

OFFICE IT PRO ADVENTURES, ISSUE #2

MAIL STORM



"...**BORDERLINE CATASTROPHE**. THE STORM CAUSED DATA LOSS, A TWO-DAY EMAIL OUTAGE, AND AN INABILITY TO ACCESS CUSTOMER INFORMATION. NEVER AGAIN. MICROSOFT WILL DO OUR EMAIL MIGRATION FOR FREE; THERE IS ABSOLUTELY NO REASON NOT TO PRIORITIZE EXCHANGE MIGRATION TO OFFICE 365! WORK WITH AMY ON MY TEAM AND STEVE THE EXCHANGE ADMIN- MAKE IT HAPPEN.

REGARDS,
JEFF PRICE, CFO"

DAVID WRIGHT, SYSTEMS ADMINISTRATOR

FINALLY! ONE GOOD THING TO COME OUT OF ALL OF THIS IS AN OPPORTUNITY TO MIGRATE EXCHANGE.



WHAT THE...

EXCHANGE STUDENTS WELCOME

DUNGEON GUESTS DAILY: \$5

HELLO?

STEVE?

I THOUGHT WE HAD A MEETING SCHEDULED...

THIS IS THE MEETING, DAVID.

WELCOME TO MY DOMAIN.

MEET STEVE MASTERS,
MAIL MAN

UH, RIGHT.

ANYWAY, IT'LL BE GREAT TO HAVE YOUR ASSISTANCE FOR THIS PROJECT.

ASSISTANCE?

LET'S BE CLEAR, I AM NOT YOUR ASSISTANT.

OH, YEAH, RIGHT. I JUST MEANT THAT I'M EXCITED ABOUT THE MIGRATION.

WELL, AT LEAST SOMEBODY IS.

WHAT? WE'RE GOING TO HAVE INCREASED SECURITY AND STORAGE CAPACITY, IMPROVED UPTIME, AND ZERO SERVER MAINTENANCE! WHY WOULDN'T THIS BE A PRIORITY FOR YOU?

BECAUSE THIS ISN'T A TINY COMPANY WITH ONE-AND-A-HALF SERVERS! ROLLING OUT TO AN ENTIRE ENTERPRISE IS A BIGGER DEAL THAN YOU THINK.

LISTEN, I GOTTA GO, I'M BUSY CLEANING UP AFTER THE OUTAGE.

CLICK

LATER THAT DAY OUR TEAM HAD OUR FIRST MEETING WITH GRACE, OUR MICROSOFT FASTTRACK ENGINEER

I'M NOT SURE WHERE STEVE IS, BUT LET'S GET STARTED WITHOUT HIM.

THE GOOD NEWS IS THAT I'M HERE TO HELP YOU MOVE ALL OF YOUR MAILBOXES FOR FREE. HOWEVER, THERE ARE A FEW THINGS I NEED YOU TO DO TO GET READY.

GRACE, MICROSOFT FASTTRACK ENGINEER

AMY STRANDE, CHIEF OF STAFF TO THE CFO AND OUR KEY STAKEHOLDER FOR THIS PROJECT

CREATE YOUR MIGRATION PLAN...

PREPARE YOUR MAILBOXES...

ENSURE YOUR ORGANIZATION IS TRAINED AND KNOWS WHAT TO EXPECT.

STEVE, WHY WEREN'T YOU ON THE CALL?

YOU'RE NOT PULLING YOUR WEIGHT.

THIS ISN'T A PRIORITY FOR ME; I'M BUSY.

YOU'RE AN IT DINOSAUR, NO BETTER THAN A FAX MACHINE OR TAPE DRIVES...

SON, I'VE KEPT EMAIL FLOWING WITH THE PURE STRENGTH OF WILL AND OPERATIONAL POLICIES FOR DECADES!

WILL YOU TWO STOP BICKERING? GET IT TOGETHER, NOW WE NEED TO MOVE FORWARD ON THIS.

WE'LL SEE.

AMY STARTED PREPARING OUR USERS...

...AND THAT'S WHY IT WILL BE PERFECT AS OUR "PILOT GROUP," SO TO SPEAK SOON, WE'LL HAVE A NEWER AND MORE POWERFUL VERSION OF OUTLOOK FOR SENDING BIGGER ATTACHMENTS,

AND WE'LL HAVE A BETTER EXPERIENCE ON OUR PHONES AND TABLETS.

