

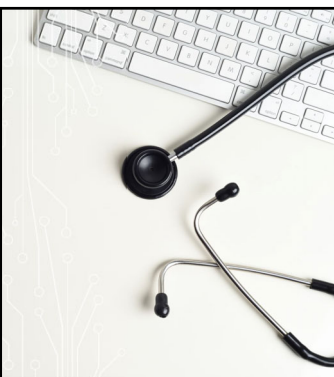
**MANAGEMENT
ITSD**

- BRANDON BOWERS – CTO
- DAVID THOMAS –
NETWORK & HARDWARE
SUPPORT MANAGER
- WENDY WESLEY – IT
ASSISTANT MANAGER
HARDWARE & HELP DESK
MANAGER



**ENGINEERING AND
ADMINISTRATION ITSD**

- TAYLOR YORK – SYSTEM ADMINISTRATOR
- BARRETT HOBBS – SYSTEM ADMINISTRATOR
- SHAUN VANDIVER – SYSTEM ADMINISTRATOR
- SHADY NOMAN – SYSTEM ADMINISTRATOR
- NATHAN HOWELL – SECURITY ENGINEER
- CHRIS GILL – SECURITY ADMINISTRATOR



**ENDPOINT SUPPORT
SPECIALIST ITSD**

- DANIELLE BEAUMAN
- FAITH HUGHES
- JUSTIN KNOTT
- DEONTE HARRIS



WORKSTATION SUPPORT
SPECIALIST ITSD

- CASEY BOBLEWISKI – EAST TN
- JEFF PEARSON – MIDDLE TN
- KODY SCALLION – WEST TN



PROJECTS
MANAGERS

- As an end user you do not get to know the people behind the scenes. I want to introduce you to two members of our Project Management Office.
- Charisse Bonwell – Project Manager
- Jennifer Williams – IT Manager PMO



MIGRATING EMAIL FROM
GROUPWISE TO
OUTLOOK

- WHAT HAVE WE BEEN DOING?
- WHEN IS THIS GOING TO HAPPEN?
- WHAT DO WE NEED YOUR TEAM TO DO?
- HOW DO WE GET SUPPORT AFTER MIGRATION?




WHAT HAVE WE BEEN DOING?

- In February we began the planning of the migration with our vendor Insight.
- We migrated 10 users (Alpha Group) within our ITSD on April 12th.
- After several weeks of testing to evaluate the migration, we then migrated the rest of our ITSD (29 members) on May 15th.
- During this period, we have created documentation for the migration along with creating training documents and videos for post migration.



WHEN IS THE MIGRATION FOR TNCIS SITES?

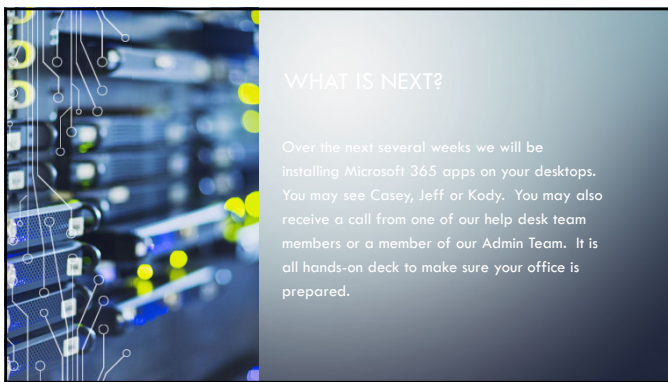
- The migration schedule has been finalized. All TnCIS sites will be migrated within a 3-week period beginning July 1st.
- Lookout for emails that are sent to our Local Contact group. If you have a technical person in your office, please have them email outlook365@mcourts.gov to be added.



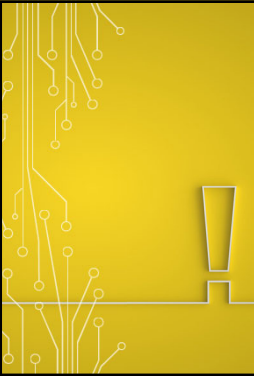
WHAT DO WE NEED YOUR TEAM TO DO?

- Save email – Retention policy for all email is 180 days.
- Export contacts – Although the migration will transfer some contacts it will not transfer all contacts. Save these to the G drive where we get nightly backups.
- We are moving to password policies which will require a complex password and a password change every 90 days.









IMPORTANT LINKS AND EMAIL ADDRESSES

- TO OPEN A TICKET WITH THE AOC PLEASE USE THE FOLLOWING LINK
<https://support.tncourts.gov/request>
- TNCOURTS WEBSITE – www.tncourts.gov
- SPAM EMAILS SEND TO - spam@tncourts.gov
- BOMGAR LINK FOR REMOTE SUPPORT – support.tncourts.gov
- OUTLOOK SUPPORT POST MIGRATION – outlook365@tncourts.gov
- <https://tncourts.gov/Microsoft-migration>
