

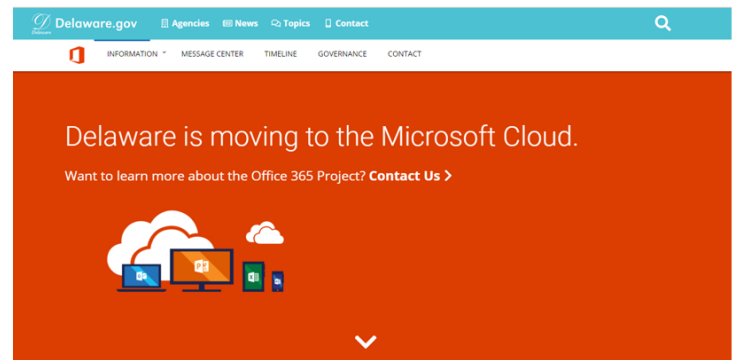
# Enterprise Implementation Update

## A DEDICATED WEBSITE FOR OFFICE 365 COMMUNICATIONS

**<https://office365.delaware.gov>**

The Office 365 (O365) Implementation project website, [Office365.delaware.gov](https://office365.delaware.gov) was unveiled at the kick-off meeting on September 18, 2018. The O365 project team will use it to maintain an open, accessible avenue for project communications. The Government Information Center (GIC) worked with the project team to create this site so everyone

can access O365 information and resources easily. The website will be continuously updated as the project advances. Please, take some time to peruse the website; the FAQ page will provide many answers to questions you may have. If you don't find the information you are seeking, use the CONTACT page to send a message directly to the project Change Management Team! You may also send comments/questions by email to [project\\_o365@state.de.us](mailto:project_o365@state.de.us).



## Kick-Off: Delaware's Enterprise Implementation of Microsoft Office 365

On Tuesday, September 18, 2018, the Department of Technology and Information (DTI) officially kicked-off the statewide project implementation of Microsoft Office 365 (O365). The event, held at DTCC Dover campus, gathered 89 State Agency IRMs/ISOs, Technical Administrators, Microsoft and DTI project team members. ***If you were unable to attend, this update serves as a high-level recap of the event.***

The PowerPoint is available on the project website under Message Center. Look for the post entitled, *Enterprise Office 365 Implementation Kick-Off Event*.



Jason Clarke, DTI Chief Operating Officer and Sponsor for the Office 365 project, opened the meeting by introducing project team members (See Project Kick-off Team, page 2). Jason and Carrie presented the history of how we reached the decision to move to Microsoft Office 365, what has occurred to-date, the products and services purchased and they presented a high-level strategy/timeline.

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## WHY MICROSOFT?

In 2017, Gartner, Inc. completed an assessment on whether the State should refresh its current on premise email environment or consider cloud solutions from Google, AWS or Microsoft. The recommendation was to move to the Government version of O365.

O365 provides cost predictability, standardization, collaboration tools, continuous innovation, inter-operability, and workforce mobility. State employees are already familiar with the Microsoft products they have been using for years. Microsoft's commitment to privacy, transparency, compliance, security and continuity is essential for Delaware's government environment.

## WHERE ARE WE NOW?

The State has procured 21,000 Office 365 Government Plan licenses, plus Advanced Threat Protection for Delaware's environment. O365 licenses come in two versions. The G1 license provides Office Online web products as well as Outlook (email) and a few other MS cloud services. The G3 license provides all services from G1 plus locally installed Office ProPlus products. During the 2017 Gartner analysis, Agency IRM's determined that G3 accounts were needed for the majority of users supporting their agency's business. Approximately 80% of the purchased licenses are G3.

## Project Kick-Off Presentation Team

### Jason Clarke

*Project Executive Sponsor/DTI COO*

### Chris Hudson

*Project Sponsor/Office of Management and Budget*

### Mark Cabry

*Project Sponsor/DTI Director of Network Engineering*

### Terry Ann Wright

*Project Manager*

### Suzanne Morris

*OCM Project Lead*

### Carrie Griffiths

*Microsoft Account Executive*

### Jessica Graham

*Microsoft Licensing*

### Hans Heilpern

*Microsoft Technology Strategist*



Knowing that Delaware is NOT on the bleeding edge as it relates to States moving to O365—more than half have already transitioned—we reached out to NASCIO and developed collaborative relationships with Maine, Pennsylvania, Hawaii, and Penn State University. Through many conversations regarding lessons learned we are developing our own path forward.