...WHILE I BEGAN PLANNING...

...AND TRIED TO PUT TOGETHER THE MORE TECHNICAL PIECES.

SEND

SO HERE'S A DRAFT OF THE MIGRATION PLAN.

BANG!

I THINK THIS WILL WORK, BUT I'D LOVE YOUR INPUT.

HOLD IT!

ARE YOU CRAZY?!

CRASH!

DID YOU THINK AT ALL ABOUT THE ORDER OR GROUPINGS IN WHICH TO MOVE PEOPLE?!

WHAT ABOUT EVENTS AND HOLIDAYS?!

DID YOU CONSIDER HOW THESE PEOPLE ACTUALLY USE EMAIL, OR DID YOU FORGET THE CUSTOMER COMPLETELY?!

I READ YOUR EMAIL

OK, SO WHAT DO YOU RECOMMEND?
WE ARE ON A SUPER SHORT TIMELINE.

OH WELL,
FIRST OF
ALL,

WE CAN'T MOVE
FINANCE AT THE BEGINNING
OR END OF THE MONTH.

THEY HAVE A HEAVIER WORKLOAD
AND NEED ACCESS TO A LOT OF
SYSTEMS. WE ALSO NEED RESOURCE
MAILBOXES TO MOVE AT THE
SAME TIME THAT THE GROUP OR
USER WHO MANAGES THEM MOVES
TO AVOID A DISCONNECT.

ALSO, EXECS AND ADMINS,
WHO RELY ON SHARED
CALENDARS, NEED TO BE
MOVED AT THE SAME
TIME OR ELSE THERE WILL
BE A BIG PROBLEM
WITH MISSED EMAILS AND
APPOINTMENTS.

FINALLY, YOU DIDN'T SET
BLACKOUT DATES FOR
PATCH TUESDAY OR FOR
THE LAST THREE DAYS
OF THE MONTH FOR
THE MONTHLY CLOSE!

...BUT TO DO IT
RIGHT, YOU REALLY
HAVE TO UNDERSTAND
YOUR USERS.

THIS COULD
ACTUALLY
TURN OUT
REALLY WELL!

I LOOKED INTO
OFFICE 365
SOME MORE...AND
CHANGED MY TUNE.

THERE ARE A LOT OF COOL
CAPABILITIES LIKE DLP AND
COMPLIANCE CENTER THAT
WE CAN ONLY GET THROUGH
EXCHANGE ONLINE, AND THE
ADMIN INTERFACE IS
VERY FAMILIAR.

MICROSOFT WILL EVEN HELP US
MIGRATE USING HYBRID DEPLOYMENT
SO WE CAN MOVE OUR PERSONAL
ARCHIVES AS WELL.*

ALRIGHT!
LET'S DO
THIS!

*FIND OUT MORE ABOUT THE
EMAIL MIGRATION BENEFIT AT
[HTTP://AKA.MS/FTMAIL](http://aka.ms/ftmail)

HOW DID YOU KNOW
ABOUT ALL THESE
COOL TOOLS?

- ✓ CREATE USER GROUPS
AND WAVES
- ✓ NOTIFY USERS OF SCHEDULE
AND WHAT TO EXPECT
- ✓ FINALIZE MAILBOX PREP

THIS AIN'T MY
FIRST MAIL
MIGRATION!*

AMY FELT A LOT MORE COMFORTABLE
LEAVING EVERYTHING TO THE TWO OF US
AFTER SHE SAW HOW WELL IT WAS SHAPING UP!

*AND [HTTP://AKA.MS/EXTEST](http://aka.ms/extest) IS AN OLD FRIEND.

IT WASN'T LONG BEFORE WE HAD A PLAN THAT WE WERE ALL **CONFIDENT** AND **COMFORTABLE** WITH— AND NOW IT WAS TIME FOR MICROSOFT TO DO THE HEAVY LIFTING, AT NO EXTRA COST TO US!

WOODGROVE MIGRATION CALENDAR!

Migration Wave One



WE BEGIN HERE WITH THE **FIRST WAVE OF MIGRATION**! AFTER REVIEWING OUR PLAN AND SCHEDULE WITH MICROSOFT, THE FIRST BATCH IS LOCKED. THE MICROSOFT TEAM THEN RUNS A PRE-CHECK OF THE FIRST WAVE OF MAILBOXES, AND AS LONG AS MOST MAILBOXES PASS, WE'RE OFF!

