A modern email service for the UN
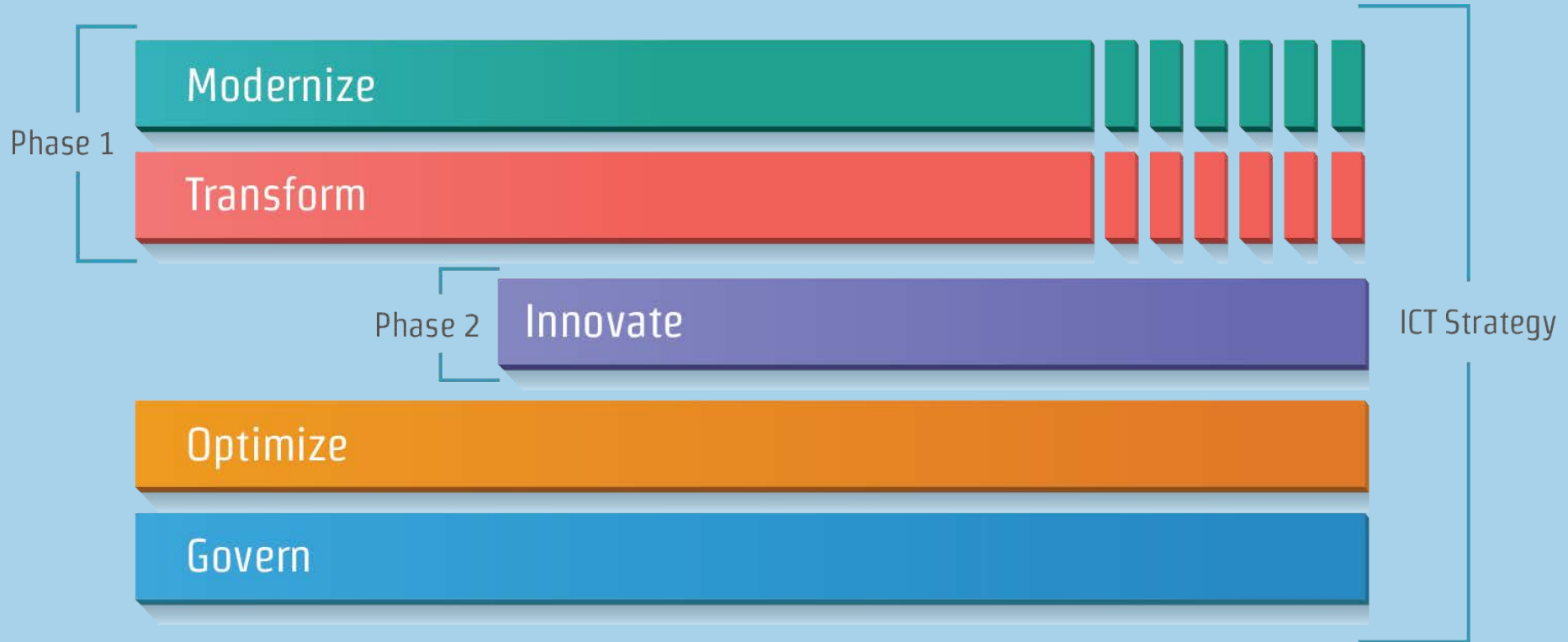
unite mail

