

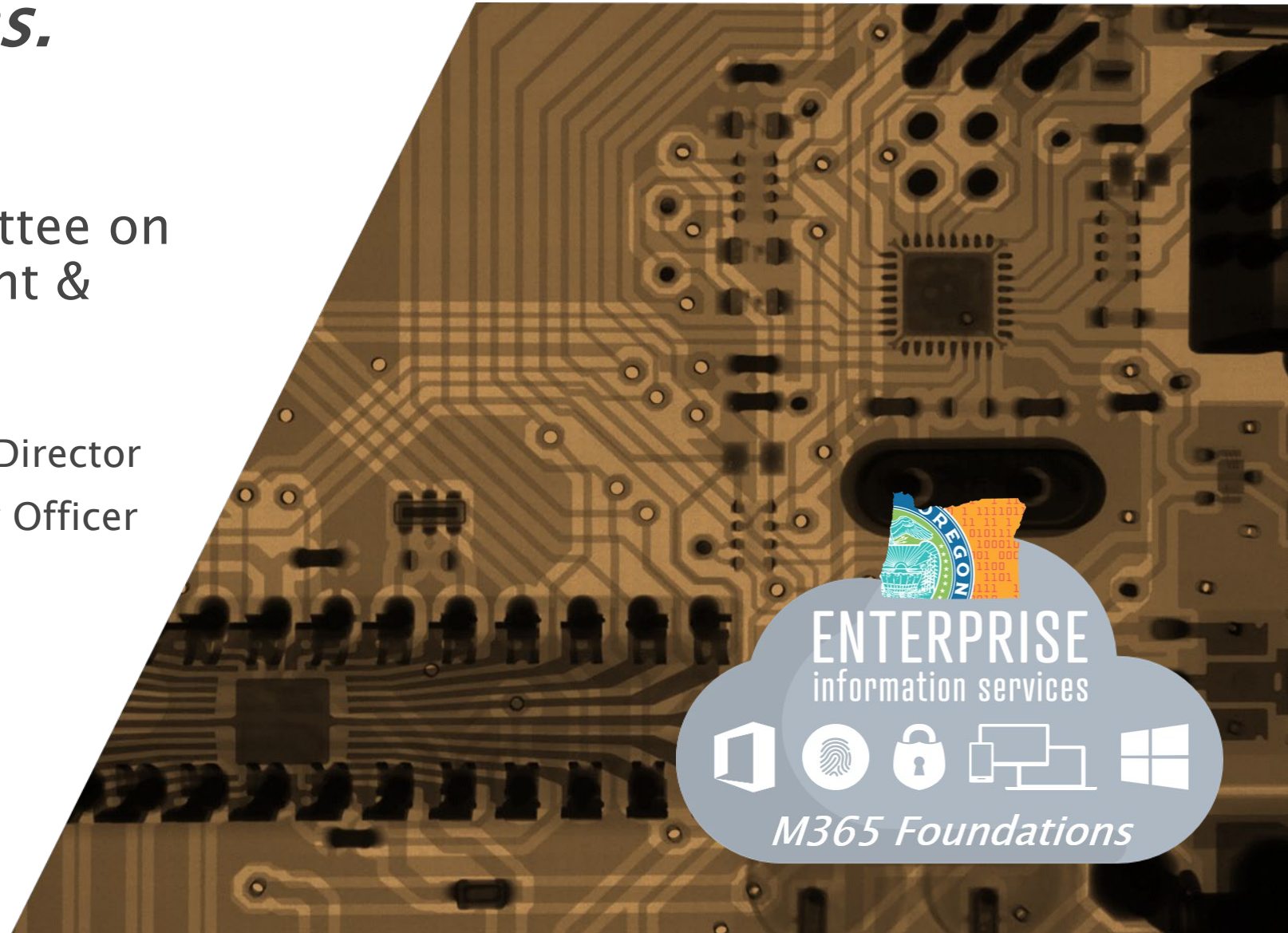
# *M365 Foundations. Project Update*

Joint Legislative Committee on  
Information Management &  
Technology

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Jennifer de Jong, M365 Project Director  
Kurtis Danka, Chief Technology Officer

*12 May 2021*



# *Project Update*

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# M365 Foundations. *Mission*

