

# ISC Exchange Service Update

September 10, 2007

Melissa Muth

Network Engineering & Services

ISC

# Exchange Service Update

- Starting point for LSPs:  
<http://www.upenn.edu/computing/provider/exchange/>
- Service Status page:  
<http://status.net.isc.upenn.edu/statistics/exchange.html>
- Test environment
  - Now: Account Management development
  - Soon: With clustering (prep for SP1 testing)



# Account Management

- Account Services (user self-service web site)
  - <https://am.exchange.upenn.edu/AccountServices/>
  - Reset password
  - Change display name
  - Check quota usage
  - Login to group account
- Account Management (for LSPs)
  - <https://am.exchange.upenn.edu/AccountManagement/>
  - Create, view, modify users

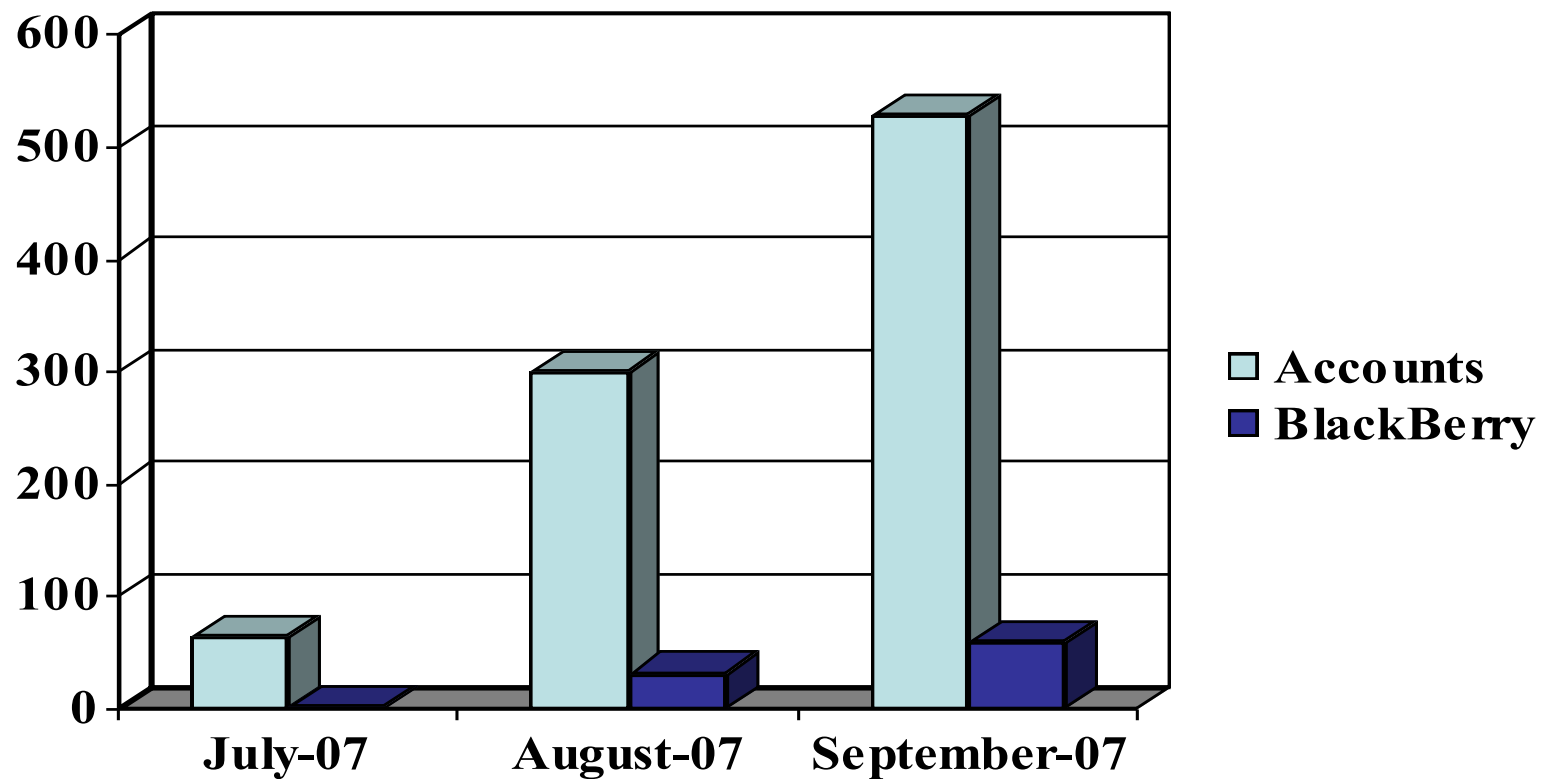
# Account Management

- Request through ProDesk
  - Bulk account creation
  - Administrative access to manage users' accounts
  - Group account creation
  - ⇒ Account Management (October/November)
- Autoquota
  - ETA to be announced
  - Short-term: increase quota (\$1/250MB/month)

# PDA Policies

- Coordinated with OACP, Info Security, OGC
- IT Privacy Committee Recommendations
  - Servers: require password and encryption whenever possible
  - Handhelds not server-managed are exempt
  - Password length: 6-16 characters
  - Password complexity (no PennNet ID, username, first/middle/last name, words/phrase of any language, or variants thereof).
  - Inactivity timeout: 1 hour (password need not be entered to answer phone)
  - Device wipe: lost/stolen device may be wiped to protect sensitive data, even if device not Penn-owned
- Discussion at NPC in September

# Exchange Customers



# Exchange Customers

- Almanac
- Development
- OACP
- School of Design
- Dental School
- Facilities
- GSE
- ISC
- President's Office
- Provost's Office
- University Communications



# LSP Info Session

- Friday, September 21, 1-2:30 PM, 306 Sansom West
- Agenda
  - Migration Strategies Overview
  - Migrating Calendar and Contact Data
  - PDAs and Exchange
  - Migrating Email Data
  - Q&A
- RSVP to Amy Phillips ([amyp@isc.upenn.edu](mailto:amyp@isc.upenn.edu))
- Questions and suggestions appreciated



# Questions? Feedback?

Melissa Muth

[Muthm@isc.upenn.edu](mailto:Muthm@isc.upenn.edu), 8-9193