Introducing...

Mark Eubanks

CalCloud Services Branch, CDT
Agenda

- Roll Call
- CDT O365 Migration Updates
- Shared GAL
  - External Contacts Clean Up Process update
  - GAL Sync discussion
- Outages, Support Overview
- O365 User Management and Retention Policy Review
- ProofPoint Exit Status & Review
- O365 Reminders
- Group Discussion and FAQ's
- Closing Remarks
Overall Migration Status

- 36 Departments completed migration
  - 111,613 Mailboxes

- CES
  - 29 departments (100,966 mailboxes) have been migrated
  - Scheduled
    - CSD scheduled 5/03/17
    - Energy scheduled 5/16/17
    - CDFA scheduled 5/17/17

- CA.mail Migration Status
  - 7 departments (10,647 mailboxes migrated)
  - Scheduled
    - DOR completed 3/31/17
    - OSI completed 4/14/17
    - CDCR scheduled 6/8/17

Frank Espinosa frank.espinosa@state.ca.gov
- Single point of contact for CA.Mail migrations
Introducing...

Eric Woodford
CalCloud Services Branch, CDT
Clean-up External Contacts Results

- Started with 57k contacts from all departments from CA.Mail
- 29,000 of those contacts were showing in our CDT GAL prior to change.
- Filtered down after change to only 1,400 contacts now in CDT tenant space

NOTE: CA.Mail is sun setting; all legacy GAL repository Information sunset with it.
State of California
O365 GCC – GAL
Solution Discussion

Microsoft Consulting Services

Aaron Gulimette
Export from OTech GalSync server
Places all contacts into a single
GalSync OU in Central AD forest

Specialized connector – reads all Contacts from OTech GalSync OU and syncs them to the Agency tenant

Office 365
Agency Tenant

Default Azure AD Connector

CA.Mail
Agency

Default AD Connector

Agency AAD Connect

CA.Mail
(RF01)

GalSync (OTech)

Import SharedGAL

Export from OTech GalSync server
Places all contacts into a single
GalSync OU in Central AD forest

Specialized connector – reads all Contacts from OTech GalSync OU and syncs them to the Agency tenant

Share dGAL OU

Agency

Agency 1

Agency 2

Legacy GalSync OU

Office 365
Agency Tenant

Default Azure AD Connector

MMSSPP

Agency AAD Connect

Default AD Connector

Agency Forest

Specialized connector – reads all Contacts from OTech GalSync OU and syncs them to the Agency tenant

Share dGAL OU

Agency

Agency 1

Agency 2

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Office 365
Agency Tenant

Default Azure AD Connector

MMSSPP

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Default AD Connector

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Specialized connector – reads all Contacts from OTech GalSync OU and syncs them to the Agency tenant

Share dGAL OU

Agency

Agency 1

Agency 2

Legacy GalSync OU
State of California - Office 365 Support Overview

Mario Pimentel
Service Delivery Manager
### CES Critical Incident Update

<table>
<thead>
<tr>
<th>Date</th>
<th>Incident</th>
<th>Department(s)</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/27/2017</td>
<td>117032591041056</td>
<td>All CES</td>
<td>Users getting credential prompts and unable to access mail</td>
<td>Issue due to network hardware upgrade by Microsoft. <strong>This issue resulted in a SLA miss &amp; credit which is currently in progress.</strong> PIR Posted to dedicated portal.</td>
</tr>
<tr>
<td>3/28/2017</td>
<td>117032815521077</td>
<td>Multiple (DGS, GovOps, HCD, Coastal, CSD, MBC &amp; Calvet)</td>
<td>Users getting credential prompts</td>
<td>Issue identified as users having existing connections to calendars and mailboxes of recently migrated users. Issue resolved when users disconnected from the calendars from previously migrated users.</td>
</tr>
</tbody>
</table>
Office 365 Support Overview

Support Process – prior to mailbox migration

- CES issue
- Other Microsoft Product issue

- CES Service Desk
- Microsoft Premier Support

- Microsoft online support

Post Migration

- All Microsoft Supported Products

- Microsoft Premier Support

Note: Office 365 Incidents are not charged to the Premier Support Agreement
Premier Support for Office 365