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## FISCAL/LICENSING

Through a partnership with Gartner, Delaware was able to look beyond the product analyses to research how other States incorporated and dealt with contracts. Seventeen (17) Delaware agency Microsoft licensing agreements were evaluated to determine how to move forward with the new agreement. Through add-ons to our current licensing program, Microsoft and Delaware negotiated moving our state to a single enterprise licensing agreement. Carrie explained Microsoft agreements are typically 3 years, so to leverage the investments that the State of Delaware has already made, we entered into a 30-month term that requires existing enrollments to be maintained and expire at the same time on December 31, 2020. Beginning on January 1, 2021, the state will have a single enterprise licensing agreement for Office365. Agencies will continue to purchase individually the few Microsoft products not included in the Office365 ProPlus group (e.g., Server, Visio, Project, etc.).

DTI is working with OMB to devise an appropriate charge-back methodology for going forward. Currently, Microsoft purchases from SHI (or other vendor) are done on an annual basis, with the opportunity to true up or down for a 3 year period, and for Exchange there is the monthly charge-back rate of \$20.20. Going forward, DTI and OMB will determine a new model that will allocate licenses on an annual basis for each agency to manage internally – aligning to the contract model. This is different from what you see today with the DTI chargeback model where the number of licensed accounts will vary from month-to-month. We still have a lot of work to do and are working closely with OMB to set the G1 and G3 costs.

## NEXT STEPS...

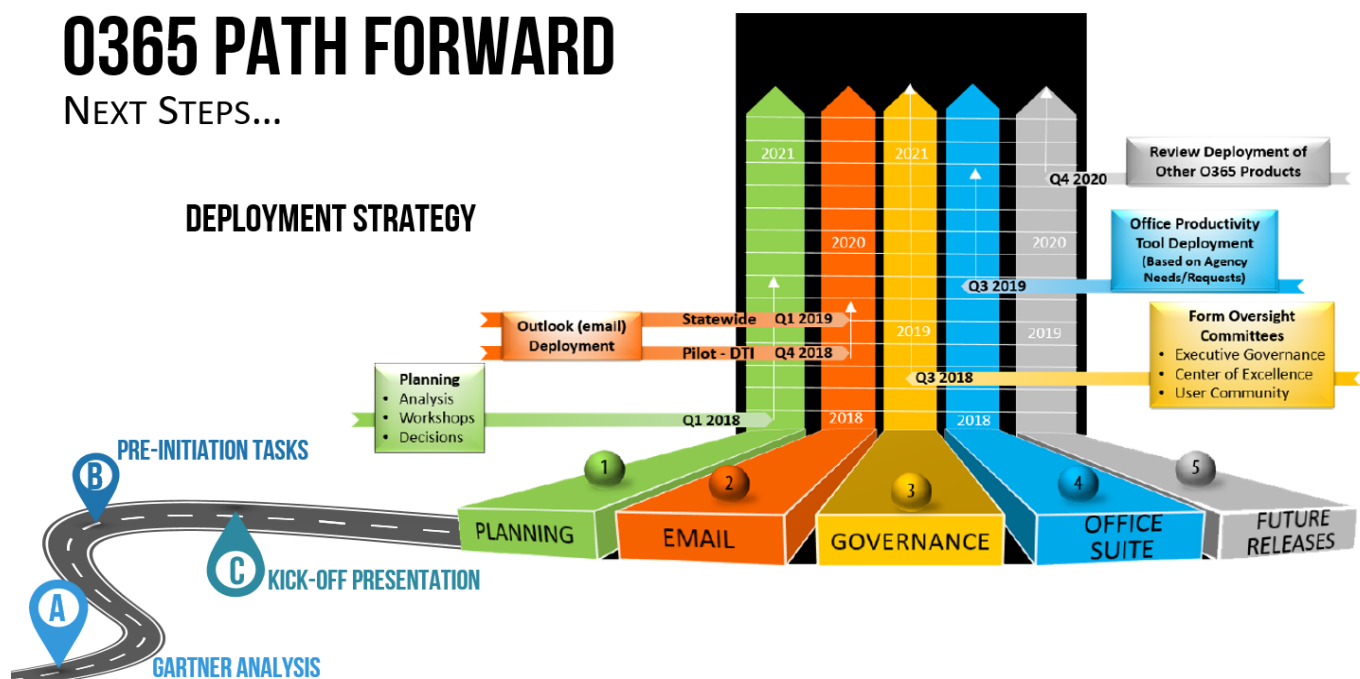
As with every project, there is a significant amount of planning to understand the product, licensing, dependencies, impacts, as well as, formulating an implementation schedule to follow. This step has been taking place this year (See project deployment strategy graphic below).

