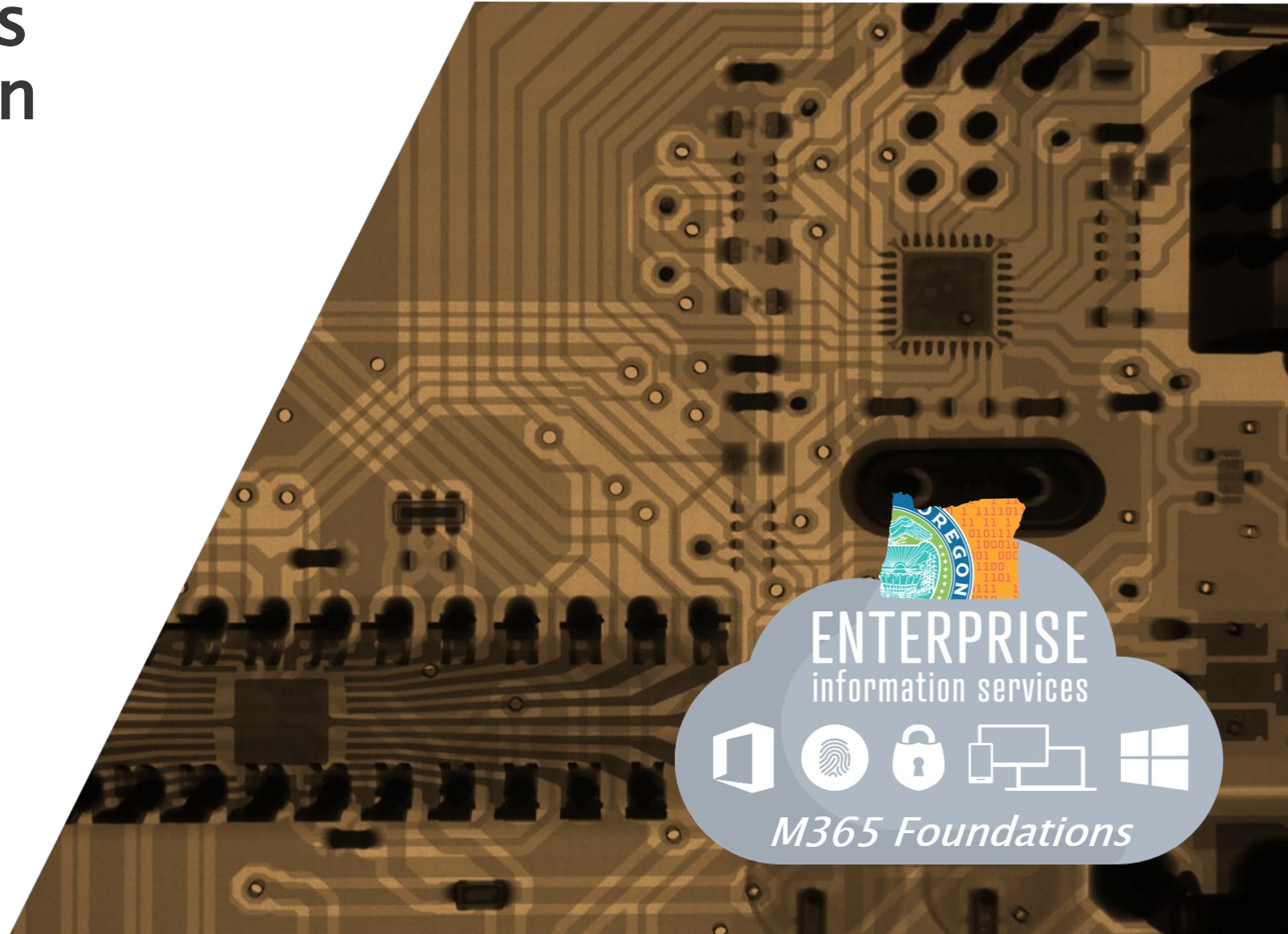


M365 Foundations PMUG Presentation

20 January 2021



M365 Foundations. *Vision + Mission*

Vision

*Empowering employees to make Oregon a place where everyone has an opportunity to thrive, through a **user-friendly, reliable, secure and seamless** digital work environment—**anywhere, across any state-issued device***

Mission

To optimize IT investments through enterprise M365 licensing and to equip employees with modern productivity tools enabling:

- **Identity management and enhanced security;**
- **Cross-platform and mobile use;**
- **Real-time internal and cross-agency collaboration;**
- **A single hub for intelligent communications;**
- **Asynchronous and remote work via chat, channels and video-conferencing; and**
- **The opportunity to re-imagine the way we work**