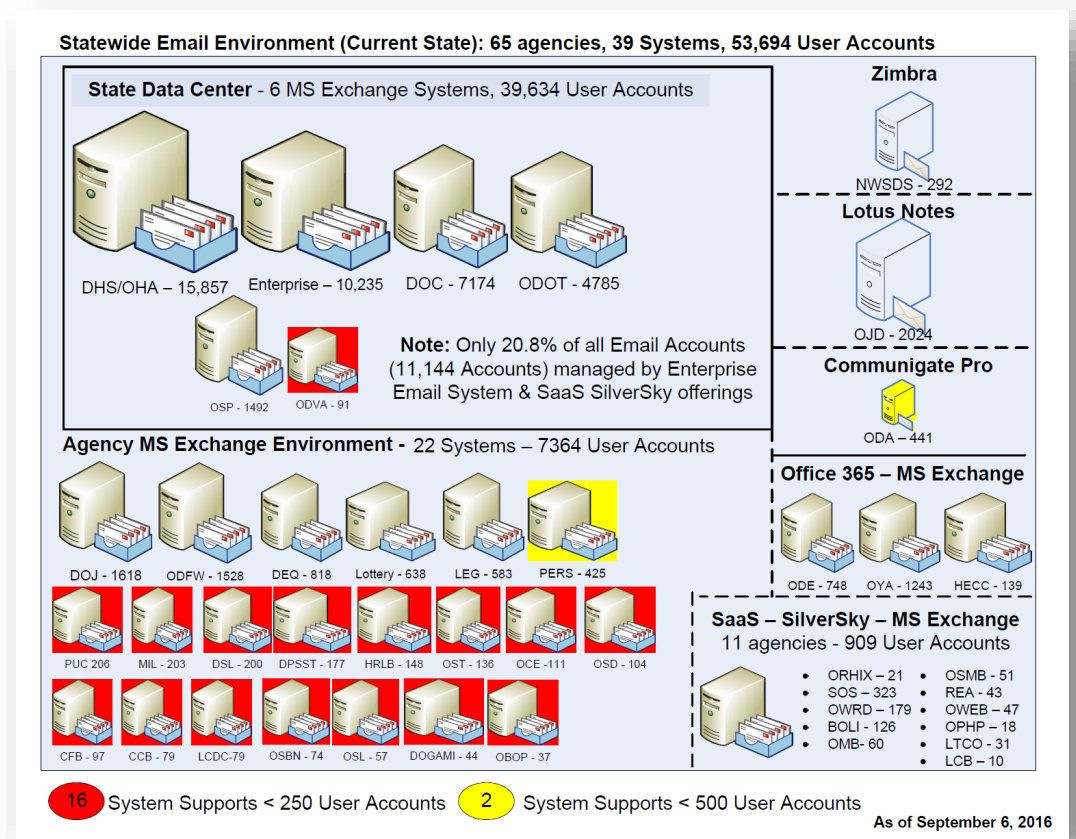
*To optimize IT investments through enterprise M365 licensing and to equip employees with modern productivity tools enabling:*

- **Identity management and enhanced security;**
- **Cross-platform and mobile use;**
- **Real-time internal and cross-agency collaboration;**
- **A single hub for intelligent communications;**
- **Asynchronous and remote work via chat, channels and video-conferencing; and**
- **The opportunity to re-imagine the way we work**



# M365 Foundations. *Where We Were...*

1. **Duplication of Effort and Multiple Systems.** The state was managing nearly 40 separate email systems.
2. **Multiple Microsoft Agreements and Variable Pricing.** Agencies had to go it alone when negotiating their licensing terms and pricing with Microsoft
3. **Inconsistent Email Addresses.** Email addresses vary by agency; e.g., <name>@oregon.gov or <name>@state.or.us
4. **No Single Directory.** There was no statewide directory of employees
5. **Uneven Access to Modern Productivity Tools.** Some agencies relied on antiquated and unsupported productivity tools
6. **Collaboration (or lack thereof).** Access to collaboration platforms was limited and uneven at best