**Email Deployment – Beginning 2018** Once established, the Delaware O365 environment will have four tenants. The DTI Telecom team experience already includes supporting the K12 O365 tenant, in place since 2013. In addition to the State and K12 tenants the third tenant will be for the community that DELJIS

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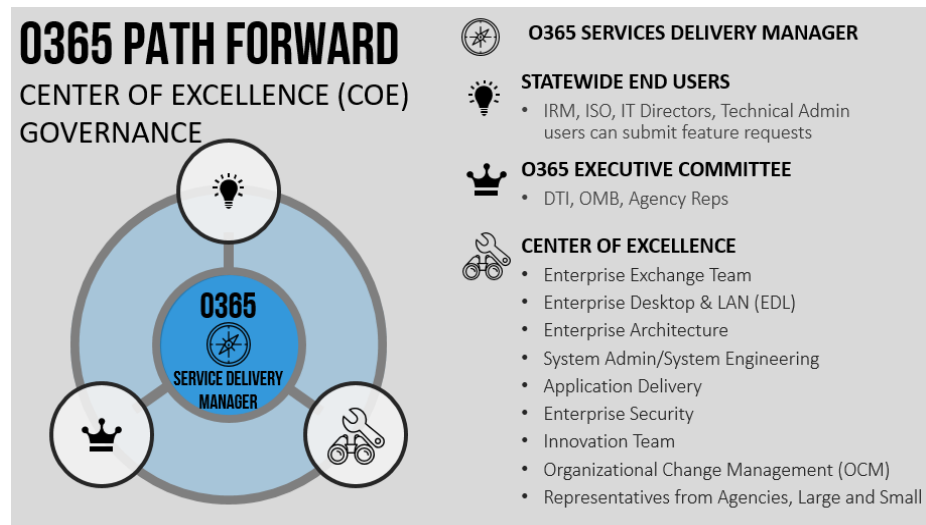
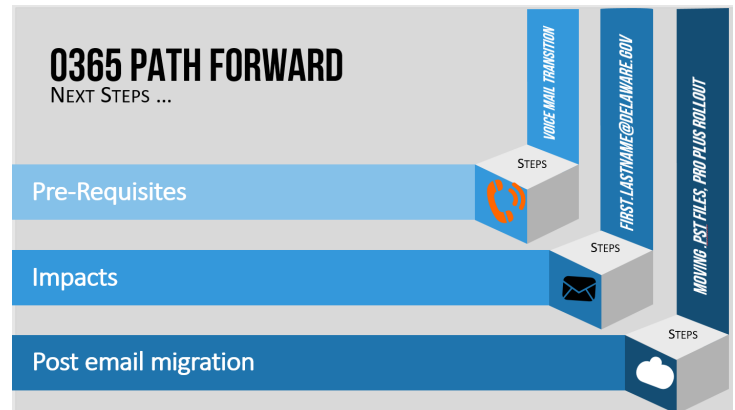
# 0365 PATH FORWARD

## NEXT STEPS...



supports: municipal police departments and law enforcement (@cj email accounts). The fourth tenant will serve as a test environment. Delaware is fortunate that all State Agencies reside on one eMail platform and are already on Exchange 2016. The email migration will begin in the October/November timeframe with DTI and one or two agency early adopters moving first.

