

General Approach

The general approach will be to move the faculty, staff, and students from FirstClass to Gmail at one or two campuses at a time. After a person has been moved to Gmail they will still be able to log into FirstClass to access their contacts and calendar and to access and post to conferences, but they will not receive Email into their FirstClass account - all incoming Email will go to their Gmail account. After all users have been moved to Gmail and required conferences have been set up in the Portal – probably around October – we will start disabling access to the FirstClass accounts.

For each campus the order of events leading up to the move from FirstClass to Gmail will be as follows:

- One week prior to the move Emails will be sent to each person reminding them of the coming move and giving them information on how they will be able to access the Gmail system after the conversion.
- During the week before the move the PC Administrators at each campus will schedule training sessions to demonstrate use of Gmail. These sessions will concentrate on the basic features necessary for people to get started with Gmail. Specialized features – e.g. use of Goggle Docs, on-line chat, synchronization with hand held devices – will be deferred to later sessions.
- Before the start of the move the ‘business’ accounts identified as required by each campus will be created. The format for these Email addresses is defined in the document titled ‘User-ids, Passwords & Email Addresses’.

Also note that:

- Once a user has been moved to Gmail, their account on the FirstClass server will no longer be able to receive Email. All incoming Email will be sent to the user’s Gmail account. Users will be expected to review the results of the move and let us know if there are issues (e.g. missing or corrupt Emails).
- Based on previous experience we anticipate there may be issues in moving users with large Email accounts (i.e. using more than 500MB of storage space). If we run into problems moving these accounts we may defer their move until after all the other accounts have been moved.
- Moving personal Calendars and Contacts will be a semi-automated process. We will provide a migration tool with detailed instructions on how to use it to move personal calendars and contacts from FirstClass to Gmail.
- For the period of time when some users will be on Gmail and some on FirstClass, scheduling of events involving different participants needs to be coordinated through Email as the calendar function will not be expandable between two systems.
- When employees are first moved to Gmail their password will be preset to xxxxmmdd where xxxx is the last four digits of their social security number and

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mmdd is their date of birth. Users will be REQUIRED to reset their password using the password functionality of the Identity Management (IDM) System.

- Students and faculty associated with the Ph.D. Program in Leadership and Change will remain on FirstClass and not be moved to Gmail until around June 2010. They will have access to the Portal.

*Expected Timeline*¹

Activity	Target Dates
Move IT Staff and between 6 and 12 “early adopters” at each campus to Gmail. An Email will be sent to the early adopters prior to their move to Gmail explaining how the move will affect them. <ul style="list-style-type: none">• This will give us time to find problems and resolve them before migration of larger groups. This group of users must expect problems.• The PC Administrators will also be expected to provide training at their campuses when others are converted and this will give them opportunity to learn the system prior to others converting.• The “early adopters” will also be expected to act as resources at their campuses for those who may be having problems later.	June 26 th – July 31 st
Complete and publish FAQs and on-line tutorials for both Gmail and the Portal. Also train the help desk in how to answer questions related to the Gmail conversion and the Portal.	July 31 st
--- IDM project completed and Portal Vers 1 ready for launch by August 14th ---	
FirstClass conferences will be moved to the Portal from August through September. We will attempt to move campus conferences in the same order that campus Email users are being moved to Gmail.	Aug - Sept
Move employees and students at New England to Gmail. (NOTE: See above for list of activities leading up to the conversion at each campus)	Aug 14 th – Aug 16 th

¹ These are projected timelines based on the expected date for completion of the Identity Management (Idm) System. If the Idm system is delayed then the dates for the Portal launch and Gmail conversion will also have to be moved back.

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Activity	Target Dates
Move employees and students at Santa Barbara, Los Angeles, University Administration, and WYSO to Gmail.	Aug 21 st – Aug 23 rd
Move Seattle employees and students to Gmail.	Aug 28 th – Aug 30 th
Move McGregor employees and students to Gmail.	Sep 4 th – Sep 6 th
Move any employee accounts that were not able to be moved above because of storage size or other issues.	Sep 7 th - Sep 30 th
Move Alumni Email accounts to Gmail.	Starting September