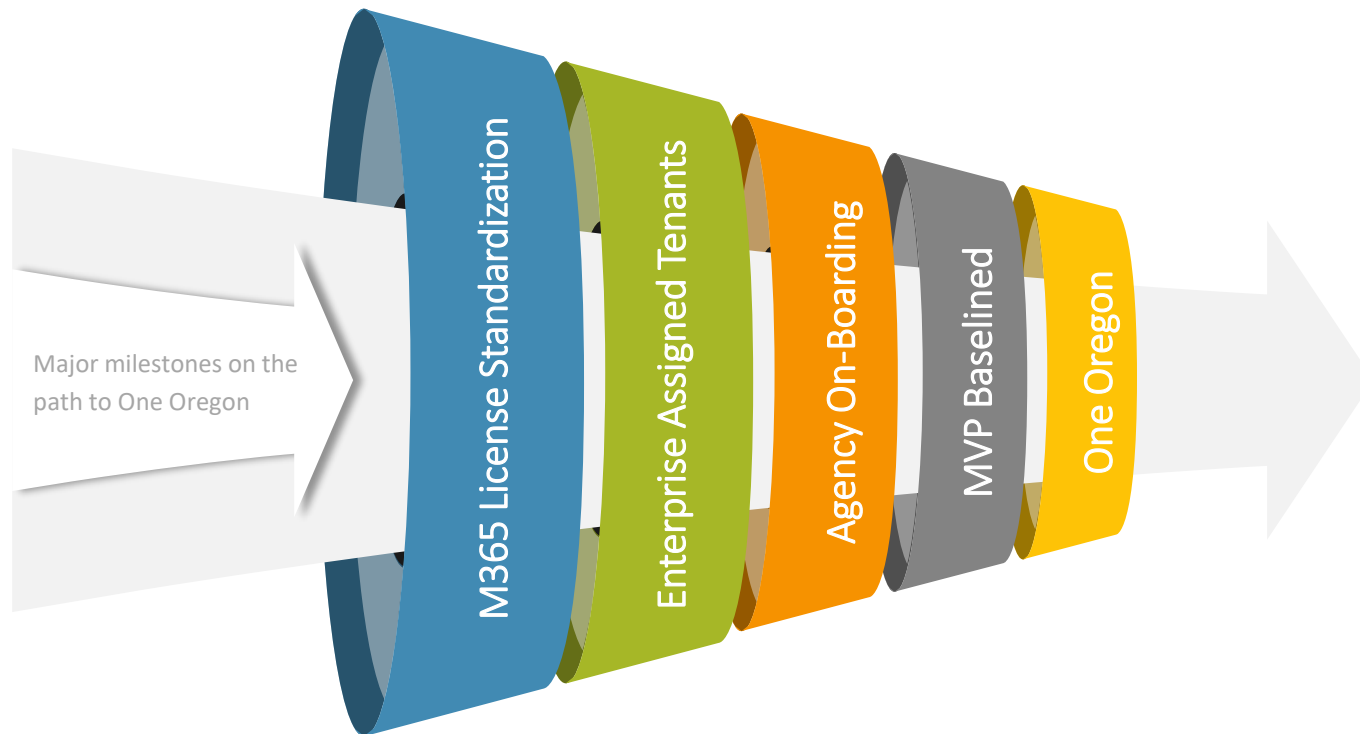
# M365 Foundations. *Where we are going...*

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1. **Microsoft 365.** Licensing consolidation and establishment of a common set of modern productivity tools for 80 agencies
2. **Consistency.** One Oregon-branded email address (<Firstname>.<Lastname>@<agency>.oregon.gov)
3. **One Directory.** Statewide directory of employees and partners (i.e., Global Address List (GAL))
4. **Modern Address Book.** Ability to calendar and schedule across agencies
5. **MS Office.** Access to current versions of Outlook, Word, Excel, PowerPoint et al.
6. **MS Teams.** Enabling collaboration, intelligent communications, and a re-imagining of the way we work  
**Chat.** Instant messaging
  - **Videoconferencing.** Voice, video, and content sharing
  - **Collaboration.** Document and work stream collaboration
  - **OneDrive.** Cloud file storage



# M365 Foundations. *High-Level Approach*



## M365 License Standardization

Standardize all executive branch users on the same Microsoft 365 subscriptions



## Enterprise Assigned Tenants

Integrate Assigned Tenants to the Enterprise and apply Enterprise configurations



## Agency On-Boarding

On-board “migrate” agencies from on-premises to Oregon Enterprise Tenant



## MVP Baselined

Align all Enterprise Tenants to the M365 EA Principles (AKA MVP)



## One Oregon Enterprise

Evaluate Interim Tenants for either Oregon Tenant consolidation or Assigned Tenant promotion