As we move through the email migration process, there will be pre-requisites, impacts, and post email tasks. One such pre-requisite requires end users currently using EVS voicemail to move to a Unity voice mail system. Over the years, there have been several requests for the State to change email addresses to @delaware.gov. With a complete email migration and clean-up for transitioning to O365 Outlook, this makes it the right time to make this change. Additionally, the "@us" domain is available to the public. The "@gov" domain remains dedicated to federal, state, and local government entities only. A change such as this requires your assistance in identifying and then minimizing any impacts. The legacy @state.de.us email addresses will continue to work for a period of time to mitigate the impact of updating of myriad instances of published email addresses.



**Establishing Enterprise Governance – 2018** A key success factor identified by other States and Microsoft was the establishment of a Governance model. The Governance model will consist of an Executive Committee; a Center of Excellence group consisting of Subject Matter Experts (SMEs) across many disciplines; and, our statewide end user community.

**Office Suite Products – 2019** Deployment of Office Suite products will follow email migration efforts beginning in 2019. An agency's need and/or requirements will dictate the deployment of Office Suite products. Through GEAR, the EXCIPIO report identified 40% of PCs/desktops are running the 2007 Windows Operating System (OS). Many of those desktops are running Office 2010 as well. Since agencies will be looking to buy new PCs and invest in the next level of Office Suite, we want agencies planning a PC refresh to take advantage of the new licensing model we have in place today.

**Future Releases – 2020** The release of products such as One Drive, SharePoint and Teams, come with additional responsibility and requires a deeper dive before implementation. As such, implementation of these products are slated for the future. We will engage and leverage the Center of Excellence experts to bring about all the dependences, document nuances and impacts, and then present to Enterprise Governance for consideration and decision on implementation.










## GETTING READY FOR CHANGE


As implementation moves forward, many tasks require an end user's attention, action and education. DTI's Organizational Change Management (OCM) Leader, Pam Waters, introduced the DTI Change Management Coaches assigned to the O365 project: Dorothy Kope, Stacey Sowers, Dara Schumaier, and Ronda Ramsburg. Pam described, at a high level, the methodology of Change Management, outlining the significance that functional impacts have on people. The OCM methodology incorporates the use of liaisons within each agency that will work directly with the OCM Coaches. Coaches will work with agency liaisons to identify impacts, research and document information, funnel communication, and educate others. The agency liaisons will participate in the completion of Readiness Checklists, which in turn are tracked on a Readiness Reporting spreadsheet. The OCM methodology has a proven record of accomplishment, enabling faster adoption by end users, resulting in higher project success rates.

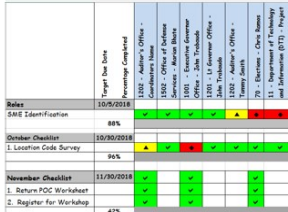
Suzanne Morris, OCM project lead, spoke about the importance of communications and unveiled the Office 365 Implementation website (see page 1 article). Additionally, Suzanne announced the first of many checklist tasks would be distributed to Agency IRMs by Friday, September 21.

# ORGANIZATIONAL CHANGE MANAGEMENT

**DTI OCM TEAM**  
Organizational Change Management (OCM) Coaches - Coordinators  
  
Pam Waters Dorothy Kope Stacey Sowers  
  
Suzanne Morris Dara Schumaier Ronda Ramsburg

**COORDINATORS**  
Liaisons within the Agency/Divisions that will work with OCM, Agency Change Coordinators  


**READINESS CHECKLISTS**  
Checklists are used to request or verify a requirement and document responses  


**REPORTING**  
Readiness Spreadsheet provides a view of where each Agency stands in regards to Readiness  


## OPEN FORUM: QUESTIONS AND ANSWERS

Questions presented at the meeting are posted on the project website at <https://office365.delaware.gov>.  
(Go to *Information* > *Frequently Asked Questions* section).

Questions or Comments?

Email us at

**Project\_o365@state.de.us**



**Organizational Change Management**  
**Project: Office 365 Enterprise Implementation**  
**Website: <https://office365.delaware.gov>**  
**Email: [Project\\_o365@state.de.us](mailto:Project_o365@state.de.us)**

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Suzanne Morris	739-9838
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Dorothy Kope	739-9803
Stacey Sowers	672-6052
Ronda Ramsburg	739-9629