Problem Resolution Assistance

- Problem Resolution Support
- Deep knowledge of Microsoft products
- Support escalation to the highest level
- Critical issue management process
- Open Premier incidents directly through Office 365 portal or via phone

Collaboration

- Web Based training and knowledge transfer
- Direct relationship with Service Delivery Manager
- General Q&A Advisory Services
- Monthly Service Update meetings including Product, Life Cycle and Roadmap Information

Additional Optional Services

- Advice supports your business initiatives
- Risk & Security assessments identify potential problems
- Operations assessments to streamline processes
- Custom Add-on packs
Office 365 Support for the State of California

Shared OTECH Agreement

- Direct access to Microsoft - Premier Support resources
  - Unique access IDs for your support team members
- Premier Support for all Office 365 and Azure products
  - Exchange On-line, Skype for Business, SharePoint On-line, Yammer and Azure.
- 5 hours of support for non-Office 365 products and/or advisory assistance
  - Additional 10 hour add-on packs available
- Monthly reporting & status meetings
- Security and Product Alerts
- Product Lifecycle information
- Direct - One-to-One Relationship with Technical Account Manager/Service Delivery Manager
- Incident escalation management assistance
## State of California Microsoft Premier Packs

<table>
<thead>
<tr>
<th>Feature</th>
<th>A1</th>
<th>A2</th>
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<tbody>
<tr>
<td><strong>PROBLEM RESOLUTION HOURS (PRS)</strong></td>
<td></td>
<td></td>
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<tr>
<td>Incident resolution</td>
<td>32 hrs</td>
<td>16 hrs</td>
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<tr>
<td>Multivendor Coordination</td>
<td></td>
<td></td>
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<tr>
<td>Remote Diagnostic and Debug (Dial-in)</td>
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<td></td>
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<tr>
<td>24 X 7 Access to Support Professionals</td>
<td></td>
<td></td>
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<tr>
<td>Cyber Incident Response</td>
<td></td>
<td></td>
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<tr>
<td><strong>SUPPORT ASSISTANCE (SA)</strong></td>
<td></td>
<td></td>
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<tr>
<td>Supportability Consulting</td>
<td>64 hrs</td>
<td>32 hrs</td>
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<tr>
<td>Lab Access</td>
<td></td>
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<td>Reviews</td>
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<td></td>
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<tr>
<td>Workshop</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>SUPPORT MANAGEMENT SERVICES (SAM)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Planning and Resource Facilitation</td>
<td>72 hrs</td>
<td>36 hrs</td>
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<td>Status Reports and Meetings</td>
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<td></td>
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<td>Incident Escalation Management</td>
<td></td>
<td></td>
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<tr>
<td><strong>INFORMATION SERVICES</strong></td>
<td></td>
<td></td>
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<tr>
<td>Unlimited-user access license to Premier Online website</td>
<td>Included</td>
<td>Included</td>
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<tr>
<td>Critical Problem Alerts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Product News Flashes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support Webcasts</td>
<td></td>
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$38,232 per unit $19,116 per unit
# CES Departments With Premier Support