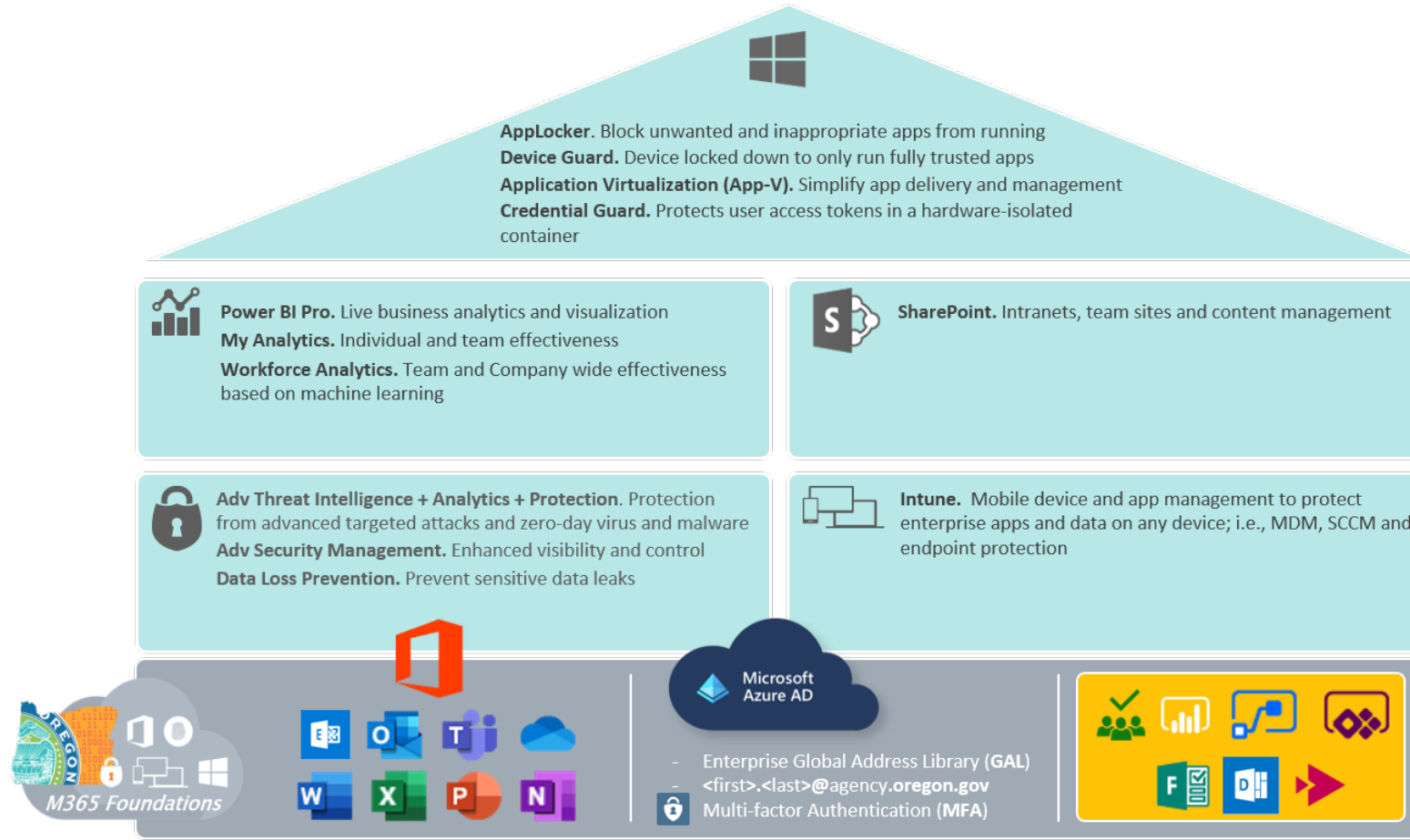


M365 Foundations. *Measurable Benefits*

Benefit	Measurement
Provide the same user experience to tools and capabilities, regardless of Executive Branch Agencies.	# of agencies and mailboxes migrated by legislative deadline
Users can consistently find their colleagues in a single directory.	# of agencies with access to modern address book by legislative deadline
Access to modern tools to allow agencies to collaborate.	# of agencies in 'Teams Only' mode by legislative deadline
Users can more efficiently schedule meetings and enable cross agency coordination. Calendaring visibility between agencies.	# of agencies with visibility enabled by legislative deadline
Reduced use of redundant collaboration tools.	Count and cost of decommissioned collaboration tools collected from agency feedback survey
Eliminate independently managed and housed email systems.	# of email systems decommissioned by legislative deadline



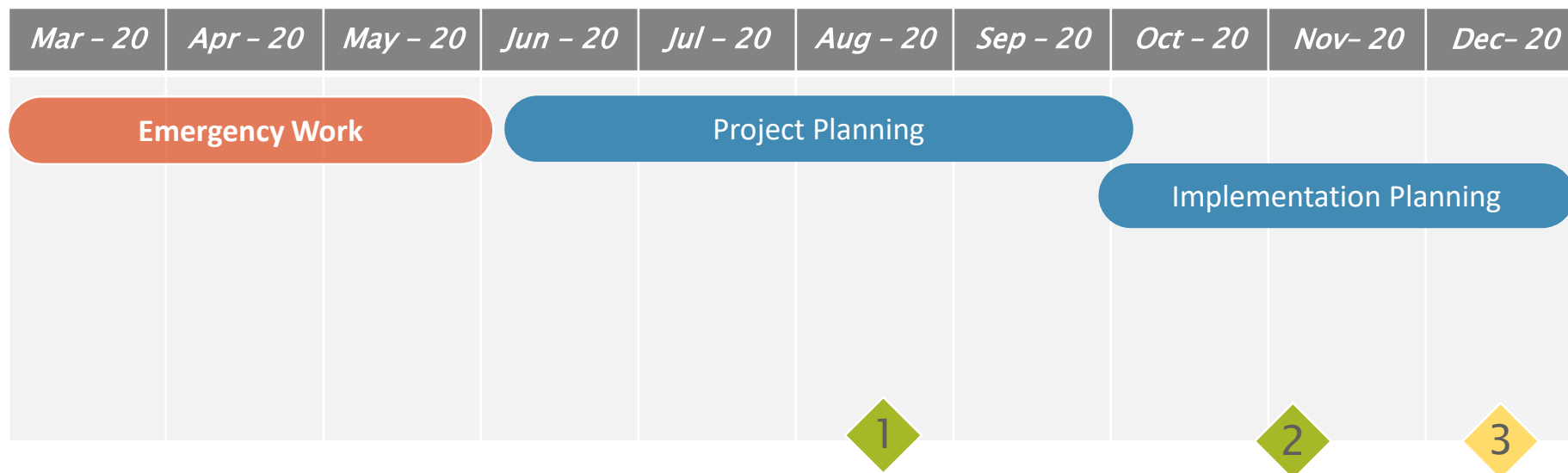
M365 Foundations. *Laying the Groundwork*



- MVP scope; includes Enterprise M365 Licensing (E5) and eDiscovery
- Outside the scope of MVP and the current project; these capabilities may be deployed as part of future initiatives.
- Available for agency use without deployment support from the M365 project team by request; includes Advanced eDiscovery



M365 Timeline.



