



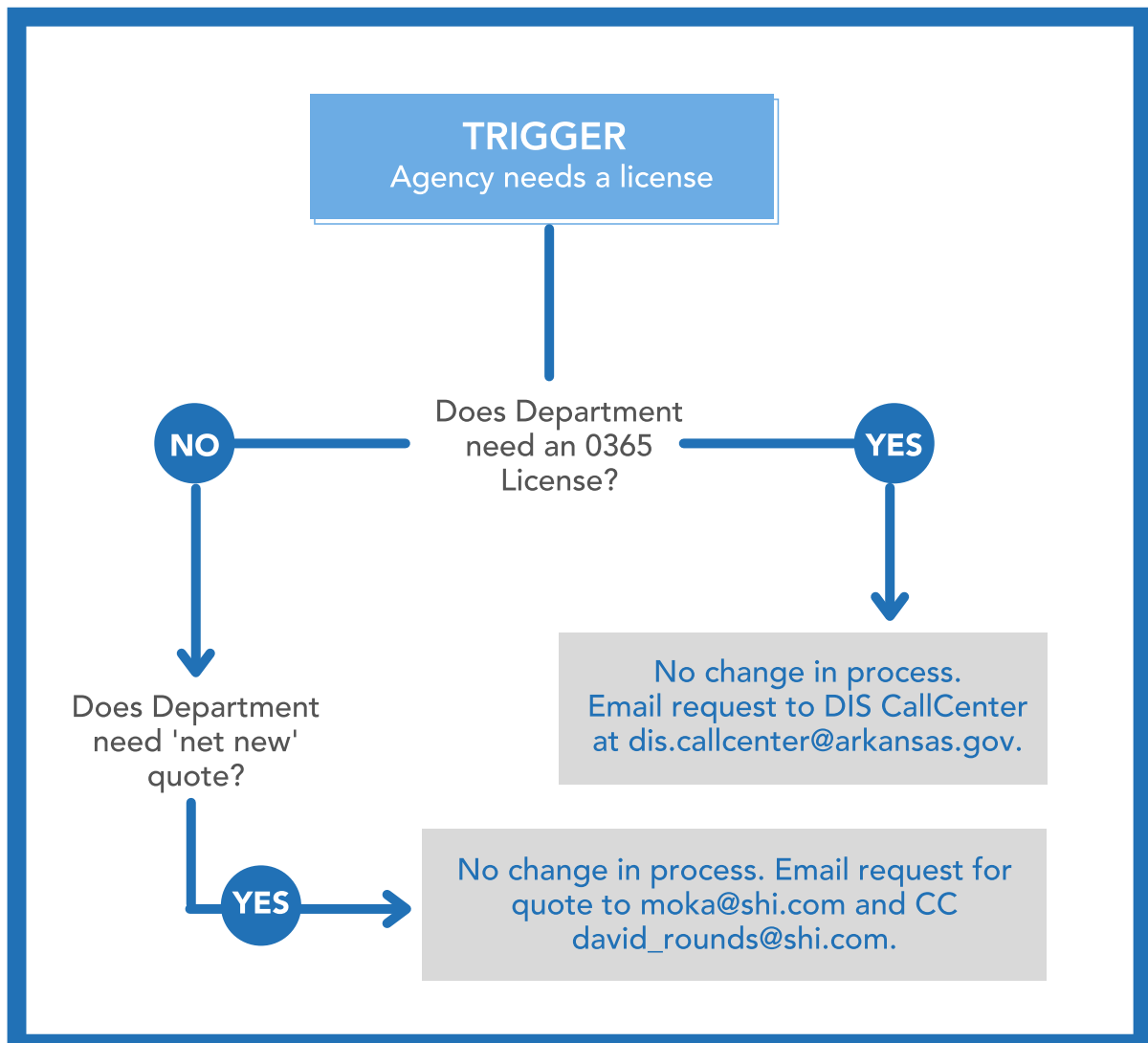
# DIVISION OF INFORMATION SYSTEMS

## OFFICE 365

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### Office 365 Order Process



## RATES - Per User Per Month

Office 365					
Item#	Description	ORIGINAL FY19 Rate	REVISED FY19 Rate	FY19 Difference	FY20-22 Rate
M1	m1 - includes winM3 per user, EMS g3, exchgonLNArch (AAA-11233, AAA-10787, 4ES-00001) W/ATP	\$ 25.75	\$ 22.93	-2.82	\$ 22.93
M3	M3 W/ATP	\$ 33.75	\$ 30.11	-3.64	\$ 30.11
M3-SA	M3 SA Pricing W/ATP*	\$ 26.25	\$ 24.31	-1.94	\$ 24.31
	*M3-SA - applies to the following agencies <b>ONLY</b> :				
	Arkansas Department of Community Correction (ACC)				
	Arkansas Department of Correction				
	Arkansas Department of Human Services				
	Arkansas Dept. Parks & Tourism				
	Arkansas Economic Development Commission				
	Department of Finance and Administration				
	Department of Information Systems				
M5	M5 (includes winM5,entmobandsecM5 W/ATP	\$ 59.50	\$ 53.04	-6.46	\$ 53.04
F1 Kiosk	F1 W/ATP	\$ 7.30	\$ 6.50	-0.80	\$ 6.50

## HOW TO PREPARE

### Back up your system

Back up your system prior to your migration date.