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<th>Wave</th>
<th>Code</th>
<th>Department</th>
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<tbody>
<tr>
<td>0</td>
<td>CalOES</td>
<td>California Office of Emergency Services</td>
</tr>
<tr>
<td>1</td>
<td>OSHPD</td>
<td>Office of Statewide Health Planning and Development</td>
</tr>
<tr>
<td>1</td>
<td>CoveredCA</td>
<td>Covered CA</td>
</tr>
<tr>
<td>1</td>
<td>DSH</td>
<td>Department of State Hospitals</td>
</tr>
<tr>
<td>2</td>
<td>DOC</td>
<td>Department of Conservation</td>
</tr>
<tr>
<td>2</td>
<td>DWR</td>
<td>California Department of Water Resources</td>
</tr>
<tr>
<td>2</td>
<td>CDFW</td>
<td>Department of Fish and Wildlife</td>
</tr>
<tr>
<td>2</td>
<td>DCSS</td>
<td>Child Support Services</td>
</tr>
<tr>
<td>2</td>
<td>DOT</td>
<td>Department of Transportation</td>
</tr>
<tr>
<td>2</td>
<td>DFEH</td>
<td>DFEH</td>
</tr>
<tr>
<td>3</td>
<td>DDS</td>
<td>Department of Developmental Services</td>
</tr>
<tr>
<td>3</td>
<td>DTSC</td>
<td>Department of Toxic Substances Control Board</td>
</tr>
<tr>
<td>3</td>
<td>OEHHA</td>
<td>Office of Environmental Health Hazard Assessment</td>
</tr>
<tr>
<td>3</td>
<td>CDPH</td>
<td>Department of Public Health</td>
</tr>
<tr>
<td>3</td>
<td>DHCS</td>
<td>Department of Health Care Services</td>
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<td>California Department of Veterans Affairs</td>
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<tr>
<td>3</td>
<td>CALFIRE</td>
<td>CALFIRE</td>
</tr>
<tr>
<td>3</td>
<td>CHP</td>
<td>California Highway Patrol</td>
</tr>
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<td>4</td>
<td>CSLC</td>
<td>State Lands Commission</td>
</tr>
<tr>
<td>4</td>
<td>HCD</td>
<td>Housing and Community Development</td>
</tr>
<tr>
<td>4</td>
<td>DGS</td>
<td>Department of General Services</td>
</tr>
<tr>
<td>4</td>
<td>POST</td>
<td>Commission on POST</td>
</tr>
<tr>
<td>5</td>
<td>Energy</td>
<td>CA Energy Commission</td>
</tr>
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</table>
# CES Departments Without Premier Support

<table>
<thead>
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<th>Wave</th>
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<th>Department</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>CHSRA</td>
<td>High Speed Rail Authority</td>
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<tr>
<td>2</td>
<td>ALRB</td>
<td>Agricultural Labor Relations Board</td>
</tr>
<tr>
<td>3</td>
<td>EPA</td>
<td>CalEPA</td>
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<tr>
<td>3</td>
<td>SWRCB</td>
<td>Water Resources Control Board</td>
</tr>
<tr>
<td>4</td>
<td>CDA</td>
<td>Department of Aging</td>
</tr>
<tr>
<td>4</td>
<td>SCC</td>
<td>State Coastal Conservancy</td>
</tr>
<tr>
<td>4</td>
<td>DRE</td>
<td>Department of Real Estate</td>
</tr>
<tr>
<td>4</td>
<td>CSLB</td>
<td>Department of Consumer Affairs, Contractors State License Board</td>
</tr>
<tr>
<td>4</td>
<td>CSL</td>
<td>California State Library</td>
</tr>
<tr>
<td>4</td>
<td>CSD</td>
<td>Community Services and Development</td>
</tr>
<tr>
<td>5</td>
<td>BCDC</td>
<td>San Francisco Bay Conservation &amp; Development Comm</td>
</tr>
<tr>
<td>5</td>
<td>Tahoe</td>
<td>California Tahoe Conservancy</td>
</tr>
<tr>
<td>5</td>
<td>MBC</td>
<td>Medical Board (DCA)</td>
</tr>
<tr>
<td>5</td>
<td>BREA</td>
<td>Bureau of Real Estate Appraisers</td>
</tr>
<tr>
<td>5</td>
<td>ABCAB</td>
<td>Alcoholic Beverage Control Appeals Board</td>
</tr>
<tr>
<td>5</td>
<td>EMSA</td>
<td>Emergency Medical Services Authority</td>
</tr>
<tr>
<td>6</td>
<td>Parks</td>
<td>California Department of Parks and Recreation</td>
</tr>
<tr>
<td>6</td>
<td>DBO</td>
<td>Department of Business Oversight</td>
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<tr>
<td>6</td>
<td>CK</td>
<td>California Coastal Commission</td>
</tr>
<tr>
<td></td>
<td>CBA</td>
<td>CA Board of Accountancy</td>
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<tr>
<td></td>
<td>CAC</td>
<td>California Arts Council</td>
</tr>
<tr>
<td></td>
<td>SNC</td>
<td>Sierra Nevada Conservancy</td>
</tr>
<tr>
<td></td>
<td>BCSH</td>
<td>Business, Consumer Services and Housing Agency</td>
</tr>
</tbody>
</table>
How do I Gain Access to Support?

