



Tech Alert

from the **Customer Delivery Division**
"Your Gateway to Technology Services"

TA 16-14: Microsoft Office 365 Updates

ISSUE DATE: September 20, 2016
ATTENTION: All O365 Customers
ACTION REQUESTED: None - Information Only
EFFECTIVE DATE: Not Applicable

Introduction:

The California Department of Technology (CDT) offers Microsoft Office 365 (O365) licensing bundles, which include a variety of office productivity tools (e.g., email, Microsoft Office, collaboration tools, and storage). This Tech Alert (TA) provides an update on O365 service offerings, and responds to some frequently asked questions related to:

- Skype for Business
- Unified Global Address List (GAL) Availability
- Calendar Free/Busy Capabilities
- Timing of License Purchase and Email Migration
- Microsoft Premier Agreement

Summary:

Skype for Business:

[TA 16-07](#) specified the limited use of the O365 G4 bundle, due to features that conflict with CALNET 3 services. Similarly, some of the features offered in the O365 G3 bundle are also offered through CALNET 3 and therefore, some limitations apply to the use of the Skype for Business component.

Skype for Business offers various tools, including Skype-to-Skype Audio, Video, and Media, Instant Messaging, Presence, Online Meetings, and more. CALNET 3 customers may use all Skype for Business tools in the O365 G3 bundle, with the exception of Skype-to-Skype Audio, Video, and Media. The Skype-to-Skype Audio, Video and Media features may not be used as a replacement for CALNET 3 Voice & Data Services, and customers should not remove their CALNET voice handsets (desk telephones). Also, CALNET 3 customers should only use Skype for Business within their enterprise network, and should not be used to communicate with entities outside their departments.

If you need further assistance with what is allowable for your organization, please contact your [CDT Account Lead](#).

Unified Global Address List (GAL) Availability:

As discussed in [TA 16-11](#), CDT announced the creation of a Unified Global Address List (GAL). The Unified GAL should be available in October 2016. Prior to the Unified GAL release, departments can either continue to use a static copy of the current statewide GAL or operate without a statewide GAL. If departments are using a static copy of the statewide GAL, Microsoft will work with the departments to provide monthly updates. CDT will share the infrastructure requirements to connect to the Unified GAL once they are finalized.

Calendar Free/Busy Capabilities:

Due to the complexity of maintaining interconnectivity between disparate email environments, departments that transition to O365 will temporarily be unable to see calendar free/busy information for departments that are still on either CES or CA.mail. As departments migrate to O365, they will have the ability to share enterprise wide calendar free/busy information with other O365 tenants, using standard O365 tools.

Timing of License Purchase and Email Migration:

Once a customer purchases their O365 licenses, Microsoft must conduct a thorough analysis of the current email solution and Active Directory environment. Following this analysis, Microsoft will develop a remediation plan, including all pre-migration tasks that must be completed and verified before a migration schedule is developed. Accordingly, departments should expect that they will own their O365 licenses for a few months prior to the completion of their email migration while remediation and migration planning are taking place.

Microsoft Premier Agreement:

As discussed in [TA 16-11](#), CDT has been working to establish a multi-department Microsoft Premier Agreement for departments that currently do not have an agreement. CDT is pleased to announce that the Microsoft Premier Agreement is now available. There is a minimum five (5) hour annual purchase commitment required to use this agreement. If you are interested in leveraging this agreement, please contact your [Account Lead](#) for more details.

Action Requested:

No action is required. However, for historical information, customers may review the prior TAs related to CDT's O365 offerings: [TA 16-02](#), [TA 16-07](#), and [TA 16-11](#).

Due Date:

None.

Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the [Account Lead Directory](#), or call the Customer Delivery Division at (916) 431-5476.