



Transitioning Forwarding Addresses

Office 365 Executive Brief

The Office 365 team will automatically set a forward on most accounts that currently forward.
(See illustration on other page.)

- People who are in the last phase of deactivation are in a forward-only state. These people are functionally unable to login to Office 365 to set a forwarding address.
Revamping the deactivation process would add complexity to the project and impact the project timeline.
- People who are loosely affiliated with UW and have active email accounts, such as emeritus and alumni.
Failure to transition these forwarding addresses would cause increased support burden for password resets.
- People who currently forward and would immediately replace a forwarding address if it were not automatically transitioned.
Failure to transition these forwarding addresses would cause increased support burden as well as end-user frustration since if mail is delivered to their Office 365 mailboxes, these users would need to manually migrate their messages back out to the final destination.
- **Disclaimer of risk:** People who choose to forward their email may experience a decline in calendar interoperability with the rest of campus due to the fact that their events are being forwarded from Exchange.
The team will document ways to optimize calendaring interoperability for people who choose to use a 3rd party email service.

The Office 365 team will *not* automatically set a forward on accounts in some situations.

- It is common for people to use one account primarily for university business (they don't typically forward this account, or it is forwarded to an appropriate 3rd party service, such as a peer university), and have another account that they use for general correspondence (and many people forward this type of account to a consumer email provider.)

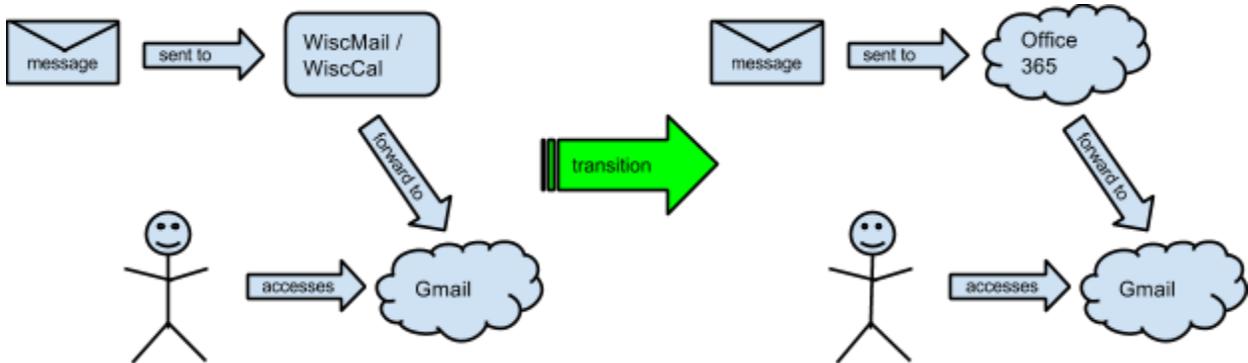
Automatically setting a forward on behalf of person consolidating multiple accounts with differing delivery rules may result in university data being forwarded unintentionally to an inappropriate 3rd party. (See illustration on other page.)

The team will require that the user, with the assistance of their migration partner, rectify the conflicting forwarding scenario prior to their transition to Office 365. Documentation and the ability to determine the conflicting state will be provided to the user and their migration partner.

- People who have complex forwarding configurations such as conditional forwarding based on rules, keeping copy and forwarding, and forwarding to multiple locations.
The ability to translate complex configurations on a per-account basis is unscalable.



Typical example of someone who has one account with a forward in place.



Example of a conflicting forwarding scenario:

