



KEY TAKEAWAYS FROM THE O365 - PEER INSIGHT ON EXCHANGE ONLINE, PART II

In this virtual roundtable, we continued the lively and open discussion on Office 365 Exchange Online. Topics included authentication options and issues, hybrid migration vs. cutover, personal archives and retention policies and new features. This takeaway document highlights the key discussions during the virtual roundtable.

For further information on Exchange online read the [Key Takeaways from the Peer Insight on Exchange Online Part 1](#).

THINGS TO KNOW ABOUT AUTHENTICATION

- Using Azure AD authentication and LastPass for single sign on (SSO), a panelist's organization will now log in with a single authentication.
- One panelist uses OneLogin as the SSO. It passes credentials directly onto O365.
- Netdocs can use SAML allowing credentials to authenticate with Azure AD and other SSO providers.
- Authentication doesn't always work in hybrid with syncing in place.
- Sync effectiveness continues to improve.
- Locally changed passwords are not synced immediately, but this has not presented issues for most.

THINGS TO DO WITH AUTHENTICATION

- If you haven't applied authentication yet, consider Azure AD for ease. It is built into Microsoft.
- Consider using Secure Productive Enterprise (E3 or E5) which comes with Azure AD advanced options. It combines two licenses in one.
- Add checking odd logins and odd behavior with Azure AD to your security checklist. Authentication rest outside your perimeter. Cost savings depends on individual Microsoft agreements.
- Use tools in O365 to help with monitoring login behavior.

THINGS TO KNOW - HYBRID MIGRATION VS. CUTOVER

- Most people select a hybrid migration for peace of mind and ease of migration.
- Migrating to hybrid protects you from unwanted surprises.
- If you are in hybrid, you may in hybrid forever depending on how you convert. Remnants of the hybrid remain in your exchange online including tagging, processes, etc.
- A cutover migration is ideally better if you can do it.
- Migration tools are available that save hours of time for little cost. Tools include BitTitan, built in PST import for O365 (great but slow), Quest (Dell) and more.

THINGS TO DO - MOVING TO A HYBRID OR CUTTING OVER

- Keep spare user licenses available. Requesting new license seats can take several hours.
- Remember, if you have services that send emails, each service will need an O365 account.
- Consider single mail accounts that can be used for multiple services.
- Pair delegates when migrating. When you can't pair, provide access via the web client.
- Avoiding adding shared calendars to O365 and using SharePoint calendars can ease migration.

THINGS TO KNOW FOR PERSONAL ARCHIVES AND RETENTION POLICIES

- Two panelists do not have personal archives and retention policies and one does.
- With Exchange online, mailbox size does not seem to cause a performance slow down.
- Policy example: anything in Sent Items goes to a personal archive after one year and remains in the personal archive for five years. Delete all deleted items after one year.

THINGS TO DO FOR PERSONAL ARCHIVES AND RETENTION POLICIES

- Give users the option to keep calendar items and tasks forever.
- Give users the option to keep notes forever.

THINGS TO KNOW ABOUT NEW FEATURES

- Microsoft continually changes names of tools. Contact your Microsoft rep. to determine new tool names.
- Microsoft continually forces new updates and features. Time to test is limited.
- If using the free version of Power BI, it will not allow you to share dashboards after May 2017.
- OneDrive's capabilities continue to improve.
- Powerflows builds web applications through SharePoint and is easy for advanced end users.
- Staffhub, a workday management system, has nice features for manipulating schedules and ensuring coverage.
- O365 works well for ediscovery. To learn more attend [Office 365 for Ediscovery Professionals - Part II](#), [The Journey Toward implementation](#) and watch the recording of [Introduction to Office 365 Security and Compliance Center for Ediscovery Professionals](#).

PANELISTS

Josh Lazar, Director of Information Technology at Community Legal Services of Mid-Florida, specializes in cloud infrastructure and has worked with a team at CLSMF to build a 100 percent Microsoft hardware and public cloud shop.

Pete Prekeges, Network Administrator at Hillis Clark Martin & Peterson, has work at his firm for almost 30 years and has worked with a variety of technologies over the years. Pete focuses on cost effective, proven technologies that improve efficiencies.

Kevin Sullivan, Director of Technology at Cohen & Grigsby, has over 30 years of experience in technology. Prior to joining the firm, he designed local and wide area voice and data networks for the U.S. Marine Corps, Charles Schwab & Co., DuPont and over 50 law firms.



WATCH FOR A VIRTUAL ROUNDTABLE AFTER ILTACON 2017 ON ILTACON SESSIONS AND NEW LESSONS LEARNED ABOUT O365,