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

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Presentation Overview

- The Migration Strategy
- What Does this Mean for Me?
- Tools and Documentation
- Summary
- Questions
- Useful Links
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

1984, E-mail Available Across Campus via the Campus Research Network.

1986, MM mail debuts, running on a VAX.

1987, BITNET arrives on the IBM mainframe, E-mail to the mainland becomes possible.

1989, Internet debuts; TELNET and USENET.

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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
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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)

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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
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
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
E-mail Self-Service Tools

- Profile Self-Discovery Tool
- Folder Migration Tool
- Address Book Migration Tool
Getting Ready

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