Premier Support Access

1. Open a Remedy Service Request (SR) with CDT procurement team
2. Once processed, your Microsoft Service Delivery Manager, will contact you with access IDs and additional information.

Questions?

Mario Pimentel
Service Delivery Manager
mariopim@microsoft.com
(916) 369-3618
www.microsoft.com/microsoftservices
State of California Cloud User Forum
April 2017

Jason Johnson
Cloud Solution Specialist
j.Johnson@Microsoft.com

Office 365
Agenda

- Review of user management via Exchange Admin Console (EAC)
- Data Retention policies via the Security & Compliance Center (SCC)
- Demo & Discussion
Review of user management via Exchange Admin Console (EAC)
Exchange Admin Center

https://<hybrid server>/ecp/

The Exchange Admin Center provides native administration and user management of your Office 365 tenant
Adding a new O365 User and Mailbox
Modifying User Attributes
Remote PowerShell

New-Mailbox -Alias hollyh -Name hollyh -FirstName Holly -LastName Holt -DisplayName "Holly Holt" -MicrosoftOnlineServicesID hollyh@corp.contoso.com -Password (ConvertTo-SecureString -String 'P@ssw0rd' -AsPlainText -Force) -ResetPasswordOnNextLogon $true
Data Retention policies via the Security & Compliance Center (SCC)
Data Retention vs. Legal Hold

- If you need to preserve content as part of a retention requirement, use a **retention policy**
  - Organizational preservation of all messages for 3 years
  - General recovery of mailbox data post user deletion

- If you need to hold content as part of a legal or eDiscovery requirement, use an **eDiscovery hold**
  - Placing mailboxes or other O365 content under legal hold as part of an ongoing legal or internal action
  - Legal hold persist until removed or deleted

Demo & Discussion
Thank You
Export Process Update

Jack McVickar Program Manager
Agenda

• Status of Manual Exports
• Manual Exports – Appliance Assignments
• Best Practices for manual exports
• Departments that chose to have ProofPoint export their data (option 2 – Shared/Renew)
  – Next steps
Manual Export Status

- To support exporting of archive data journaling to ProofPoint was stopped for all departments on 3/22/2017 - For departments that have not yet migrated legal holds were applied on all email accounts in CES.
- With active management of the department assignments all appliances are now fully utilized to capacity.
- Microsoft provided 6 new appliances - Each on has 30TB of storage and are collocated between the primary and backup data centers.
- Departments that are self exporting will be moved to the new appliances on May 1st.

- 2 appliances have been dedicated for use only by departments that have urgent eDiscovery requirements. Appliances for eDiscovery are below:
  - 057-SN2MAC5-004
  - 057-SN2MAC5-005
Manual Exports – Appliance Assignments

Current appliance assignment

<table>
<thead>
<tr>
<th>Customer</th>
<th>Server</th>
</tr>
</thead>
<tbody>
<tr>
<td>SN2 Server</td>
<td><a href="https://mail.ces.ca.gov/archive">https://mail.ces.ca.gov/archive</a></td>
</tr>
<tr>
<td>eDiscovery</td>
<td>057-SN2MAC5-004</td>
</tr>
<tr>
<td>eDiscovery</td>
<td>057-SN2MAC5-005</td>
</tr>
<tr>
<td>DCA</td>
<td>057-SN2MAC5-006</td>
</tr>
<tr>
<td></td>
<td>CH1 Servers – Link will be shared when dept. is assigned appliance</td>
</tr>
<tr>
<td>MBA</td>
<td>057-CH1MAC5-004</td>
</tr>
<tr>
<td>CBA</td>
<td>057-CH1MAC5-005</td>
</tr>
<tr>
<td>DOT</td>
<td>057-CH1MAC5-006</td>
</tr>
</tbody>
</table>

