



Microsoft Office 365 FAQs

Objective

This document provides a list of Frequently Asked Questions (FAQs) regarding LAUSD's migration to Microsoft Office 365.

What is Microsoft Office 365?

Microsoft Office 365 is a subscription-based office software and services suite hosted online in the cloud which offers access to various services and software built around the Microsoft Office platform.

What is the cloud?

"The cloud" can be described as a metaphor for the Internet. Applications and services hosted in the cloud are all accessible via the Internet and the data stored is held in a remote location. As such, cloud based applications and services can be accessed from anywhere in the world from a multitude of devices such as desktop computers, laptops, tablets and other mobile devices.

What are the primary benefits of Office 365?

Since Office 365 is a cloud-based service, companies no longer have to worry about maintaining servers, performing upgrades, or the operating costs of doing so. Furthermore, Office 365 allows end users to access their contacts, e-mails, calendars and documents from anywhere in the world and on virtually any device. Moving to a new cloud-based system will enable LAUSD employees to have a wider range of functionality (e.g. larger mailbox and online file storage space) while saving a significant amount of operations expense.

What services and features of Office 365 will be made available to LAUSD employees?

The services and features offered will be specifically related to Office 365's cloud based email service, otherwise known as Exchange Online. Exchange Online will essentially be the service that provides access to your mailbox, which includes all your emails, attachments, calendar items, contacts and tasks.

What are the benefits of using Office 365/Exchange Online for email and calendaring?

The Office 365 email & calendaring solution provides business-class email, calendar and contacts to a user's computer, phone and web browser. Delivered as a hosted service from Microsoft, it offers a high standard of physical and digital security for your information while providing the control you want and the reliability your business needs. Office 365 runs your email on Microsoft's globally-redundant servers protected by built-in antivirus and anti-spam filters.

How secure is the information contained in emails and attachments?

Office 365 maintains the latest defenses against viruses and spam with Exchange Online Protection, a service that handles millions of messages to millions of users around the world every day and is updated to address new virus and spam threats as soon as they appear. Microsoft helps to safeguard data by hosting it in geographically-distributed data centers, with continuous data backup and premier disaster recovery capabilities.

How will I use Office 365 for email and calendar?

The following describes some ways you can connect to your email account.

- **Web browser:** Outlook Web App (OWA) lets you use a Web browser to access your mailbox from any computer that has an Internet connection. You can use it to read and send email messages, organize contacts, create tasks, and manage your calendar. You can use Outlook Web App with almost any Web browser. This includes Internet Explorer, Mozilla Firefox, Apple Safari, Chrome, and most other Web browsers on computers running Windows or Apple operating systems.
- **Desktop:** You can access Office 365 using your desktop Microsoft Outlook application in addition to Microsoft Outlook Web App.
- **Mobile phones and tablets:** Office 365 also works with a variety of mobile phones and tablets. You can set up your mobile phone or device to access your email, calendar information, contacts, and tasks. Devices running Apple iOS, Google Android and Windows Phone operating systems are all supported.

What hardware and software is required to take full advantage of Office 365 for email and calendaring?

For PC users: The system requirements for Office 365 are: Windows 8, Windows 7, Windows Vista SP2; Office 2010 and later; and Internet Explorer 9 or above. **Please note that Windows XP, Office 2007 and Internet Explorer 8 are no longer supported by Microsoft. Although Office 365 will not currently prevent users from using this software, it is expected the user experience will diminish over time.**

For Mac users: The system requirements for Office 365 are: Mac OS X 10.5 (Leopard) and above; Office 2011 for Mac ; and Safari 5 or above.

How is Office 365 different from Microsoft Office?

"Office 365" refers to subscription plans that include access to Office applications plus other productivity services that are enabled over the Internet (cloud services), such as Lync web conferencing and Exchange Online hosted email for business, and additional online storage with OneDrive.

"Microsoft Office" is the name Microsoft still use for their productivity software. Office suites have traditionally included applications such as Word, Excel, PowerPoint, and Outlook. All the new Office suites (for example, Office Standard 2013) include the latest versions of these applications. These suites can be installed on only one PC and do not come with any cloud-based services included in Office 365.

How many users does Office 365 support?

Office 365 is highly scalable and can support everything from a one-person business to companies with tens of thousands of users.

When will I be migrated to Office 365?

We will use a phased approach to migrate over 100,000 employee Exchange accounts. This will help reduce interruptions in service and allow for a controlled rollout. The process will take several months and is expected to be completed by end of 2014. More details about the migration timeline will be announced soon.