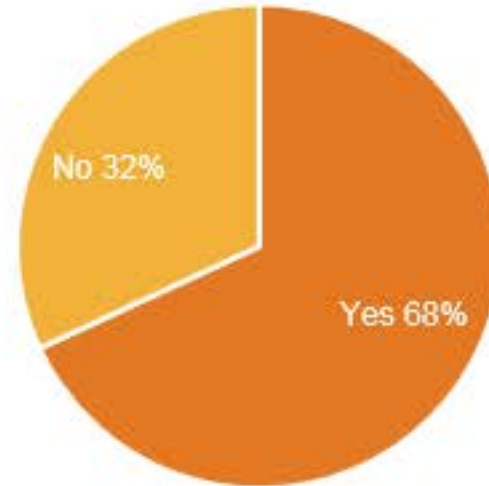**Unite Mail Townhall**
23 May 2017

unite

information · innovation · transformation
technology for a better world

Unite Mail survey to date

Almost 70% have used Outlook before

Over 50% feel they are "somewhat experience" or "very experience" with Outlook

Agenda

1 Deployment Schedule

2 Benefits of Unite Mail

3 What Will We Get?

4 What Will Be Migrated?

5 Prepare for Migration

6 Unite Mail Sneak Preview

7 Communications

8 Key Resources

9 Successful Examples

unite mail — 2017 deployment schedule by entity*

unite.un.org/office365

January	February	March	April	May	June	July	August	September	October	November	December

OCHA (global)

ECA

OICT

ESCAP

ESCWA

UNON

ENTITIES AT UNHQ (includes DPKO/DFS but not OCHA)

UNOV/UNODC

UNOG & ENTITIES SUPPORTED BY UNOG

UNEP

FIELD MISSIONS (PK & SPM)

UN-HABITAT

ECLAC

unite mail

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2 Benefits of Unite Mail

Unite Mail project is more than just the migration of email!

Centralizes the administration and management of our most critical system, ensuring the application and enforcement of uniform security policies

1

Upgrades the whole Secretariat to the latest version of the Microsoft Office Productivity Suite, bringing us closer to a standardized desktop globally

2

Deploys an instant messaging platform that puts every Secretariat user a click away, with the possibility of including other UN agencies and external partners

3

Consolidates 13
email systems into one

Migrates > 10K
non-user mailboxes

Migrates > 90K
users including DFS/DPKO to Office 365

② Benefits of Unite Mail

One common email address globally: "@un.org"

Significantly larger mailboxes (100GB), including truly unlimited archive space

Mobility: remote access to your email on any connected device and ability to work offline

99.99% reliability of service

Unite Identity password to access Unite Mail

Access to the latest Office applications: 15 installations!!
- **- 5 computers**
- **- 5 tablets**
- **- 5 smartphones**

24/7 support Unite Service Desk: unite.un.org/servicedesk

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3 # What Will We Get?

Outlook

Migration - Outlook (mail, calendar, and more)

Office

Update – Office 2016 (Word, Excel, PowerPoint)

Skype for Business

New - Skype for Business (chat and IM only)

Word

Excel

Outlook

PowerPoint

OneNote

OneDrive

Skype For Business

SharePoint

▪ **Future deployments may include:**

- Skype video and calling externally
- OneDrive for Business
- Share Point

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③ **What Will We Get?**

Office 2016 Upgrade

Notification sent prior to automated deployment:

- Installation and activation guides
- Reminder to leave PC on

What will be installed:

- MS Office Suite
- Clients for Outlook
- and Skype for Business

Activation required:

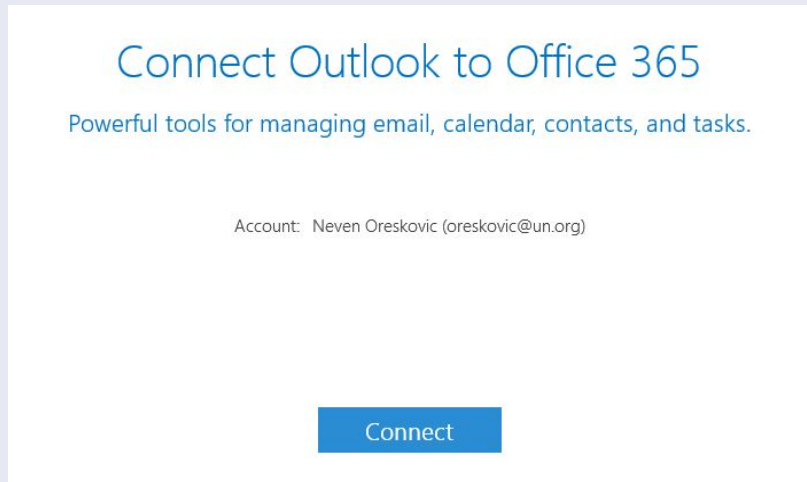- Email address
- Unite Identity password

3 **What Will We Get?**

Outlook Configuration

The day you are migrated, you will start to use Outlook for email, calendar, etc.