- SG 1 Endorsement – **complete**
- SG 2 Endorsement – **complete**
- SG 3 Endorsement – **targeting January**

- Completed Enterprise M365 Licensing (E5) Negotiations
- Migration of ~12,000 mailboxes
- Deployment of Microsoft Authenticator for MFA
- Deployment, training and delegation of CoreView permissions for M365 tenant administration
- Held training for Security and Compliance Center (eDiscovery) to fulfill public records requests
- Launched an MS Teams Early Adopter Initiative with 8 agencies
- Partnered with Microsoft to provide MS Teams 100/200-level training to current Teams users



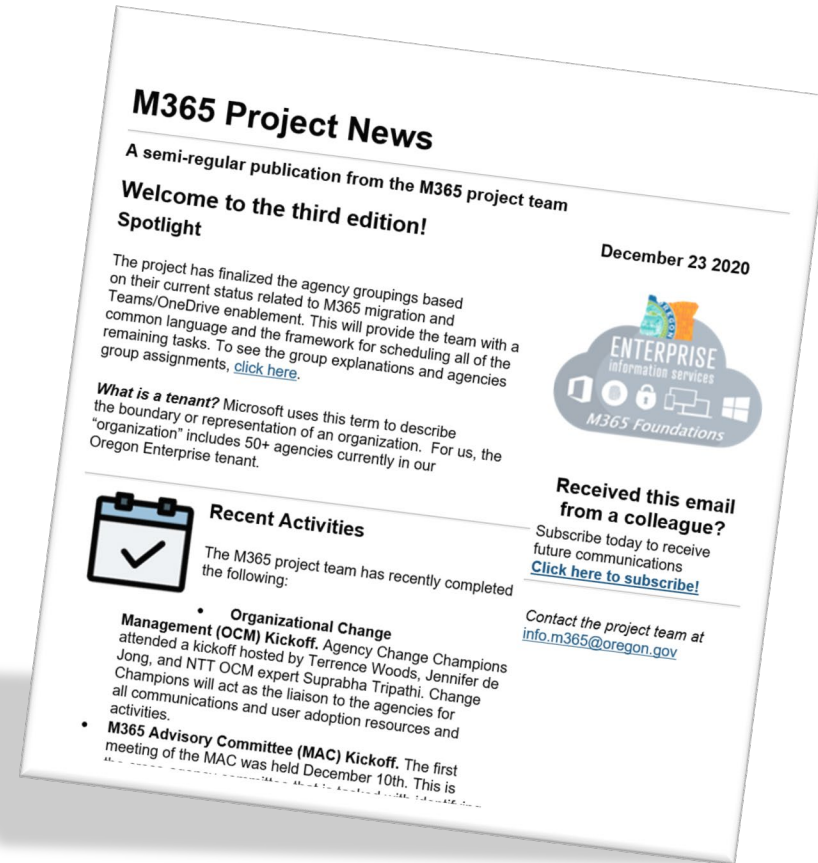
M365 Project. *Update*

Project Management Activities

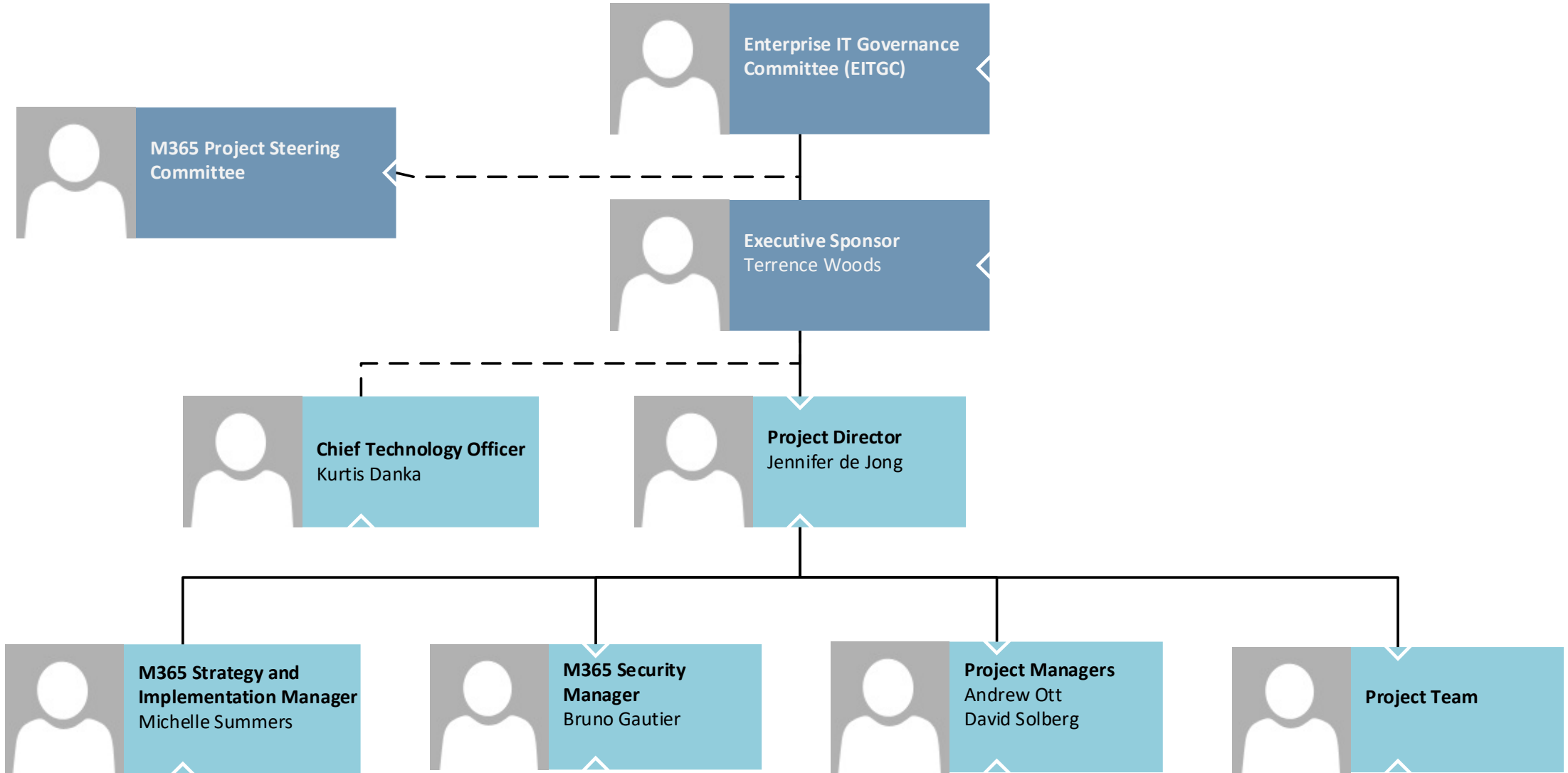
- **Project Planning and Stage Gate**
- **Schedule Baseline**
- **M365 Project News**
- **Agency onboarding plans**
- **Change Champion engagement**
- **M365 Advisory Committee**

