

Office 365 Launch: Advancing Productivity Questions and Answers

Question: Why are we switching to cloud-based Microsoft Office 365 technology?

Answer: The transition to Microsoft Office 365 will give government ministries and their employees access to an array of modern technology and products with benefits including more reliability, improved security, and easier ministry/employee collaboration.

Question: How will the change impact citizens and other clients?

Answer: The change will enhance the quality of IT services for clients and employees alike, with improved uptime for network accessibility and email services. Citizens can also have more confidence that the data they have entrusted to government is more secure and protected from intrusions to the government network, or other attacks like malware and viruses.

In addition, the technology will enable more collaboration among government employees, resulting in more effective and efficient service to the public.

Question: What kinds of collaboration tools will be available to make employees' jobs easier and provide better service to their clients at the same time?

Answer: Office 365 offers a wide variety of tools that will facilitate collaboration internally within ministries, as well as with other employees across government. These include:

- SharePoint Online, a group drive (G: drive) service that allows teams to share common resources such as content, data and news.
- Teams, a workplace chat platform that combines chat, meeting capabilities, and sharing of notes and attachments.
- Yammer is a social networking tool that allows employees across government to connect for private communication and networking.
- Delve is a profile management tool that allows you to search and discover all your content located within the Office 365 platform.
- Other new services will also be introduced to government employees which will bring enhanced and new functionality.

Question: Are there any other work benefits for employees?

Answer: The change to cloud-based email services will mean an increase in mailbox size. This will allow many employees who need to share larger files (image files, etc.) to do so without having to use separate file sharing applications.

Question: Will training be provided for employees in order to use all the new technology to its full potential?

Answer: Yes. The [Taskroom](#) web site will host all the information and educational materials you will need to fully understand and use the new tools provided. This will include written and other materials. While most of the educational materials will be of the self-service variety, provisions will be made if more extensive learning is required.

Microsoft software courses will also be available through [Learn](#).

In addition, Central Services' IT Service Desk agents will be able to troubleshoot any issues you may encounter. Service Level Coordinators (SLCs) within each ministry will be a key liaison between ministries and Central Services' Information Technology Office.

Question: When will the transition to Office 365 take place?

Answer: The transition to Office 365 is a multi-year project that will be implemented in phases over the 2017-18 and 2018-19 fiscal years. Some of the technical work in the background is already underway and will continue throughout the project.

Depending on a number of factors, some of the changes will be rolled out to all ministries at the same time, while others will be rolled out in stages. Whenever the work being done has a direct impact on employees or ministries, you will be notified ahead of time and provided with a variety of communication materials to help you through the change.

Question: Will I still have access to all the Microsoft software tools I currently use?

Answer: Yes. Part of the project includes upgrading your Microsoft Office applications to Office ProPlus, which still contains all the business productivity software you use on a daily basis, such as Word, PowerPoint, Excel, and Outlook, with a more modern look and feel.

Question: What other changes can be expected?

Answer: In conjunction with the rollout of Office 365, all government computers will be transitioned to a new operating system. Windows 10 will be installed on all government computers, replacing the Windows 7 operating system currently deployed. This is a related, but separate project.