George and I talked today and agreed to cancel the AACC meeting scheduled for 7/5. The primary topic for the next meeting will be status of priorities for 04-05 and projects scheduled against those priorities and there are still a couple of steps needed before we are prepared for a detailed discussion on this topic.

POLYCOMM UPDATE:
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First Users into production on new system: 5/13/2005

Number of users on system as of today (6/28/2005): 234
Number of users on system by 7/1/2005: 360

JULY/AUGUST:
Rollout rate will significantly increase as the majority of campus users will be migrated during this period. As an example AFD chose a simple but very effective model of rolling out 20 users a day over a three week period in July. This ensures all users are migrated in a reasonable period of time at a rate that allows support staff to effectively aid their migrating users. We are encouraging other groups and LAN coordinators to adopt similar rollout models to allow us to rollout users in multiple organizations in parallel. Also in July the first large groups of students will be migrated to the new system. The first group of students migrated will be the 8400+ students who currently have their e-mail delivery directed elsewhere and/or who have never activated their Cal Poly e-mail accounts. Students actively using the Cal Poly system will immediately follow.

NEW STUDENTS/FACULTY/STAFF:
As of July 15, 2005 all new students, faculty, and staff will have their accounts created directly in the new OCS system when they are entered into the appropriate HR or Student system. For example when all new Fall Quarter 2005 Students become "official" in late July 2005 their accounts will be created directly in the OCS system.

WHAT CAN YOU DO TO PREPARE:
Take the time now to do some mail cleanup, the less data there is to move from one system to the other the quicker the entire migration will go. Additionally in the new system quotas are actively enforced so although standard quotas are increased from 30 MB to 50 MB, it is in all of our best interest to actively manage our accounts and message storage.

ISSUES TO DATE:
Overall things are going very well with the new system. Performance is great, which we will continue to carefully watch and monitor, and the Web interface is greatly improved which will be a bonus for all but especially for students.

Initial users identified a few issues with functionality of the Web client, and one Mac e-mail client issue. No additional desktop client issues have been identified. Working with on-site Apple engineers we were able to resolve slow response time issues with the MacMail client. Working with Oracle we have resolved a number of the Web client issues and continue to work with them on the remaining two known issues:

1. Web client spell checker does not work properly, when ignore all is selected when spell checking a message the spell checker continues to catch "ignored" word and may also generate a java script error. Spell checking is currently disabled while we work with Oracle to resolve this issue.

2. Reply All does not always work correctly in non-Internet Explorer browsers. Oracle has reproduced this problem at their site and are working on a resolution to this issue.
OUTAGES:
There have been two system outages since the first users entered production on 5/13/2005, the second being a result of ITS actions related to the first and not a system error.

1. Last Wednesday 6/22/2005 the OCS e-mail system failed due to a database error. Oracle identified that one of the database components was not up to current patch levels likely resulting in the problem. ITS staff are currently working to bring this database component up to the current patch level. The outage was extended due to the fact that the primary ITS OCS database administrator was on vacation, and while the experience was a tremendous learning experience for the backup OCS database staff it did take them an extended period to work with Oracle staff by phone to recover from the error and bring the system back up (10 hours). If the error were to occur again, backup database staff are confident they could now accomplish the recovery within approximately 2 hours.

2. On Friday 6/24/2005, the e-mail system had to be taken off-line during the day due to space issues. Files which were relocated during the recovery effort Wednesday were not properly disposed of after the recovery causing a space shortage which required the Friday outage to resolve. This was an experience item again related to backup database staff accomplishing such a task for the first time.

Although Wednesday's outage was extended, even if it could have been limited to two hours, it is not indicative of what we have seen overall with the OCS product/operation or expect as we move forward with OCS.

With any brand new system there are always a small number of unexpected problems, sometimes outages, and a definite learning curve. Our goal and expectation is that these problems will be kept to a bare minimum and with any outage we will learn from the incident to ensure similar occurrences do not happen in the future. Because of the problems we have seen with OpenMail in the last couple years some users are nervous because of this outage but please be certain that the ITS support team is still very pleased with this new product and confident in its future performance.

Dave Ross