### Which license should I buy?

Going with M3 or M5 allows you to get full security plus all of the functionality that O365 has to offer. Security is not included in Kiosk or M1 licenses. For more information on the different license types and offerings, see below.

#### Kiosk- F1 License

How many employees use basic email only? Think of first line workers where the nature of the work is mobile, on the go, or not attached to an office. Examples include clerks, firefighters, parks & recreation, and maintenance workers. These types of employees need easy-to-use tools and services to help them create, update, and manage schedules and tasks, communicate and work together, train and onboard and quickly take in company news and announcements.

#### M1 License

How many employees use basic email, any of the following (SharePoint, Skype and Teams) and about 25 percent of their time is spent using basic functions of Office products such as Excel, Word, PowerPoint, OneNote, or Publisher?

These employees will have access to all Office applications online. Microsoft Office365 Enterprise M1.

### M3 License

How many employees use email, any of the following (SharePoint, Skype and Teams) and are power users of Office products such as Excel, Word, PowerPoint, OneNote, Publisher? These employees handle sensitive data by using any Microsoft productivity tool. Microsoft Office 365 Enterprise M3.

### M5 License

How many employees need all options mentioned above, and they have a need for using Skype for business as a phone, use power BI (Business Intelligence), and Skype broadcasting.

## Basic Computer Requirements

Before you install or use any Microsoft Office 365 or Office 2016 product, we recommend that you verify that your computer meets or exceeds the minimum system requirements for the product.

Source: <https://products.office.com/en-us/office-system-requirements>

The following chart outlines the various core requirements for Office 365, for business plans:

COMPONENT	REQUIREMENT
Computer and processor	PC: 1 gigahertz (GHz) or faster x86-bit or x64-bit processor with SSE2 instruction set. Mac: Intel processor
Memory	PC: 2 GB RAM Mac: 4 GB RAM
Hard disc	PC: 3 GB of available disk space. Mac: 6 GB of available disk space. HFS+ hard disk format (also known as Mac OS Extended or HFS Plus)
Display	PC: 1024 by 768 screen resolution Mac: 1280 by 800 screen resolution
Graphics	PC: Graphics hardware acceleration requires a DirectX 10 graphics card.
Operating system	PC: Windows 10, Windows 8.1, Windows 8, Windows 7 Service Pack 1, Windows Server 2016, Windows Server 2012 R2, Windows Server 2012, or Windows Server 2008 R2. Mac: Mac OS X 10.10 or later For the best experience, use the latest version of any operating system.
Browser	The current version of Internet Explorer, Microsoft Edge, Safari, Chrome, or Firefox.
.NET Version	PC: .NET 3.5 required. Some features may require .NET 4.0, 4.5, or 4.6 CLR to be installed.

## MIGRATION FAQ

### Is it true that migration to the new email system will happen agency by agency?

The migration is going to be performed in a manner that will move groups of people who share resources together, such as office-by-office, division or agency.

### How long will it take to migrate my mailbox to the new email system?

This timeframe varies but there will be little to no downtime for users related to having their mailbox moved.

A restart of the Outlook client is required once the mailbox is moved, that is the only action that will have to be taken. It may take up to 30 minutes to load after Outlook restarts. Please do not close Outlook during this time or the configuration process will start over.

### Will I have to set up a new Outlook profile on a workstation I have used before?

No, if a user is logging on to a workstation to which they have logged on to Outlook previously, there should still be an existing Outlook profile on the workstation. It may take up to 30 minutes to load the first time just as it did on their primary workstation.

### Will I have to set up a new Outlook profile on a workstation that I have not previously used?

Yes, currently Outlook is not configured by default on any workstation new to a user. When a user logs on to a computer to which they have never logged on to previously they will have to set up a new Outlook profile. This has always been the case and has not changed for cloud email users.

### Will I have to set up a new Outlook profile on a workstation that I have not previously used?

No, users are not locked out during the migration process.

### Will emails be lost if sent/received during the migration?

No, new email will be directed immediately to your activated Office 365 email account.

### How do I know how large my current mailbox is?

In Outlook on the top left, you will see your email address at the top of your inbox (example: first.last@arkansas.gov).