If you have activated MS Office, follow the instructions below to connect Outlook

Enter Unite Identity password and click **'Remember my credentials'**

③ What Will We Get?

Skype for Business

Not the same as "Skype", the free personal version

Replaces Lotus Notes Sametime for IM

Sign in with:
- Email address
- Unite Identity password

Communication with the entire Secretariat and select partners (currently, FAO, Accenture, Microsoft)

Skype for Business

Sign in

Sign-in address:

testacc6@ucl.ac.uk

Change
Use the sign-in address for your organization - not a Skype Name or Microsoft Account

Learn More

Password:

****

☐ Save my password

Sign in as:

✓ Available ▾

Sign In

4 What Will Be Migrated?

- Up to **180*** days of email, including folders
- Generic Accounts, Groups
- **All** contacts
- **All** tasks
- Up to **180*** days of past calendar items and all future calendar items
- Rooms and resources
- Mail files, including shared mail files

**90-180 days depending on local policy for archiving and retention*

*What will **NOT** be migrated:*

- Archived email
- Signatures
- Delegations
- Encrypted content
- Document links
- Corrupted content
- Email exceeding message size limit

4 **What Will Be Migrated?**

Emails in multiple folders

- Messages stored in multiple folders in Lotus Notes will be migrated to the first folder (alphabetically) in Unite Mail

- Only 1 copy of a message is migrated
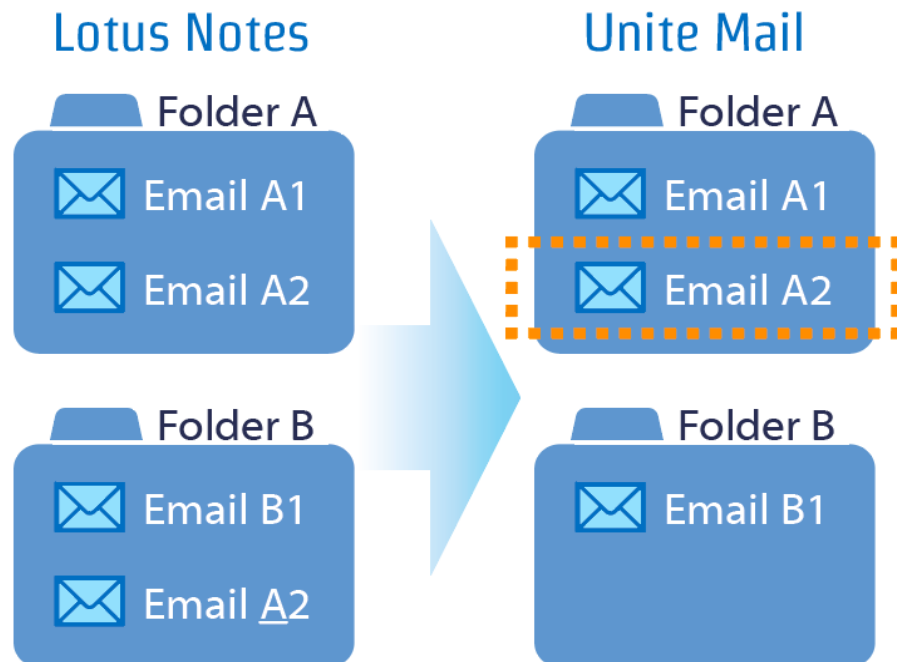
4 **What Will Be Migrated?**

