Dancing with the Devil?

Departments Happy in Exchange for Your Campus Infrastructure

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Departments Happy in Exchange for Your Campus Infrastructure

Poster Session for EDUCAUSE 2002

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EDUCAUSE 2002
E-mail Infrastructure at Princeton University

Sending Mail

- sendmail with extensive use of Netscape Directory Services for routing and delivery
E-Mail Infrastructure at Princeton University

Accessing Mail

- Mail Multiplexors/switch in front of IMAP4 mail servers running iPlanet Messaging Server 5.2
Help! University Departments Request Integrated E-mail and Calendaring via Exchange 2000!

Requirements

• Microsoft Active Directory Implementation

• New Hardware Infrastructure for Exchange 2000

• “Shared responsibilities” for evaluation, testing, implementation and support
First Phase: Project Initiation

• Sought assistance from Princeton Project Office for well-defined methodology

• Identified “Stakeholders” and defined project “scope”

• Coordinated with Active Directory Implementation

• Formed team with representation from central IT and departments

• Brought in Dell Technology Services consultant

• April 15, 2002 Project Kickoff
Second Phase: Working Together

- “Shared responsibility”: New concept for central IT

- Sponsored joint technical training

- Created proof-of-concept in IT lab

- Deliberated technical roles for central IT and departmental system and Exchange administrators

- Successfully implemented Active Directory upgrade of main University Windows NT domain

- Completed alpha and beta tests of Exchange through summer months
Third Phase: Pilot Project

Exchange 2000 Pilot Launched August 15, 2002

- Over 80 participants

- Technical staff now improving monitoring tools and finalizing infrastructure

- Several major departments await implementation at end of fall semester
Results:

• Exchange 2000 successfully integrated in existing e-mail infrastructure and running in pilot mode

• A positive experience for central and departmental IT staff

Have we prototyped a new model for listening to customers and teaming up with departments?

We think so.