Technical Activities

- **Enterprise Tenant Architecture** complete
- Five **Exchange 2010** agencies have completed email migration. Final agency plans to migrate in January
- Engaged with two other agencies to start planning the **M365 onboarding**
- Continued **operational support** of all migrated agencies



M365 Project. *Project Structure*



M365 Project. *Project Team*

Alex Arizala

Brittany Kenison

Jack Dorsey

Mark Preston

Rodney Dearmore

Vahan Michaelian

Sean Mcardle

Migration Engineer

Business Analyst

Migration Engineer

Migration Engineer

Architect

Engineer

Engineer

Part-time resources:

Herman Davis

Brian Chamberland

Jyll Smith

Travis Miller

System Analyst

Engineer

Communications

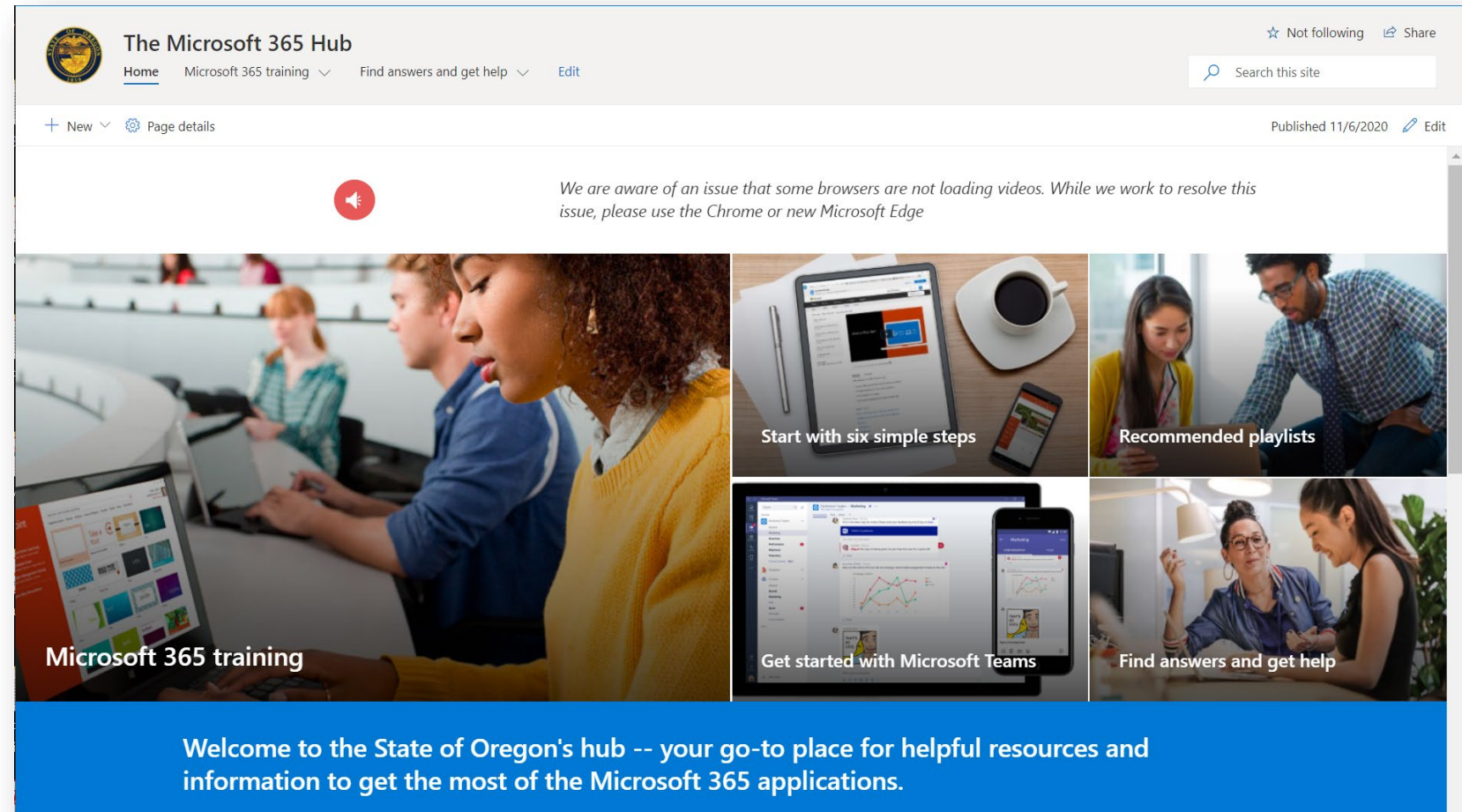
Senior Policy Advisor



M365 Project. *M365 Hub*

M365 Hub was released to the 50+ agencies in the Oregon tenant or federated agencies

<https://stateoforegon.sharepoint.com/>



The screenshot shows the 'The Microsoft 365 Hub' SharePoint page. At the top, there is a navigation bar with the site title, a search box, and options like 'Not following' and 'Share'. Below the navigation bar, there are links for 'Home', 'Microsoft 365 training', 'Find answers and get help', and 'Edit'. A 'New' button and 'Page details' link are also visible. The main content area features a red notification icon and a message: 'We are aware of an issue that some browsers are not loading videos. While we work to resolve this issue, please use the Chrome or new Microsoft Edge'. Below this, there are several featured tiles: 'Microsoft 365 training' (with a large image of people working), 'Start with six simple steps' (with a tablet and coffee), 'Recommended playlists' (with a woman and man looking at a screen), 'Get started with Microsoft Teams' (with a laptop and smartphone), and 'Find answers and get help' (with two women talking). A blue banner at the bottom of the page reads: 'Welcome to the State of Oregon's hub -- your go-to place for helpful resources and information to get the most of the Microsoft 365 applications.'