# M365 Foundations. *Enabling Remote Work with MS Teams*



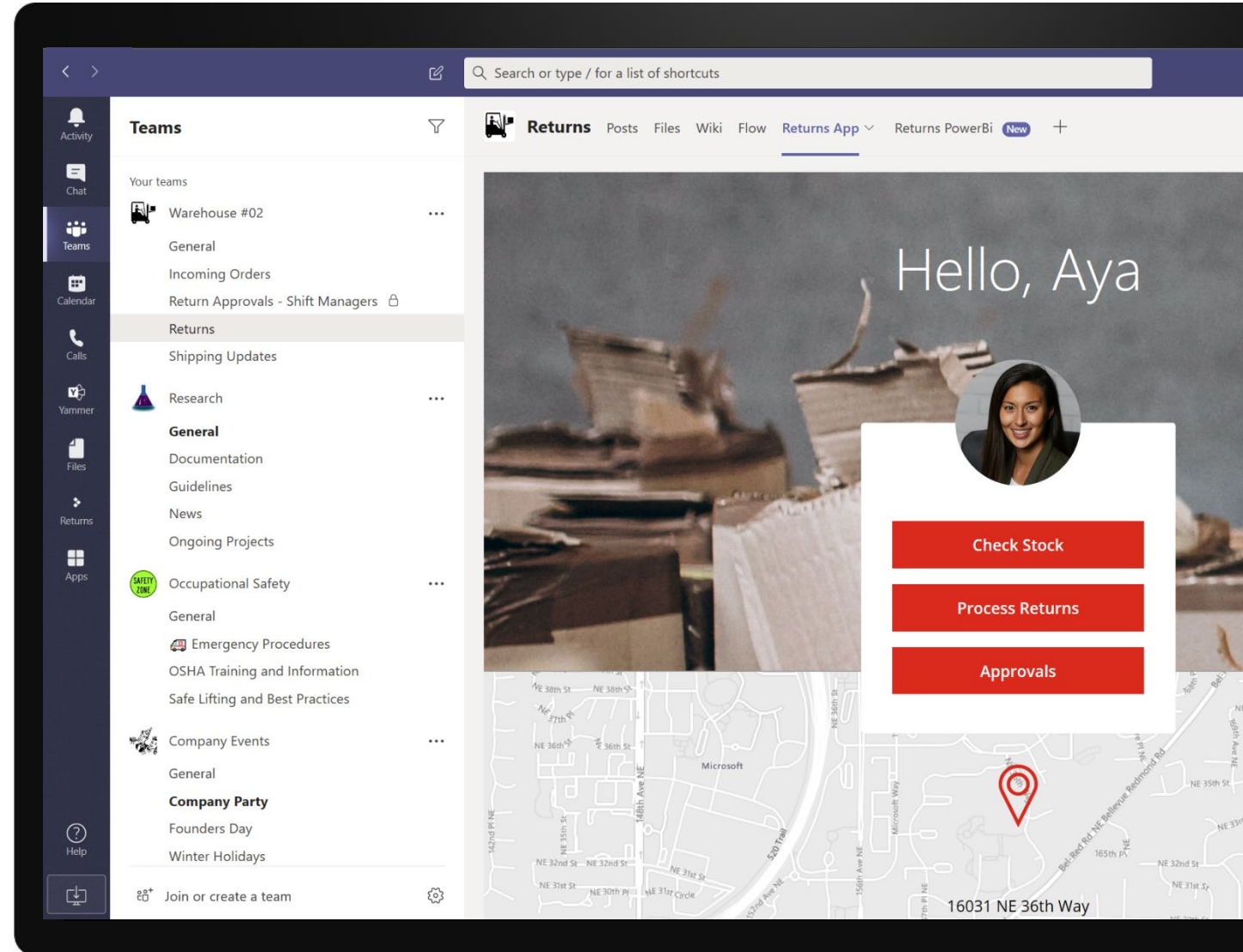
Meetings & calling



Chat & collaboration



Apps & workflow



# *Engaging the Enterprise*

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# M365 Foundations. *Organizational Change Management*

1. **Change Champions.** Project recruited Change Champions from each agency
  - Primary point of contact between impacted stakeholders in the agency and the M365 project team.
  - Monthly statewide change champion meetings and meetings with each agency.
2. **Onboarding Plan.** Onboarding plan includes specific guidance on preparations for both IT support staff and end users.
3. **Project Resources.**
  - Communication templates
  - M365 Training
  - Online resources
  - IT Support Staff training
  - Monthly Newsletter



# M365 Foundations. *Agency Onboarding Groups\**

## Group A

Enable user adoption & migration closeout

Executive Branch Agencies whose email was previously on-boarded into Oregon's M365 enterprise environment as part of the emergency efforts. The remaining work is focused on user adoption and completing some post-migration technical tasks.

