industrial Strength Servers and Services
- High Availability Design
- Improved Reliability
- Room for Continued Growth
- Final Demise of ProcMail Filtering
- New Improved Webmail

High Availability

Peering into the Immediate Future, February
- Industrial Strength Servers and Services
- High Availability Design
- Improved Reliability
- Room for Continued Growth
- Final Demise of ProcMail Filtering
- New Improved Webmail

E-mail Growth

Further Out, Related Services
- Preferred E-mail Address Support
- White Pages E-mail Address Lookups
- First.Last Name Support
- Secure Access (SSL)
- Automation of Class Mailing Lists
- Enterprise WebCalendar
- Palm Calendar Synchronization
The Migration Strategy

- Implement New Architecture
- Train ITS Staff to Provide Support
- Provide Advanced Announcements
- Migrate Old Mail Folders
- Eliminate Old Architecture
- Provide Self-Service Tools

Migration Statistics

- Approximately 50,000 individual E-mail accounts.
- 90 Gbytes of Pine inbox mail folders
- 36 Gbytes of other default mail
- Folder Migration Rate of up to 4 Gbytes per hour in testing
- Migration Run-Time of 36 hours or shorter

What Does This Mean for Me?

- Will This Interfere with My Work?
- Is It Possible to Migrate and Keep Mail Up?
- Could Mail Get Lost During Migration?
- Can the Old Mail Services Remain Available?

What Does This Mean for Me?

- Vacation/Forwarding Functionality has Changed.
- Quota Management has Changed.
- Will I have to Learn Something New?

Finding My Profile

- Standard Pine User (21,250 users, 42.5% of community)
- Creative Pine User (3,750 users, 7.5% of community)
- POP3 Client User (23,000 users, 46% of community)

Finding My Profile

- IMAP Client User (1,000 users, 2% of community)
- Webmail User (1,000 users, 2% of community)
Webmail Requirements
- Requires Java Enabled Browser
  - IE 5.5 or Netscape 4.7x for PC, or
  - IE 5.01 or Netscape 4.7x for Mac
- Requires Networked Computer
- Requires an ITS Username and Password to Authenticate

Webmail vs. Pine, A New Opportunity
- Access to E-mail Via Browser, Available From Office or Home
- Intuitive, Easy to Use, includes On-line Help
- Easy to Send/Receive Attachments
- Vacation/Forward Implemented from Webmail, not Unix

Getting Ready
- Clean Up Old E-mail Now
- Use the Self-Discovery Tool Now
- Read to Be Prepared

New Webmail Features
- Reply to All Feature
- Address Book
- Search Feature
- Sort Feature
- Can Create New Mail Folders
- Multiple Selection of Messages
- Return Receipt Acknowledgement

E-mail Self-Service Tools
- Profile Self-Discovery Tool
- Folder Migration Tool
- Address Book Migration Tool

E-mail User-Support Documentation
- E-mail Client Impact by Profile
- New Webmail User Guide
- Updated Mail Client Documents
- Updated Help Desk Web Pages*
  - FAQ for E-mail
  - FAQ for Unix (quota)
* On-line After Migration
Summary

- New E-mail server – hardware architecture
- New E-mail services – better IMAP, whitepages
- New Webmail – easier to use, GUI, widely accessible
- Overall – more stable, more efficient, faster, larger capacity
- Mark your Calendar: February 16-18, Mail Migration

Questions?

- Project Website
  http://www.hawaii.edu/projectemail
- Help Desk
  http://www.hawaii.edu/help
- ITS Account Life Cycle
  http://www.hawaii.edu/infotech/lifecycle.html

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