M365 Foundations. *M365 Advisory Committee*

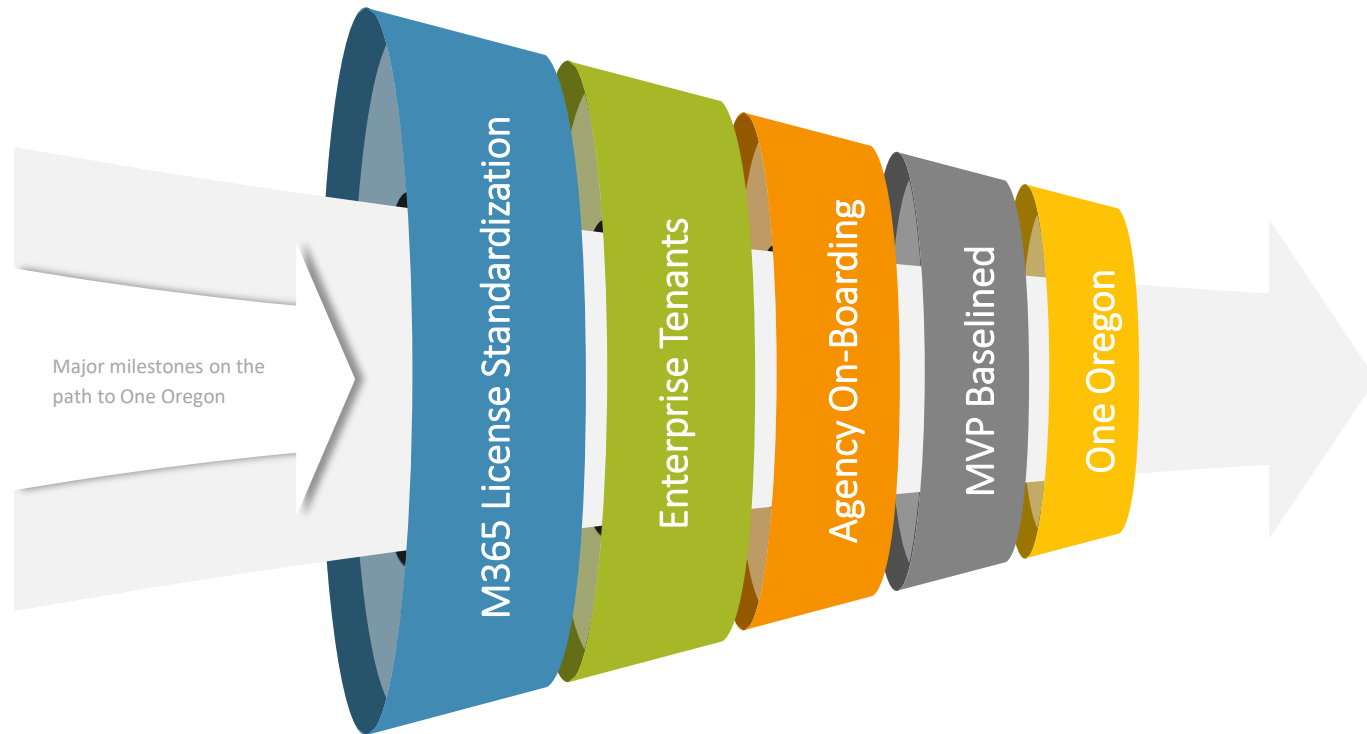
Purpose

- ✓ Understand the use cases for how M365 product can meet Executive Branch Agency business needs
- ✓ Establish prioritized list of change requests with Product Owner(s)
- ✓ Analyze technical and usage implications, and provide alternatives analysis
- ✓ Recommend policy and process enhancements
- ✓ Support Microsoft modern deployment strategy

Committee participation will include agency representation from all policy areas, various sized agencies and technical and business staff/leadership. EIS representation include Security, Enterprise Architect, SIPM, and a Business Relationship Manager.



Enterprise Architecture. *Strategy*



M365 License Standardization

Standardize all executive branch users on the same Microsoft 365 subscriptions



Enterprise Tenants

Integrate Assigned and Interim Tenants to the Enterprise and apply Enterprise configurations



Agency On-Boarding

On-board “migrate” agencies from on-premises to Oregon Enterprise Tenant



MVP Baseline

Align all Enterprise Tenants to the M365 EA Principles (AKA Minimum Viable Product)



One Oregon Enterprise

Evaluate Interim Tenants for either Oregon Tenant consolidation or Assigned Tenant promotion



Enterprise Architecture. *Federation Considerations*

Federation considerations for when an agency wants to communicate/collaborate with another agency in either the Oregon Enterprise or Enterprise Assigned Tenants.

<u>Capability</u>	<u>Oregon Enterprise Tenant</u>	<u>Enterprise Assigned Tenant</u>
Federated Identity	<ul style="list-style-type: none">• One MFA Registration	<ul style="list-style-type: none">• Additional MFA Registrations
Modern Address Book	<ul style="list-style-type: none">• Full proxy/alias capabilities for @state.or.us	<ul style="list-style-type: none">• Requires CenDir for redirection of @state.or.us to mailbox
Calendaring	<ul style="list-style-type: none">• Advanced sharing options	<ul style="list-style-type: none">• Free/Busy only
Instant Messaging	<ul style="list-style-type: none">• Look up contacts by name	<ul style="list-style-type: none">• Must use Email address for lookup until added to contact list
Video Conferencing	<ul style="list-style-type: none">• Full meeting configuration options	<ul style="list-style-type: none">• Lobby configurations for “guests”
Collaboration	<ul style="list-style-type: none">• Full collaboration experience	<ul style="list-style-type: none">• Limited Teams functionality as “guests”• Have to change/flip tenants



Baselining the Project Schedule



M365 Foundations. *Agency Onboarding Groups*

The groupings describe the four possible onboarding paths into Oregon's M365 enterprise environment:

Group A

Enable user adoption & migration closeout

Executive Branch Agencies whose email was previously onboarded into Oregon's M365 enterprise environment as part of the emergency efforts. The remaining work is focused on user adoption and completing some post-migration technical tasks.