## Group B

Migrate agency-managed email

Executive Branch Agencies without an existing Microsoft 365 licensed environment. Onboarding includes email migration and user adoption activities.

## Group C

Migrate agency-managed M365 tenant

Executive Branch Agencies with an existing Microsoft 365 licensed tenant environment. Onboarding includes email migration. User adoption activities may vary based on agency.

## Group D

Acquire and federate M365 tenant

Executive Branch Agencies with an existing Microsoft 365 licensed tenant environment. Onboarding includes EIS to acquire agency M365 tenant and federate into the M365 enterprise.

*\*These groupings described the four possible onboarding paths into Oregon's M365 enterprise environment; however, Groups B and C were later merged during the development of the detailed project schedule.*



# M365 Foundations. *Group A*

53

Accountancy, Board of  
Administrative Services, Department of \*  
Advocacy Commissions Office, Oregon  
Appraiser Certification and Licensing Board  
Board of Examiners for Engineering and Land Surveying  
Chiropractic Examiners, Oregon Board of  
Construction Contractors Board  
Consumer and Business Services, Department of  
Criminal Justice Commission  
Dentistry, Oregon Board of  
Department of State Lands  
Energy, Department of \*  
Employment Relations Board  
Employment Department  
Forestry, Department of \*  
Geologist Examiners, Oregon Board of  
Geology and Mineral Industries, Department of  
Government Ethics Commission

Governor, Office of the  
Judicial Fitness Commission  
Land Use Board of Appeals  
Landscape Contractor's Board  
Long Term Care Ombudsman  
Medical Imaging, Oregon Board of  
Mental Health Regulatory Agency  
Occupational Therapy Licensing Board  
Mortuary and Cemetery Board  
Naturopathic Medicine, Oregon Board of  
Optometry, Oregon Board of  
Oregon Business Development Department, operating as "Business Oregon"  
Oregon Housing and Community Services  
Oregon Liquor Control Commission (email only)  
Oregon Physical Therapists Licensing Board  
Oregon Racing Commission  
Oregon State Board of Nursing  
Oregon State Library

Oregon State Marine Board  
Parks and Recreation Department  
Patient Safety Commission  
Pharmacy, Oregon Board of  
Physical Therapists Licensing Board, Oregon  
Psychiatric Security Review Board  
Real Estate Agency  
Revenue, Department of (email only)  
Secretary of State  
Social Workers, Board of Licensed  
Speech-Language Pathology & Audiology, Oregon Board of  
Tax Practitioners, Oregon Board of  
Teacher Standards and Practices Commission  
Travel Information Council  
Veterinary Medical Examining Board  
Water Resources Department  
Watershed Enhancement Board

*\*Teams-only mode-interagency "teaming" possible*





# M365 Foundations. *Groups B, C, and D*

	<b>Group B</b> <i>Migrate agency-managed email system</i>	<b>Group D</b> <i>Acquire and federate existing M365</i>
	<b>Group C</b> <i>Migrate agency-managed M365</i>	
<b>Administration &amp; Business Services</b>	<ul style="list-style-type: none"> <li>- Architects Examiners, Board of (OSBAE)</li> <li>- Bureau of Labor and Industry (BOLI)</li> <li>- Construction Contractors Board (CCB)</li> <li>- Public Employee Retirement System (PERS)</li> <li>- Department of Revenue (DOR)</li> </ul>	
<b>Education</b>	<ul style="list-style-type: none"> <li>- Higher Education Coordinating Commission (HECC)</li> </ul>	<ul style="list-style-type: none"> <li>- Oregon Dept. of Education (ODE)</li> </ul>
<b>Healthy People</b>	<ul style="list-style-type: none"> <li>- Commission for the Blind (OCB)</li> <li>- Massage Therapists, Oregon Board of (OBMT)</li> <li>- Oregon Medical Board</li> <li>- Oregon Patient Safety Commission</li> </ul>	<ul style="list-style-type: none"> <li>- Department of Human Services (DHS)   Oregon Health Authority (OHA)</li> </ul>
<b>Natural Resources</b>	<ul style="list-style-type: none"> <li>- Public Utility Commission (PUC)</li> <li>- Department of Environmental Quality (DEQ)</li> <li>- Department of Land Conservation and Development (DLCD)</li> <li>- Department of Fish and Wildlife (ODFW)</li> <li>- Oregon Department of Agriculture (ODA)</li> <li>- Oregon Wine Commission</li> </ul>	
<b>Public Safety</b>	<ul style="list-style-type: none"> <li>- Department of Public Safety Standards &amp; Training (DPSST)</li> <li>- Oregon Military Department (OMD) / Office of Emergency Management (OEM)</li> </ul>	<ul style="list-style-type: none"> <li>- Oregon State Police (OSP)</li> <li>- Department of Corrections (DOC) <ul style="list-style-type: none"> <li>• Board of Parole and Post-Prison Supervision (BPPS)</li> </ul> </li> <li>- Oregon Youth Authority (OYA)</li> </ul>
<b>Transportation and Economic Development</b>	<ul style="list-style-type: none"> <li>- Oregon Department of Veterans' Affairs (ODVA)</li> <li>- Oregon Travel Information Council</li> </ul>	<ul style="list-style-type: none"> <li>- Oregon Department of Transportation (ODOT) <ul style="list-style-type: none"> <li>• Aviation, Department of (ODA)</li> </ul> </li> </ul>



