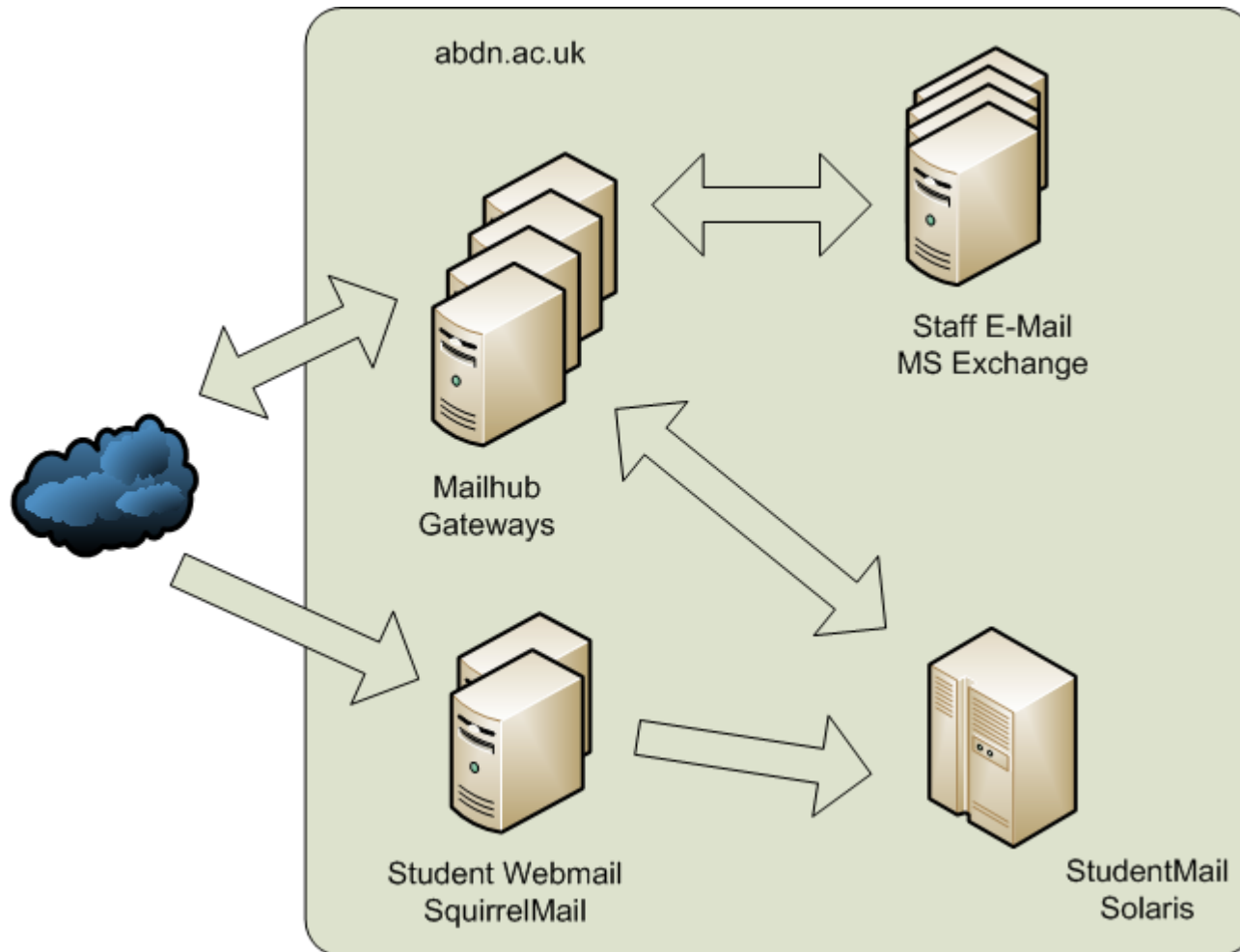


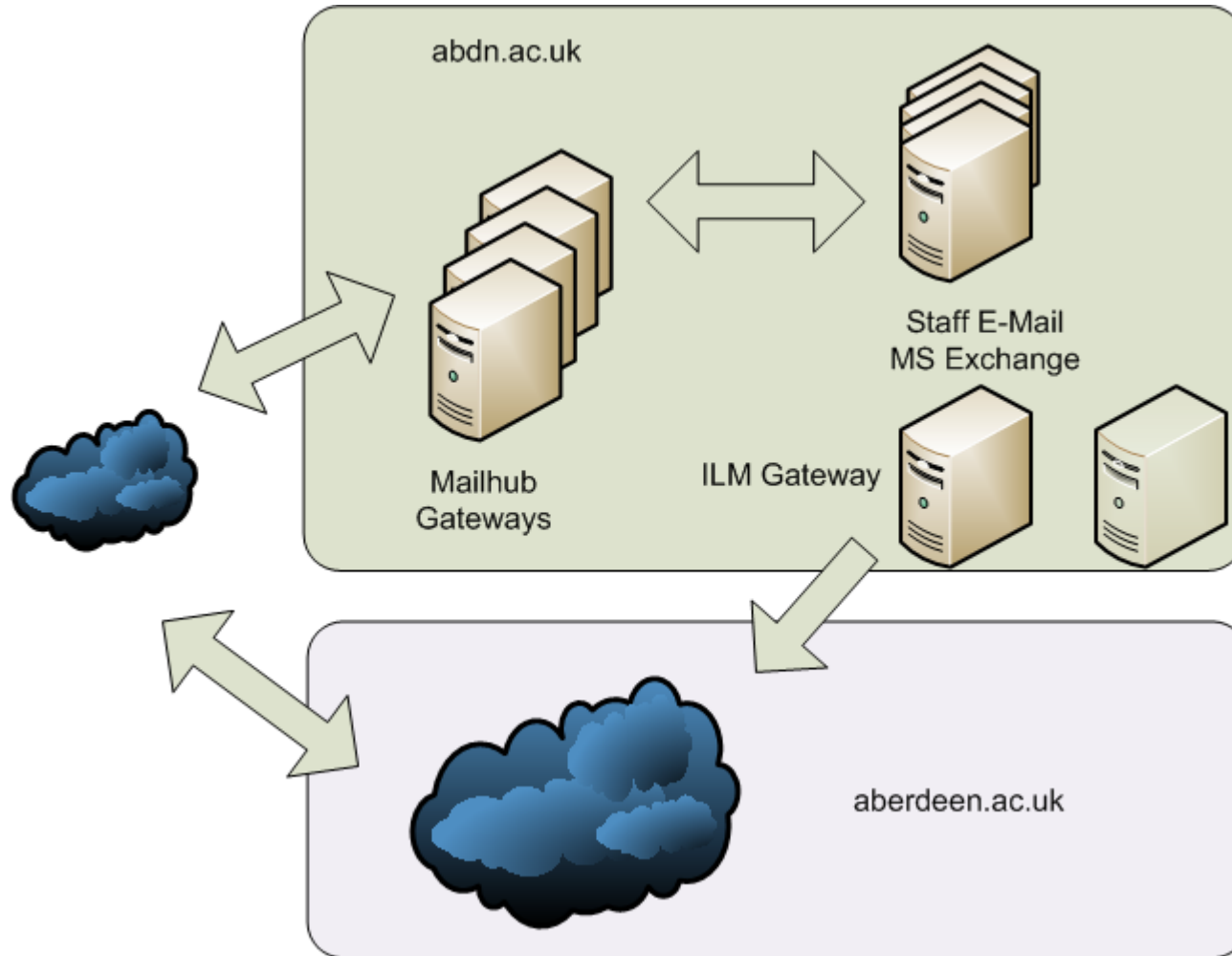
**Live@edu @ abdn**

**Alan Benson**

# Before



# After



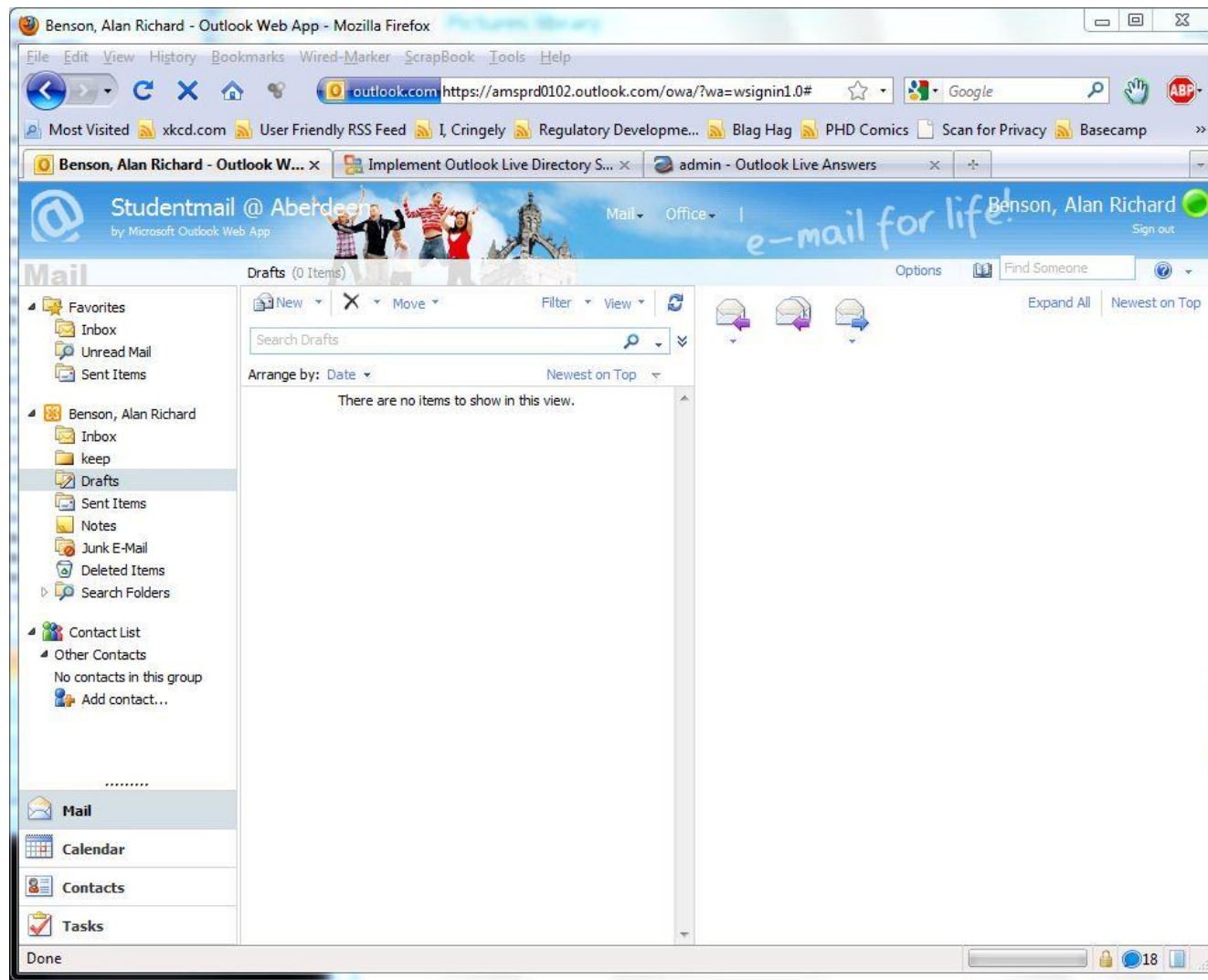
- **4 weeks implementation effort**
  - ILM V1
  - Powershell
  - Server & backup/test (no clustering)
  - AD
  - Student E-reg with name select
- **Rewrite for V2**

- **More email space (obviously)**
- **Skydrive**
- **Unexpected Use by Academics**
  - History of Art blogged gallery visits
- **Timetables into Calendar**
- **Combined GAL**

- **How to access the data?**
  - We don't! Not ours
  - No access to student data
  - Very clear ownership of data
  - "A Good Thing"™
- **'Lost' e-mails**
  - SEP
- **Backups/Restores**

- **Reduced Spam**