If you right click and then click data file properties at the bottom will be a folder size button. This shows your total size in KB. 1000 KB is a MB. 1,000,000 KB is a GB.

### What web browsers are supported?

Office 365 is designed to work with the latest browsers and versions of Office. If you use older browsers and versions of Office that are not in mainstream support the quality of your Office 365 experience may diminish over time.

OS\Browser	Internet Explorer	Edge	Google Chrome	Mozilla Firefox	Safari
Windows 10	Yes	No	Yes	Yes*	N/A
Windows 8.1	Yes	N/A	Yes	Yes*	N/A
Windows 8	Yes	N/A	Yes	Yes*	N/A
Windows 7	Yes	N/A	Yes	Yes*	N/A
Mac OS X	N/A	N/A	Yes*	Yes*	Yes*

\*Requires [additional configuration](#)

### **What is Microsoft Office 365?**

Office 365 is a cloud-based set of products including desktop applications (Microsoft Office suite) and server products (including Exchange e-mail, SharePoint collaboration, OneDrive, and Skype for Business (Lync) instant messaging).

### **What does "cloud-based" and "in the cloud" mean?**

Cloud computing, or being "in the cloud," means that a third party (in this case, Microsoft) provides the applications via the Internet and stores the data on their servers.

### **Is my information safe in the cloud?**

Yes, multiple copies of your data are stored for redundancy purposes. The data is encrypted when accessed from the server. The result is an online service that has the equivalent reliability and security as an on-site server.

### **Are all email users moving to the same system?**

Yes, all email users are moving to Microsoft's cloud based Office 365.

### **Is the Cloud FERPA, HIPAA, and FISMA compliant?**

Yes, Microsoft Office 365 is FERPA, HIPAA and FISMA compliant.

### **When is this going to happen?**

The specific migration schedule for each entity is being defined and will be communicated in the next few weeks.

### **Will I keep my existing entity email address?**

Yes. Your entity email address will remain the same.

### **Will I have to sign in to Outlook separately?**

No, your Outlook will function the same as it does now.

### **How large will my mailbox be?**

100GB inbox, unlimited archive for users that are licensed (M3 & M5).

### **Will this affect the mailboxes I share?**

No, shared mailboxes should not look any different.

### **Will this affect my mailbox delegations?**

Yes. Only users who have been migrated to the cloud can effectively delegate mailboxes to other users who have also been migrated to the cloud. Our goal is to migrate each agency together, so the people who share resources will move together.

### **Will this affect the distribution groups I own?**

Yes. Unfortunately, users who are migrated to the cloud will not be able to update the email distribution groups they own until after the entire agency migration is complete. Once the migration is complete, and the distribution groups have been migrated to the cloud, group owners will be able to resume managing their groups just as they did previously.

### **How will I access Office 365 e-mail, calendar and contacts?**

Via the Outlook link on your desktop just as you have before.

### **Will this affect the calendars I share?**

Yes. After migration, only users who have been migrated to O365 can effectively share calendars with other users who have also been migrated. Users that have been migrated to O365 will only be able to see free/busy information on calendars of those users who have not been migrated and vice versa.

Note: Public shared calendars will not be available immediately after migration.

### **Will we be able to share/delegate calendar viewing in Office 365?**

Yes. However, during migration, users who have not been migrated to the cloud will receive an Office 365 Auto discover Authentication prompt when trying to access a migrated user's calendar. This authentication enables users whose mailboxes reside in the on-premises Exchange environment to view calendars of users whose mailboxes have been migrated to the Office 365 Cloud Exchange environment.

The password used for this authentication is your network password.

Note: If a non-migrated user does not authenticate, they will not be able to view migrated user's calendars.

### **Will room reservations/scheduling be available in Office 365?**

Yes. However, during migration, only users who have been migrated to the cloud can effectively access resource mailboxes such as conference rooms that have also been migrated to the cloud. This is why these resources will be migrated together with the offices that utilize the resource.

### **Should I schedule future meetings now or should I wait until after migration?**

Yes, keep doing what you are doing for now.

### **Will meetings employees accept now migrate to the new or do I need to send new invites after migration?**

Yes, meetings will migrate. You do not need to send new invitations after migration.

### **Will meetings employees accept now migrate to the new or do I need to send new invites after migration?**

Yes, meetings will migrate. You do not need to send new invitations after migration.

### **When creating an email, will the "To" field auto-populate with names as it currently does in Outlook?**

It will look first to your personal address book. If you have sent an email to someone in the Global Address book at least once, it will auto-populate (suggested contacts).

### **Will mobile device management be a module included in O365?**

Basic MDM is included by default, additional capabilities are available for M3 and M5 licensed users.

### **Does Office 365 or Outlook block certain file types?**

The antivirus system blocks executable files automatically. The types of files blocked will stay the same.