# M365 Foundations. *Where we are today...*

## Current Engagements

- Group A – Migrations complete - technical clean-up with 25 agencies.
- Group B & C – Migration on-boarding with eight agencies.
- Group D – Federation planning with six agencies.

## Project Migrations Completed

- Department of Environmental Quality 2/26/21.
- Office Emergency Management/Oregon Military Department 3/12/21.
- Public Utility Commission 3/26/21.
- Commission for the Blind 4/9/21.
- Department of Fish and Wildlife 4/23/21.



# M365 Foundations. *Our Journey...*





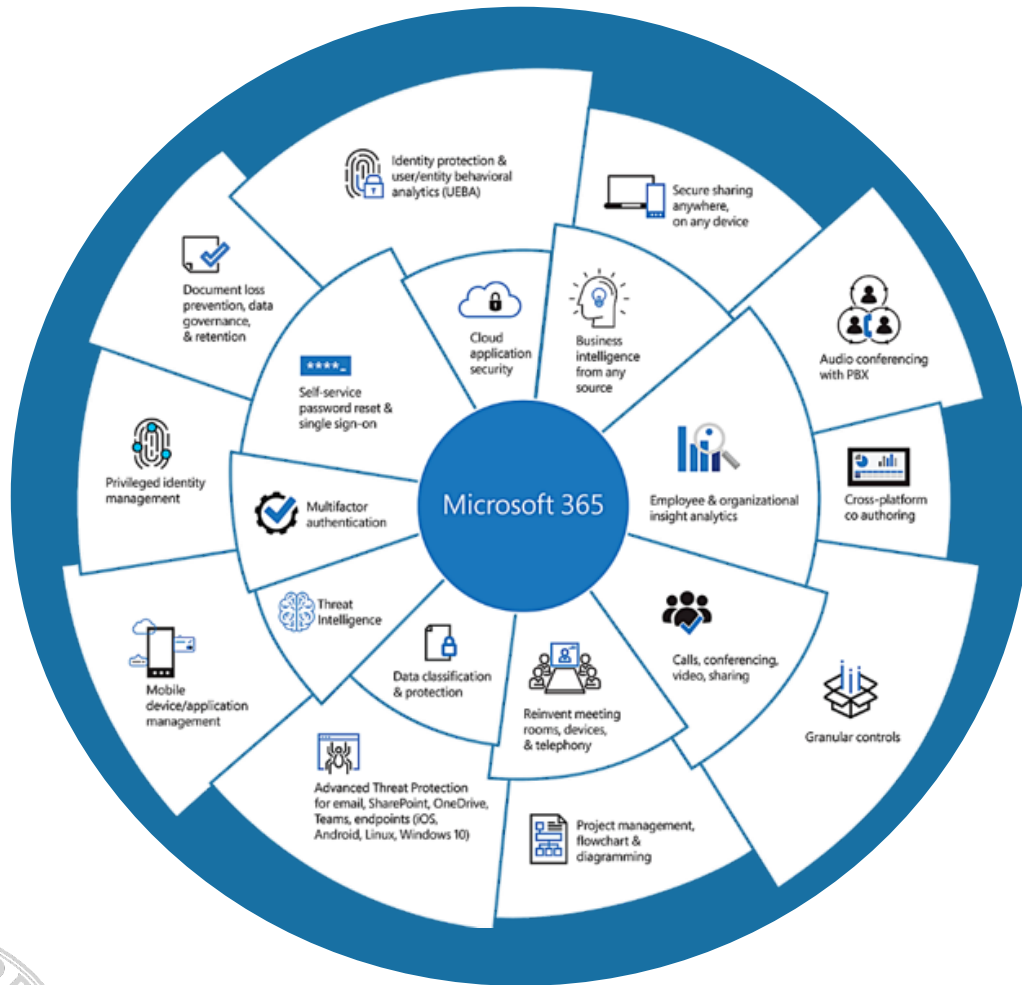
# *Building on M365 Foundations*

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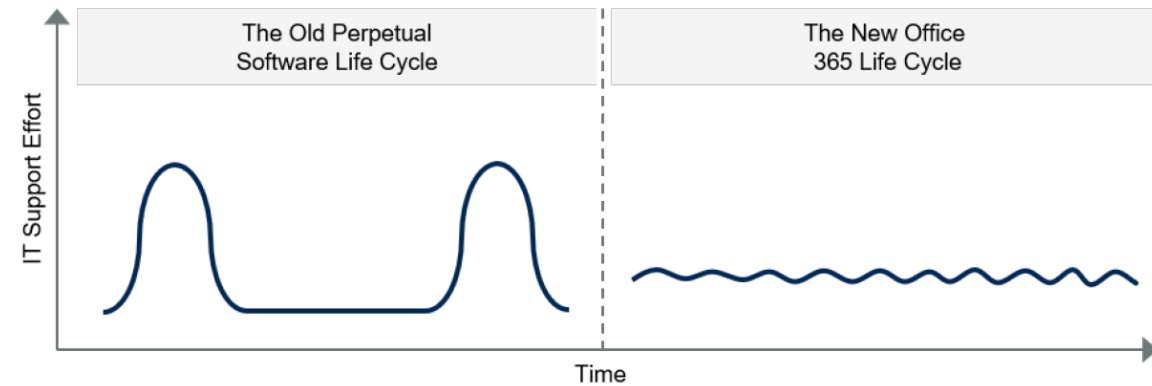


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# M365 Foundations. *A New Support Model*