Archived email

Migration of archived email will commence entity-by-entity, after **active** mailboxes are migrated

Continued **access to archives via Lotus Notes application** on primary workstations

Solution for converting and migrating archives **in progress**

Solution and migration schedule will depend on each entity's archiving and retention policy

⑤ **Prepare for Migration**

Don't:

1. Don't decrypt email containing **sensitive information**.

2. Don't open the contacts migration and decryption emails in Webmail or mobile devices. The activation buttons will only be available in **Lotus Notes** from your primary workstation.

3. Don't wait if you do not receive emails to activate the migration of contacts and decryption of emails. Contact O365UNmigration@un.org or your focal point **immediately**.

5 Prepare for Migration

Mandatory:

1. Make sure you can access your **Unite Identity** account.

2. Take the **pre-migration survey**.

3. Move sensitive information or delete.

4. Complete **mandatory information security awareness course**.

5. Visit project website at **unite.un.org/office365**.

6. Act on emails received to activate migration of contacts and decryption of emails (T-5, T-3).

5 Prepare for Migration

Recommended:

1. Download the HQ **deployment schedule** to find out when you will migrate.

2. Review the **FAQs** for answers to commonly asked questions.

3. Create **an account** with Lynda.com, for free online courses.

4. Visit the **Unite Mail training page** for all available online courses and quick start guides.

5. Sign up for the **mailing list** to stay up-to-date on the project.

6 Unite Mail Sneak Preview

Quick actions on the ribbon

Filter your mailbox

Take action on a message

Use folders

Switch view

Zoom in or out

6 Unite Mail Sneak Preview

Key changes

Log in for Unite Mail and Skype for Business

Email address + Unite Identity password

New naming conventions

- For **new users**: firstname.lastname@un.org

- For groups, shared accounts, meeting rooms – Department name appended

  Example: Lotus Notes Admins → Lotus Notes Admins-DM-OICT

6 Unite Mail Sneak Preview

- Once migrated to Unite Mail, names (firstname/lastname) reflect the data in Umoja, Unite Identity, and inspira.

- Search in Unite Mail is from left to right

- **Please note that Lotus Notes uses a different source of data, and therefore names in Unite Mail may be different from what you will see in Lotus Notes.**
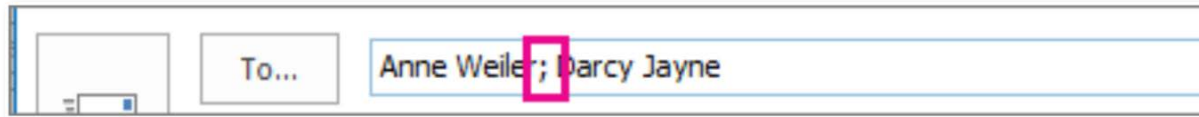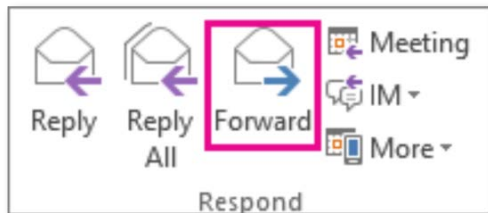

Search: | Elena Cantor   Search: | Maria Elena Osorio Cantor

6 Unite Mail Sneak Preview

Send an email to multiple people - use a **semicolon** (";") to separate multiple recipients
different from Lotus Notes, which used a comma (",") to separate recipients

To... Anne Weiler; Darcy Jayne

Forward a message – **Home** tab > **Respond** group > **Forward**

Delete an email from your list – choose **Delete** and move the message to the **Delete Item** folder

6 **Unite Mail Sneak Preview**

Outlook allows you to work in "offline mode" – you can access your mailbox even when you are not connected to the network. **Your changes automatically sync when you are back online.**

