

GroupWise to Outlook (G2O) e-mail system change Frequently Asked Questions

What is the goal?

As part of the State of Georgia's technology transformation efforts, we will shift state agencies using the GroupWise e-mail system to the more up-to-date Outlook system. This GroupWise to Outlook project (Project G2O) also involves changes to log-in screens, data file storage and a few other services.

What are the benefits?

The project allows improved reliability and security of your e-mail system, and the level of support for it. As other GETS customer agencies undergo a similar IT transformation, you will eventually gain access to a global address list with addresses for staff at those agencies.

What's the timeline?

GroupWise to Outlook (G2O) e-mail system migrations are scheduled to begin in August 2012 and continue through September 2014.

What preparations do I need to make?

Up to 250 megabytes (MB) – 500 MB for VIPs - of material saved in your existing e-mailbox can be migrated to the new e-mail system. Some staff will need to reduce e-mailbox size so their most recent or most important e-mail will be migrated.

All staff will receive instructions for online Outlook training, a preparation checklist, and other reference materials to ease the transition.

BlackBerry users will need to ensure their current BlackBerry device is synchronized properly with their e-mailbox server. Instructions will be provided.

What communications will I receive ahead of migration?

You will receive a note introducing the project, and detailed preparation instructions as the migration date nears. If your e-mailbox size is over the 250 MB (500 MB for VIPs) limit, you will also receive file size e-mail alerts with instructions for reducing your file size.

E-mail system change

Will my e-mail address change?

Your e-mail address (e.g. John.Doe@dnr.ga.state) will remain the same.

How much data from my current e-mailbox will be migrated to the new e-mail system?

Up to 250 megabytes (MB) of material can be migrated (500 MB for VIPs).

What size limits will be established for mailboxes and attachments following migration?

Following migration, mailbox limits will be 500 MB for most staff and 1 GB for agency leaders. File attachments may be up to 10 MB.

Why have size limits been set for my mailbox and file attachments?

The limits make it easier to manage growth and help agencies control e-mail storage expense. They also promote quicker recovery if a service failure occurs.

Which items in my current e-mailbox count toward my data limit for migration to the new e-mail system?

Your Inbox, Calendars, Tasks, Contacts, self created folders, Drafts, Notes, Journals, Sent Items, Deleted Items and Junk E-mail folders all count toward the 250 MB limit (500 MB for VIPs).

What should I do if my e-mailbox size is above the limit allowed for migration to the new e-mail system?

Those of you exceeding the 250 MB limit (500 MB for VIPs) will need to organize and clean up your e-mailbox before the migration, leaving the most recent or most important e-mail to be migrated. Instructions for determining your e-mailbox size and then reducing that size as needed will be provided prior to the e-mail upgrade.

What happens to e-mail received during the migration of my e-mail account?

E-mail will be synchronized between the old and new systems. There should be no loss of mail when the new mailbox is activated as long as your e-mailbox size is below the established limits for migration.

Will my Frequent Contacts list be migrated?

Your Frequent Contacts list will not be migrated. You will need to move your important addresses into your Personal Address list, which *will* be migrated. Instructions for doing so will be provided prior to the e-mail upgrade.

Will my locally archived e-mails be migrated?

If you would like to migrate your archived mail, you will need to follow instructions to be provided separately to convert your GroupWise Personal Archives to an Outlook personal storage file (.pst file). (Your GroupWise archived mail does not count toward your 250 MB limit for migration – 500 MB for VIPs.)

Will shared folders be migrated into the new Outlook e-mail system?

Yes. However, we cannot migrate multiple folder owners. The original owner of the folder will have the folder migrated, and will need to authorize others to access it in Outlook.

Will GroupWise e-mail distribution lists carry over to the new system?

Yes, GroupWise lists will work for both migrated and non-migrated recipients.

Will calendar meeting notices work if all of the invitees haven't been migrated to the new system?

Yes, calendar meeting notices will work for both migrated and non-migrated staff. However, calendar availability cannot always be seen across both systems. Outlook users will not be able to see the calendar availability of those still on GroupWise. Staff still using GroupWise will be able to see calendar availability of those who have moved to Outlook.

Will tasks still work if the assigner and the assignee have not both been converted to the new e-mail system?

Tasks will transfer and remain on both the sender's and recipient's calendars. However, you won't be able to see the status (properties) as in GroupWise.

In Outlook, the task will migrate for the owner and anyone who has checked completed, as well as the next person in the task work stream. However, any automated routing will be lost. You may want to learn about [Outlook's task feature](#) to be ready to reassign tasks and use the Outlook task feature after migration.

BlackBerry transition

Will BlackBerry devices be affected by the e-mail system change?

Yes, BlackBerry infrastructure will usually be migrated the day after an agency's e-mail upgrade takes place.

Between the time of an agency's e-mail migration and BlackBerry migration, BlackBerry users will not be able to send or receive new e-mails or update calendar entries using their BlackBerry device. Old e-mails, calendar entries and contacts will continue to be accessible. The telephone function will not be affected.

What should BlackBerry users do to prepare for the e-mail system change?

Please verify that your mail, contacts and calendar are up to date on your BlackBerry device. If they are not, this could indicate a synchronization issue. Call the Consolidated Service Desk (1-877-GTA-3233) to ensure your vital data is available to be synchronized after your e-mail migration is complete.

Will data (e-mails, contacts, photos, audio files, etc.) on BlackBerry devices be affected by the e-mail system change?

Yes. All data on your BlackBerry will be deleted during the migration process. Your mail, calendar and contacts will be restored to your device from your mailbox following the e-mail system change. Restoring that data typically takes 15-60 minutes. Other types of data (e.g. photos, audio files) will not be restored. To ensure that such data is not lost, you would need to save it to another location.

How can BlackBerry users avoid losing data that will be deleted from the device and not restored during the e-mail system change?

Such data (i.e. data other than your mail, calendar and contacts) can be moved or copied to another location before the e-mail upgrade by using Mass Storage Mode (available on many devices) or by using BlackBerry Desktop Manager.

Instructions for using Mass Storage Mode will be provided prior to the e-mail system change. Instructions for using BlackBerry Desktop Manager can be found with materials that came with your BlackBerry.