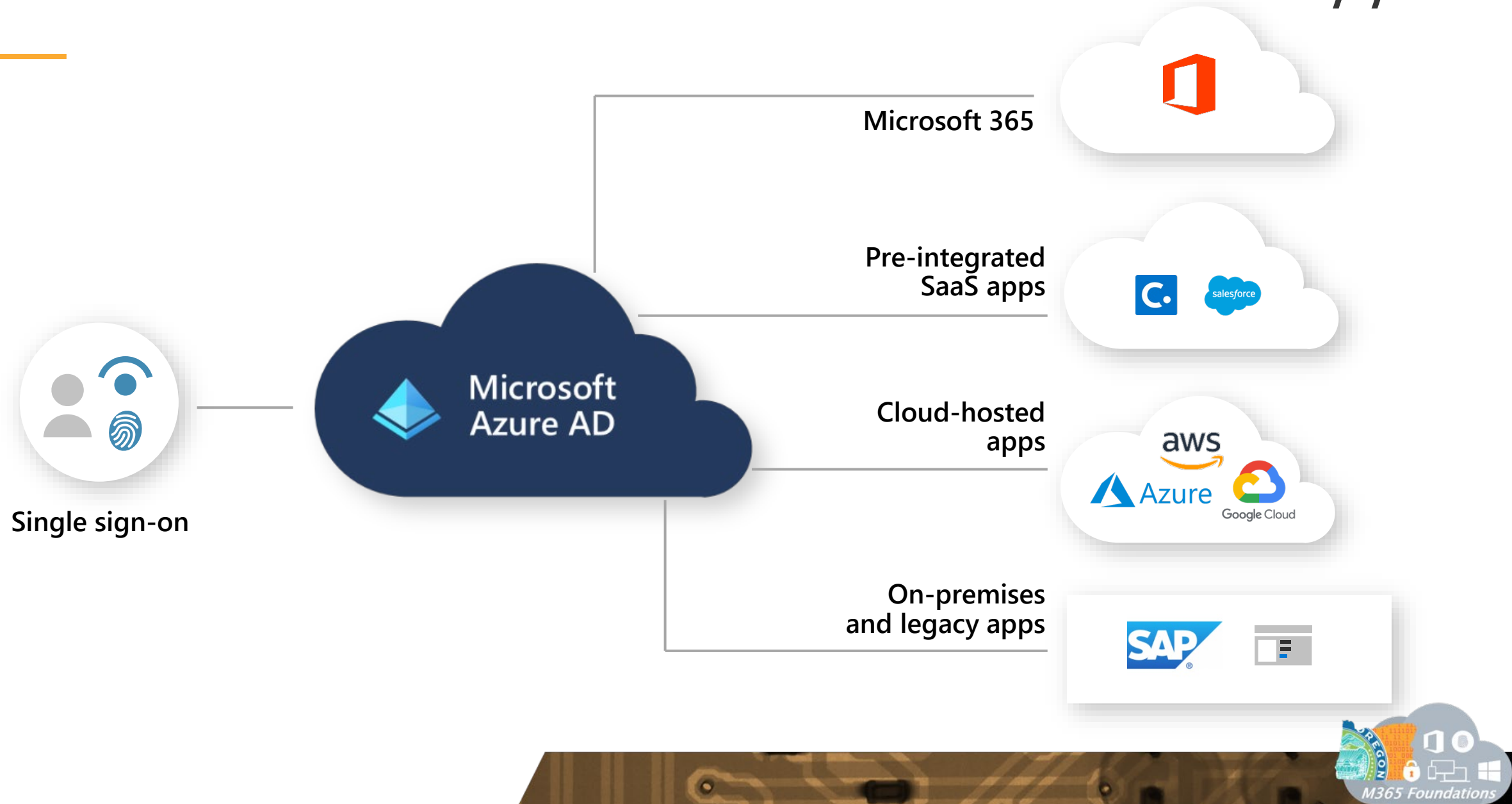
## The Move From Episodic to Continual



Source: Gartner  
ID: 450955



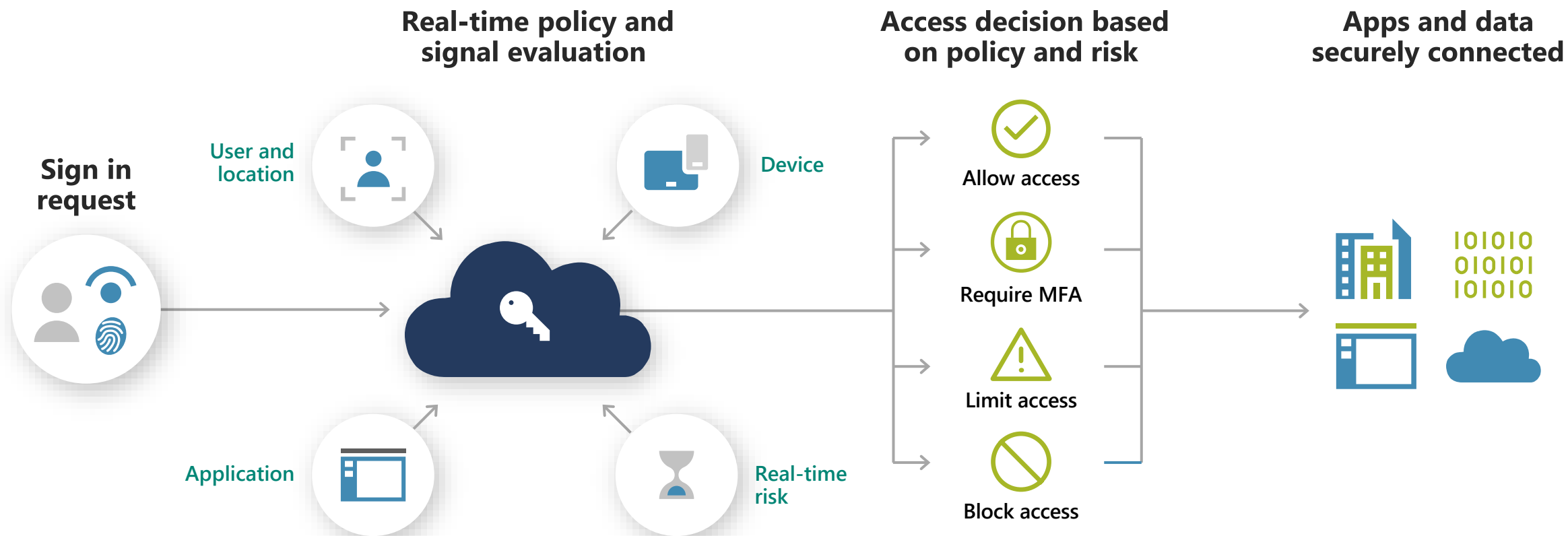
# M365 Enhancements. *Remote Access for All Apps*





# M365 Enhancements. *Protected Access Anywhere*

Apply consistent risk-based policies with Conditional Access





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*M365 Foundations*

# Thank you.

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