- All self exports will be completed once remaining departments finish
Best Practices for Manual Exports

• To maximize efficiency the following best practices must be followed to ensure departments complete the exports as quickly as possible.
  – All export jobs should be less than 500 GB, the appliances only have 1.8TB of space, any job that is over 1.8 TB will cause the appliance to hang once it consumes all storage (Begins to improve May 1st)
  – After export job is finished, download files and delete them from ProofPoint GUI immediately. Once appliance has 1.8 TB of space is used no more jobs will be able to execute (Begins to improve May 1st)
  – Please monitor that you have jobs queued and are exporting at all times.
Departments that chose to have ProofPoint export their data (option 2 – Shared/Renew)

Departments were recently contacted requesting the following information to initiate their exports:

1. What data they wanted exported. The options were:
   - All Data
   - Litigation holds only
   - Specific users
   - Date range

2. How many SMTP domains are affiliated with your department and what are they?

3. If an Admin runs a search for all your data, how many messages return?

4. What will you do with exported data?
Next Steps for Departments that Chose Option 2

• Schedule 30 minute calls with ProofPoint and CSRA and department to review questions on previous slide
• Provide AT in 2 phases
  – Phase 1 to engage vendor to begin export and determine actual data size
  – Phase 2 to continue export based on accurate data estimate
• Department reviews and signs AT
• Attach signed AT to SR with OTech
• Send Dennis.Barnes@csra.com signed AT and SR# 
• CSRA processes AT and we provide schedule to export data
<table>
<thead>
<tr>
<th>Agency</th>
<th>Exported By</th>
<th>% Complete</th>
<th>Date Completed</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agricultural Labor Relations Board (ALRB)</td>
<td>CSRA</td>
<td></td>
<td></td>
<td>Next to start Export</td>
</tr>
<tr>
<td>California Board of Accountancy (CBA)</td>
<td>Self Export</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>California Department of Parks and Recreation (Parks)</td>
<td>PROOFPOINT</td>
<td></td>
<td></td>
<td>Waiting for customer to sign AT</td>
</tr>
<tr>
<td>Department of Consumer Affairs (DCA)</td>
<td>CSRA</td>
<td>100%</td>
<td>4/23/2017</td>
<td></td>
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<tr>
<td>State Water Resources Control Board (Waterboards)</td>
<td>PROOFPOINT</td>
<td></td>
<td></td>
<td>Waiting for customer to sign AT</td>
</tr>
<tr>
<td>California Department of Food and Agriculture (CDFA)</td>
<td>Self Export</td>
<td>100%</td>
<td>3/2017</td>
<td></td>
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<tr>
<td>California Environmental Protection Agency (CalEPA)</td>
<td>CSRA</td>
<td>100%</td>
<td>3/2017</td>
<td></td>
</tr>
<tr>
<td>California Department of Public Health (CDPH)</td>
<td>CSRA</td>
<td></td>
<td></td>
<td>Next to start export</td>
</tr>
<tr>
<td>Contracts State License Board (CSLB)</td>
<td>Self Export</td>
<td>100%</td>
<td>1/2017</td>
<td></td>
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<tr>
<td>California Department of Health Care Services (DHCS)</td>
<td>PROOFPOINT</td>
<td></td>
<td></td>
<td>Queued Up Next for Proofpoint</td>
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<tr>
<td>California Conservation Corps (Conservation)</td>
<td>CSRA</td>
<td></td>
<td></td>
<td>details</td>
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<tr>
<td>Agency</td>
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<td>% Complete</td>
<td>Date Completed</td>
<td>Comments</td>
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<tr>
<td>----------------------------------------------------------------------</td>
<td>---------------</td>
<td>------------</td>
<td>----------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Department of Transportation (DOT)</td>
<td>Self Export</td>
<td>15%</td>
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<tr>
<td>California Bureau of Real Estate (DRE)</td>
<td>CSRA</td>
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<td></td>
<td>Need details</td>
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<td>California Department of State Hospitals (DSH)</td>
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<td>60%</td>
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<td>Department of Toxic Substances Control (DTSC)</td>
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<td></td>
<td>Need details</td>
</tr>
<tr>
<td>Covered California (Covered)</td>
<td>CSRA</td>
<td>95%</td>
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<tr>
<td>Medical Board of California (MBC)</td>
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<td>0%</td>
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<td></td>
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<td>Office of Environmental Health Hazard Assessment (OEHHA)</td>
<td>CSRA</td>
<td>100%</td>
<td>4/23/2017</td>
<td></td>
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<tr>
<td>State Lands Commission (SLC)</td>
<td>Self Export</td>
<td>100%</td>
<td>2/2017</td>
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<td>California Tahoe Conservancy (Tahoe)</td>
<td>Self Export</td>
<td>100%</td>
<td>2/2017</td>
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<td>California Department of Fish and Wildlife (Wildlife)</td>
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<td>2/2017</td>
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<td>Need details</td>
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<td><strong>Exported By</strong></td>
<td><strong>% Complete</strong></td>
<td><strong>Date Completed</strong></td>
<td><strong>Comments</strong></td>
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<td>Left ProofPoint</td>
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<td>12/1</td>
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<td>California Highway Patrol</td>
<td>Left ProofPoint</td>
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<td>Cal Fire</td>
<td>Left ProofPoint</td>
<td>100%</td>
<td>1/30</td>
<td></td>
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<td>San Francisco Bay Conservation and Development Comm</td>
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<td>100%</td>
<td>1/30</td>
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<tr>
<td>California Department of Veterans Affairs</td>
<td>Moved to new ProofPoint instance</td>
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<td>Proofpoint</td>
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<tr>
<td>California Department of Water Resources</td>
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<td>78%</td>
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Thank You
O365 Migration Reminders