Group B

Migrate agency-managed email

Executive Branch Agencies without an existing Microsoft 365 licensed environment. Onboarding includes email migration and user adoption activities.

Group C

Migrate agency-managed M365 tenant

Executive Branch Agencies with an existing Microsoft 365 licensed tenant environment. Onboarding includes email migration. User adoption activities may vary based on agency.

Group D

Acquire and federate M365 tenant

Executive Branch Agencies with an existing Microsoft 365 licensed tenant environment. Onboarding includes EIS to acquire agency M365 tenant and federate into the M365 enterprise.



M365 Foundations. *Group A Agencies*

Accountancy, Board of
Administrative Services, Department of *
Advocacy Commissions Office, Oregon
Appraiser Certification and Licensing Board
Board of Examiners for Engineering and Land Surveying
Chiropractic Examiners, Oregon Board of
Construction Contractors Board
Consumer and Business Services, Department of
Criminal Justice Commission
Dentistry, Oregon Board of
Department of State Lands
Energy, Department of *
Employment Relations Board
Employment Department
Forestry, Department of *
Geologist Examiners, Oregon Board of
Geology and Mineral Industries, Department of
Government Ethics Commission

Governor, Office of the
Judicial Fitness Commission
Land Use Board of Appeals
Landscape Contractor's Board
Long Term Care Ombudsman
Medical Imaging, Oregon Board of
Mental Health Regulatory Agency
Occupational Therapy Licensing Board
Mortuary and Cemetery Board
Naturopathic Medicine, Oregon Board of
Optometry, Oregon Board of
Oregon Business Development Department, operating as "Business Oregon"
Oregon Housing and Community Services
Oregon Liquor Control Commission (email only)
Oregon Physical Therapists Licensing Board
Oregon Racing Commission
Oregon State Board of Nursing
Oregon State Library

Oregon State Marine Board
Parks and Recreation Department
Patient Safety Commission
Pharmacy, Oregon Board of
Physical Therapists Licensing Board, Oregon
Psychiatric Security Review Board
Real Estate Agency
Revenue, Department of (email only)
Secretary of State
Social Workers, Board of Licensed
Speech-Language Pathology & Audiology, Oregon Board of
Tax Practitioners, Oregon Board of
Teacher Standards and Practices Commission
Travel Information Council
Veterinary Medical Examining Board
Water Resources Department
Watershed Enhancement Board

**Teams-only mode-interagency "teaming" possible*



M365 Foundations. *Groups B, C, and D*

	Group B Migrate agency-managed email system	Group C Migrate agency-managed M365	Group D Acquire and federate existing M365
Administrative & Business Services	<ul style="list-style-type: none"> - Architects Examiners, Board of (OSBAE) - Bureau of Labor and Industry (BOLI) * - Construction Contractors Board (CCB) - Public Employee Retirement System (PERS) 	<ul style="list-style-type: none"> - Department of Revenue (DOR) 	
Education		<ul style="list-style-type: none"> - Higher Education Coordinating Commission (HECC) 	<ul style="list-style-type: none"> - Oregon Dept. of Education (ODE)
Healthy People	<ul style="list-style-type: none"> - Commission for the Blind (OCB) - Massage Therapists, Oregon Board of (OBMT) - Oregon Medical Board * - Oregon Patient Safety Commission 		<ul style="list-style-type: none"> - Department of Human Services (DHS) Oregon Health Authority (OHA)
Natural Resources	<ul style="list-style-type: none"> - Public Utility Commission (PUC) - Department of Environmental Quality (DEQ) - Department of Land Conservation and Development (DLCD) - Department of Fish and Wildlife (ODFW) - Oregon Department of Agriculture (ODA) - Oregon Wine Commission 		
Public Safety	<ul style="list-style-type: none"> - Department of Public Safety Standards & Training (DPSST) - Oregon Military Department (OMD) / Office of Emergency Management (OEM) 	<ul style="list-style-type: none"> - Oregon Liquor Control Commission 	<ul style="list-style-type: none"> - Oregon State Police (OSP) - Department of Corrections (DOC) <ul style="list-style-type: none"> • Board of Parole and Post-Prison Supervision (BPPS) - Oregon Youth Authority (OYA) - Department of Justice (DOJ)
Transportation and Economic Development	<ul style="list-style-type: none"> - Oregon Department of Veterans' Affairs (ODVA) - Oregon Travel Information Council 		<ul style="list-style-type: none"> - Oregon Department of Transportation (ODOT) <ul style="list-style-type: none"> • Aviation, Department of (ODA)



Project Schedule. *What we considered*

Survey Data

During October, "Group B" agencies responded to an in-depth survey about their technical environment

Lessons Learned

During the fall, the project team completed migrations for five agencies prior to the end-of-life date. The project team learned that each agency has their unique challenges that cannot all be planned for. We also received great feedback to improve our processes.