- **Upgrades introduced in line with MS Priorities**
  - Some scope for negotiation
  - Usually minor/no changes
  - V1 ⇒ V2, ILM & Powershell Upgrade
- **Occasional update failures**
  - Rerun and fine

- **More Maintenance/Support**
  - Mostly user queries
  - Based on previous no changes/upgrades service
- **More feature rich**
- **Improved user experience**



Outlook Live Answers - Mozilla Firefox

File Edit View History Bookmarks Wired-Marker ScrapBook Tools Help

http://outlookliveanswers.com/ServiceStatus.aspx

Most Visited xkcd.com User Friendly RSS Feed I, Cringely Regulatory Developme... Blag Hag PHD Comics Scan for Privacy Basecamp


Benson, Alan Richard - Outlook We... Outlook Live Answers admin - Outlook Live Answers

Home Forums Blogs Help Service Status a.benson.06 Edit Sign Out Conversations (1)

Microsoft Outlook Live Answers

## Outlook Live Service Status

This status page provides Outlook Live service information related to your account. Check this page to view the current status for Outlook Live.

Europe - Middle East - Africa EMEA02  RSS

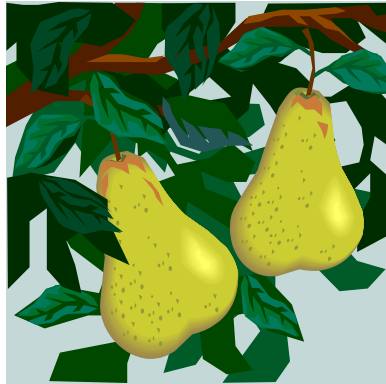
	Today	February					
		13	12	11	10	09	08
Sign-in	✓	✓	✓	✓	✓	✓	✓
E-mail and calendar access	✓	✓	✓	✓	✓	i	i
E-mail timely delivery	✓	✓	✓	✓	✓	✓	✓

Scheduled Maintenance Notifications  
 There are no scheduled maintenance notifications.

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Done

# Questions?



<http://help.outlook.com>

<http://help.outlook.com/en-us/140/dd575560.aspx>