- Migration Services SR’s to submit to CDT for O365
  - Required
    - Licensing Procurement
    - Migration with Migration Vendor included
    - Global Address List (GAL) Connect and Configure
    - Network Configuration for GAL
    - MS Shared Premier Services (if dept. doesn’t already have it)
  - Optional
    - Network Modifications
    - DNS Changes
    - Shared ADFS
    - CDT O365 Tenant Management Services
    - Proofpoint
    - MS Premier Training
  - Just prior to completing migration to O365
    - Stop Service SR to end CES and CA.Mail billing is required
PROCEDURES FOR DECOMMISSIONING MAIL SERVICES

1. Customer contacts the OTech Customer Representative (Rep)

2. Customer or the Rep submits a generic Service Request (SR) named “Other” under the Other Services category

3. In the SR, indicate which service to decommission

4. A Work Order (WO) will be forwarded to CA.Mail or CES Services

5. Decommission requests is processed by CA.Mail or CES.

**Note:** The SR for CES by contract must submitted 45 days in advance (15 day processing time.)
O365 Migration Reminders

- Service End Dates
  - CES contract ends Oct 12th 2017
  - CA.mail Sunsets Dec 31st 2017

- O365 Support is via the O365 support line or escalated via Premier Support

- Important links to O365 Info
  - [https://access.ca.gov/FAQ_O365.htm](https://access.ca.gov/FAQ_O365.htm)
  - [https://cdt.ca.gov/services/email/](https://cdt.ca.gov/services/email/)
Available CDT Services

- Statewide O365 TM
  - ($2.00 per user per month)

- Statewide Shared GAL
  - (0.26 per user/per month)
  - Policy Letter (in process)

- Statewide Shared ADFS
  - (0.99 per user/per month)
  - (Azure virtual server rate +13.2% VHSS fee)
  - (SBCS Admin Access rate)
Group Discussion and FAQ’s

- https://access.ca.gov/FAQ_O365.htm