Assumptions

Loaned resources will be available through the project

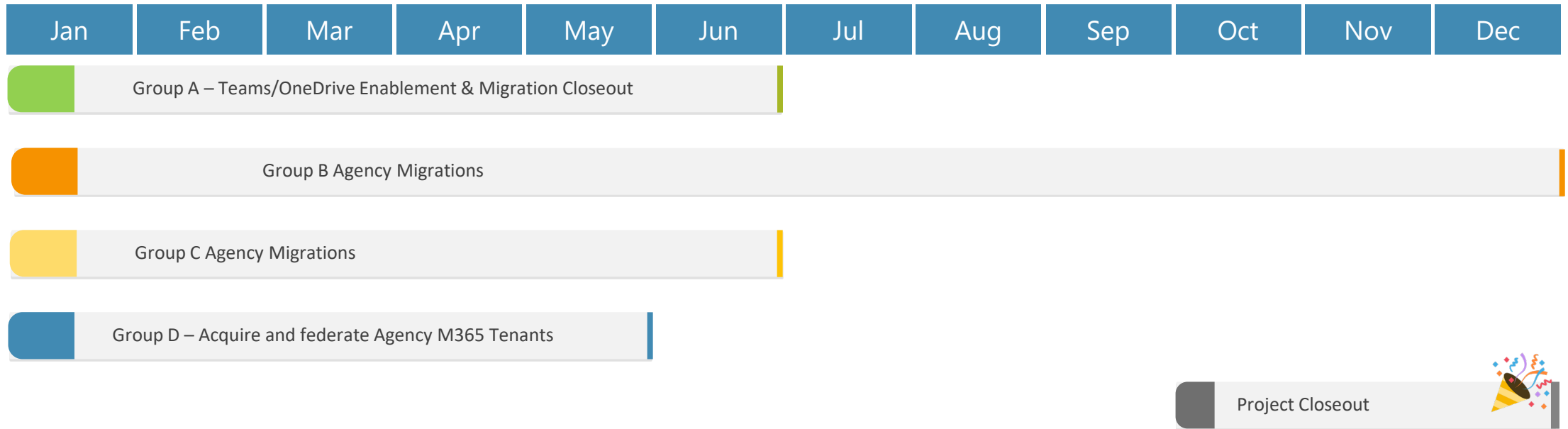
Resource Challenges

Due to budget limitations, the project team has limited resources available for completing project work while also supporting day-to-day operations. Some agencies have expressed similar agency resource constraints due to conflicting priorities.



Project Schedule. *High level view*

2021

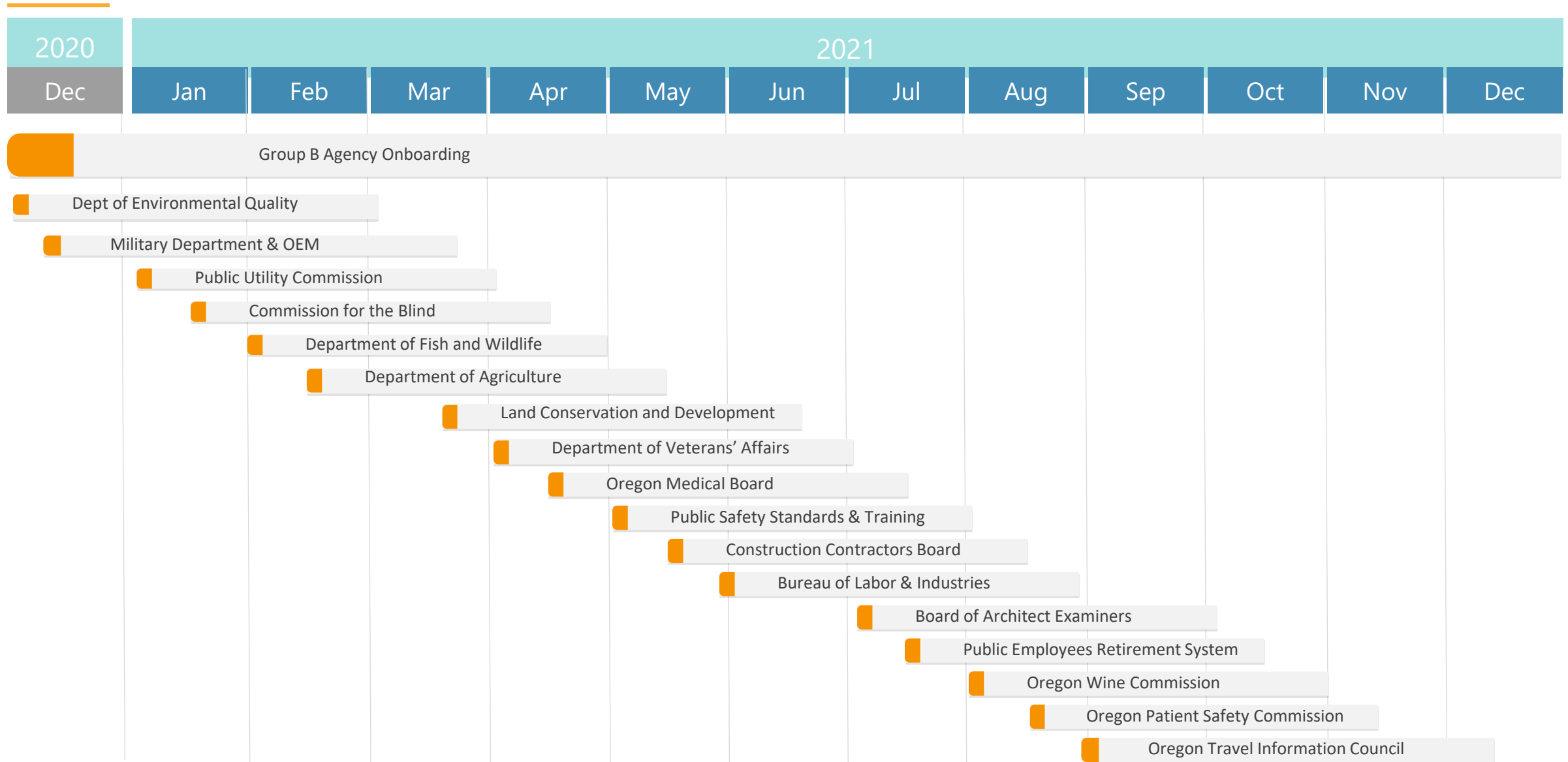


Project Schedule. *High level view*

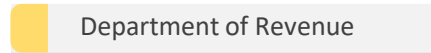
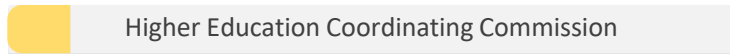
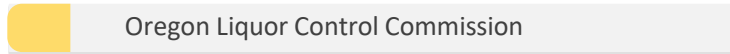
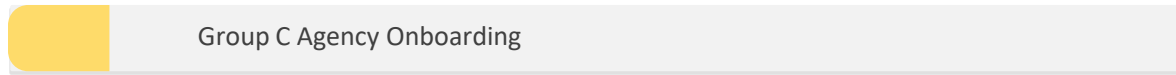
2021