- **How to know you are offline?**

  Check the status bar at the bottom of your Outlook window, either

  ⚠ DISCONNECTED or **⊗ WORKING OFFLINE** indicates Outlook is not connected to the
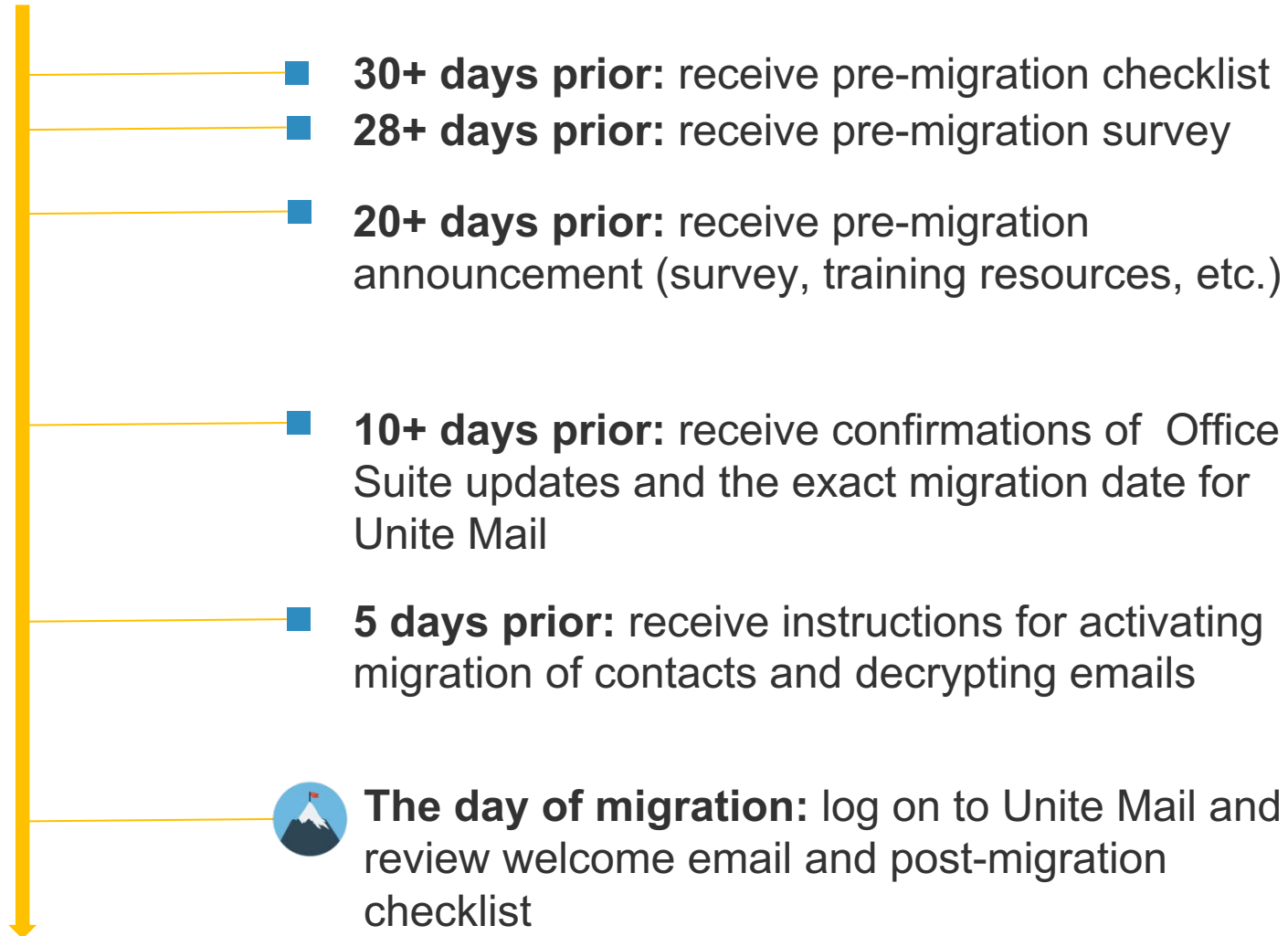
  server.