### **What will the outside email sender see if they try to send an attachment larger than 25MB?**

Many email systems have message size limits lower than 25 MB. If we receive a message larger than 25 MB, Office 365 will generate a bounce-back message to the sender stating the message exceeds the 25 MB size limit.

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## **SHAREPOINT FAQ**

### **Is SharePoint 2016 available for us?**

Yes, SharePoint online will be available.

## Is custom code allowed in SharePoint online?

No custom code is not allowed in SharePoint online.

## What is Office 365? What does it have to do with SharePoint?

Office 365 is a cloud-based version of Microsoft Office. SharePoint is the storage component of Office 365. Think of OneDrive for Business as a personal SharePoint site (My Site) for your documents.

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## ONEDRIVE FAQ

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### What is OneDrive?

OneDrive is online storage that comes with your Microsoft account. It is a service that provides resources for file storage, collaboration and communication. It provides access anytime/anywhere to all your files including photos, videos and documents. Whether you are on your laptop working on a presentation, viewing photos on your tablet, or on your phone, you can get to your files in OneDrive.

### Will all of my documents be migrated to OneDrive?

Yes, all of your documents currently on F: drive will be copied to OneDrive. You will have read only access to your F: drive after the migration.

### How do I access my OneDrive?

To access your OneDrive log into Office 365 at the following location:

- <https://login.microsoftonline.com/>
- Once logged in, select OneDrive application to view and access your files.

### What is the difference between OneDrive for Business and OneDrive?

OneDrive is a cloud-based storage system for personal files. OneDrive for Business is for storing, editing, creating, and sharing business documents.

### How much OneDrive space do I get?

Each user gets 1TB of space.

### How do I add a photo to my Office 365 profile?

Log in to Office 365.

- Click on your name in the top right-hand corner.
- Select "About Me".
- Hover over your blank photo and select "Change Your Photo".
- Upload a business appropriate photo of yourself to be included in Office 365.

### How do I upload a file?

You can upload a document by logging on to your account with a browser, and dragging/dropping a document into your document depository in the area where it says "drag files here".

### How do I share a file?

To share a file, click on the 3 dots next to the folder name (...) or click on the lock symbol. Select "Invite Others". To add users, type in the user's last name and select from the directory. Type in their email address.

### **How can I tell who I have shared a document with?**

Highlight the file name and select the group symbol (looks like 3 users). You can see who you have shared a file with from here. You can also click the 3 dots next to the file name and click on Share, then view the "Shared with" section.

### **Can OneDrive do real-time online collaboration?**

Yes, OneDrive can do real-time online collaboration. You have to open the document in Office Web Apps. In the upper right hand corner, you will see when someone is also editing the file. You will see a flag while the other person is typing.

### **Can I create a new document in the browser?**

Yes, you can create a new document by clicking on "new document" in the main area of your document repository. It will automatically use Office Web Apps to create the document. You can switch to using your full Office application (e.g. Word) by going to the File menu and click on "open in Word". This will give you the full functionality of your local Office apps.

### **What happens when I delete a file? Can I get it back?**

When you delete a file, it goes into the Recycle Bin for 90 days. Then it is moved to the second-stage recycle bin for another 90 days. After that, it is removed from the OneDrive site permanently.

Note: If a user permanently deletes a file or folder before the 90 days is up it will not be available. To restore deleted items:

- Go to the OneDrive website.
- On the left pane, tap or click recycle bin.

To restore an item, right click the item and click "Restore". To permanently delete all items, tap or click "Empty Recycle Bin". To find an item in the second-stage recycle bin scroll to the bottom to find the link that says, "Check the Second-Stage Recycle Bin".

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## OTHER

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### **Will the licensing/subscriptions allow for installation on multiple devices per user? i.e. desktop, tablet, laptop for one individual?**

Yes, up to 15 activations (5 mobile, 5 tablet, 5 desktop), shared user activation also available.

### **Will the licensing/subscriptions be tied to machines or individuals?**

Subscriptions are user based and tied to individual users.

### **What migration tools do you provide to move local data to the cloud, if any?**

Native tools will be used when possible, there may be use cases that are not supported, and Planet will notify the State of any changes.

### **What additional Office 365 modules are available that we may want, such as Microsoft Teams, Skype for Business?**

Those are all available in the tenant (Teams soon to be launched).

### **How will access databases be handled, local and network?**

Access (the application) is part of Office 365.

### **Maintain Service Pack levels?**

Staying on a fully supported service pack for your Office version ensures that you are on the latest and most secure version. Visit Service Pack Support Lifecycle Policy be aware.

Office 365 ProPlus and Lync Basic users can defer installing updates for only 12 months from date of release. After 12 months, the update will be automatic and you will be at risk of breaking macros and access if not tested beforehand.