



ANDREW M. CUOMO  
Governor

Empire State Plaza  
P.O. Box 2062  
Albany, NY 12220-0062  
www.its.ny.gov

BRIAN DIGMAN  
NYS Chief Information Officer  
Director, Office of IT Services

## MEMORANDUM

From: William E. Travis, Jr., Human Services Cluster CIO  
NYS Information Technology Services

To: Commissioners of Social Services  
Executive Directors of Voluntary Agencies  
LAN Administrators

Date: January 8, 2014

Re: Migration to Office 365

We would like to inform you that New York State is requiring migration of all remaining NYSeMail accounts to Microsoft Office 365 (“O365”) by the end of January 2014. While this is a change to the anticipated migration schedule, this transition will provide tangible benefits, including enhanced security, scalability, disaster recovery and remote access. This initiative must be completed by the end of the month.

In advance of this migration, the NYSeMail team has worked diligently to anticipate likely impacts, and will continue to work with your staff so that the transition to O365 is seamless. However, please understand that unexpected events do occur with this type of migration. To assist with the migration, there are specific steps your staff must take prior to their mailboxes transitioning to the cloud. In addition, HRA should transition any remaining PCs utilizing Windows XP to Windows 7, as O365 requires additional system resources. Users remaining on XP may experience degraded performance.

To answer any additional questions you may have, I have attached a frequently asked question (FAQ) document.

My staff will be scheduling a series of conference calls in the near future. In advance of the call, please review those documents. Please make every effort to attend one of the conference calls. During the call, we will provide you with additional information to make the migration successful and answer any remaining questions you may have. Your staffs’ cooperation and active participation in the migration planning, conference calls, and the ensuing mission activities are essential to the success of this critical enterprise project.

If you have any additional questions, please do not hesitate to contact Deb Olds at 518-561-0430, ext. 3007.

Cc: Kim McKinney, ITS COO  
Rick Ryan, Director, Business Solutions, Human Services Cluster  
Deb Olds, Customer Relations Manager, ITS