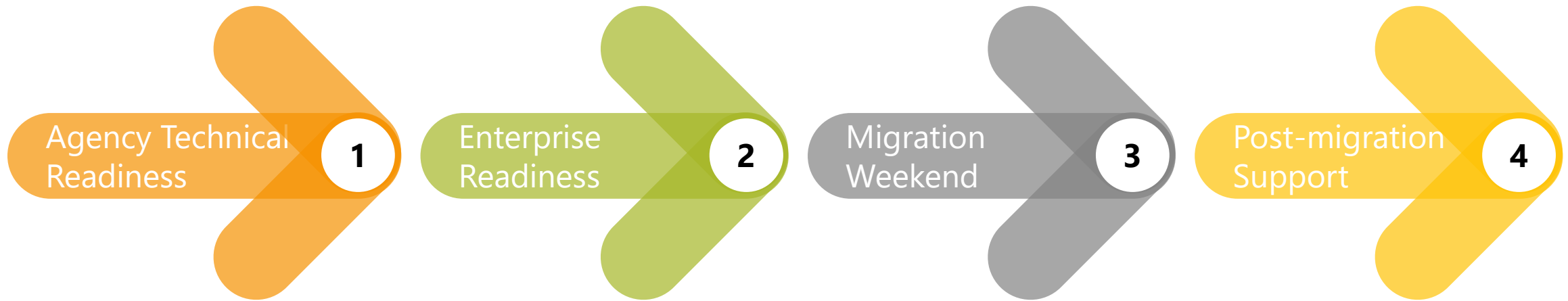
Project Schedule. *Group B agencies*



Project Schedule. *Group C*



Project Schedule. *Group B & C Onboarding*



Agency Technical Readiness

1

Agency completes tasks and notifies M365 Project team when complete.

Enterprise Readiness

2

M365 Project Team engages agency and completes shared tasks. Agency also works to prepare for the change.

Migration Weekend

3

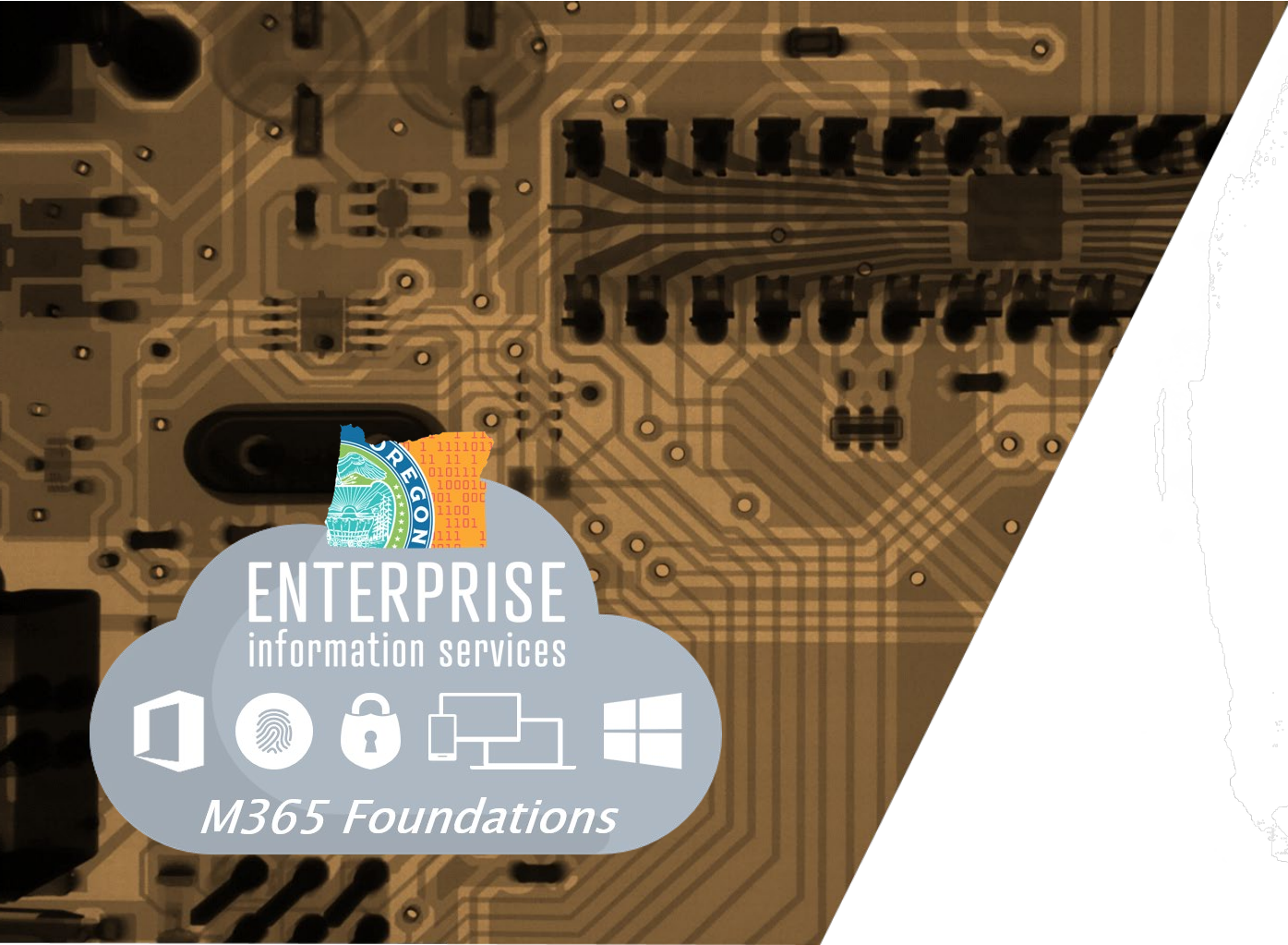
M365 Project Team and agency migrates data to Oregon M365 environment, typically over a weekend.

Post-migration Support

4

M365 Project Team provides one-week post-migration support to resolve any issues.





ENTERPRISE
information services



M365 Foundations

Questions?



ENTERPRISE
information services



M365 Foundations

Thank you.

Email Info.m365@oregon.gov for questions