FOR THE NEXT 16 DAYS, I'LL BE WORKING TO RESOLVE ANY MAILBOXES THAT FAILED PRE-CHECK. DAVID WILL HELP ME OUT AS NEEDED, AND AMY WILL FINALIZE THE TRAINING OVER THIS TIME PERIOD TO MAKE SURE EVERYONE IS READY.

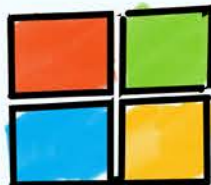
ONCE WE HIT DAY 16, MICROSOFT RUNS ANOTHER PRE-CHECK. AT THAT POINT, IF ANY MAILBOXES FAIL THE PRE-CHECK, THEY WILL BE MOVED TO THE NEXT MIGRATION WAVE.

STARTING ON DAY 17, THE BATCH WILL BE **COMPLETELY LOCKED** FOR FIVE DAYS, AND NO MORE USERS CAN BE ADDED OR REMOVED TO THE WAVE. ONCE THIS TIME IS UP, **MIGRATION DAY IS HERE!**



SOON AFTER, WE START THE PROCESS OVER AGAIN WITH THE **SECOND WAVE** AND THROUGH TO THE FINAL MIGRATION WAVE, WHICH WILL INCLUDE FAILED MAILBOXES WE WERE ABLE TO REPAIR FROM PREVIOUS GROUPS.

NOW THAT YOU'VE DONE THE PRE-WORK, WE CAN TAKE IT FROM HERE AND HANDLE THE MAILBOX MIGRATION FOR YOU.



AND THEN, MIGRATION BEGAN, AND WE SAT BACK AND WATCHED AS THE COMPANY MADE THE JOURNEY TO THE CLOUD.

FINANCE
TEAM MEMBERS

MARKETING
TEAM MEMBERS

EXECUTIVES AND
ADMINISTRATORS

LICENSES HAVE
BEEN CREATED
AND ASSIGNED!

LOOKS LIKE
EVERYTHING IS
ON TRACK!

EACH USER GROUP
IS READY AND KNOWS
WHEN THEIR MOVE
WILL BEGIN AND
WHAT TO EXPECT
ONCE MIGRATION IS
COMPLETE.

AND I'M
FINALIZING
MAILBOXES
FOR THE
LAST PUSH!

YOU'VE DONE
A GREAT JOB HERE,
STEVE! THIS HAS
ALREADY BEEN A
HUGE SUCCESS
WITH SOME BIG
IMPACTS!

WELL, I'M GLAD YOU SAID THAT
BECAUSE WE NEED YOU ON THE
MOBILE DEVICE MANAGEMENT
PROJECT STARTING TODAY!

THANKS, AMY! I'M RELIEVED
THAT I DON'T HAVE TO WORRY
ABOUT KEEPING THE SERVERS UP
ANYMORE, AND... I'M LOOKING
FORWARD TO MY NEXT PROJECT.

AWESOME!
LET'S GET
GOING!



WE'RE STILL TALLYING

THE FINAL COSTS OF THE STORM. WHAT WE DO KNOW IS THAT WE SUFFERED SERVER ROOM HARDWARE FAILURE THAT RESULTED IN MORE THAN 72 HOURS WITHOUT EMAIL. CUSTOMER REQUESTS WERE DELAYED, AND WE LOST ANY INQUIRIES THAT CAME IN DURING THAT THREE-DAY PERIOD. SECURITY, DATA, AND INFRASTRUCTURE ASSETS WERE COMPROMISED AS WELL. THE IMPACTS OF THE STORM WERE MORE SIGNIFICANT THAN WE WERE PREPARED FOR, AND THAT'S WHY WE ARE MOVING TO EXCHANGE ONLINE.

CREDITS:

EXECUTIVE PRODUCER: ALISTAIR SPEIRS

CREATED BY INDIGO SLATE

ART DIRECTOR: JEREMY BONNER

STORY: NICHOLAS WOLFRAM

PENCILS, INKS, LETTERING: CHAD WELCH

COLORIST: CATHERINE LIN