- **How to reconnect?**

  Once re-connected to Internet, it should automatically reconnect.

  Otherwise, on the **Send/Receive** tab, click **Work Offline** to return to an "online" work mode.

7 Communications

- **30+ days prior:** receive pre-migration checklist
- **28+ days prior:** receive pre-migration survey

- **20+ days prior:** receive pre-migration announcement (survey, training resources, etc.)

- **10+ days prior:** receive confirmations of Office Suite updates and the exact migration date for Unite Mail

- **5 days prior:** receive instructions for activating migration of contacts and decrypting emails

- **The day of migration:** log on to Unite Mail and review welcome email and post-migration checklist

(8) Key Resources

Project Website

unite.un.org/office365

- **FAQs**
- Deployment schedule
- Training resources
  - o Online training (Outlook 2016: The Basics at lynda.com and microsoft.com)
  - o Quick guides for desktop and mobile
- o Support
  - o Contact the New York Service Desk
  - o https://unite.un.org/ineedservice
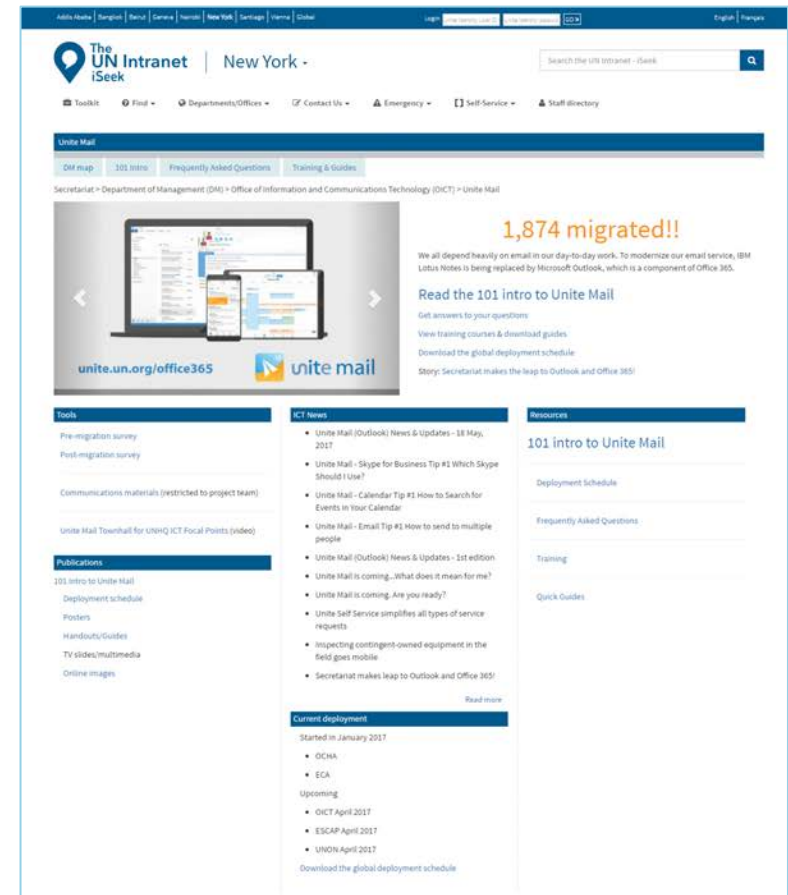
unite

⑨ Successful examples

OCHA Colombia

"It's the easiest and best technology experience I have had since joining OCHA in 2007."

Chiara Capozio, Humanitarian Affairs Officer (OCHA, Colombia)

9 Successful examples

ECA