



Case Study

Urology Exchange Migration

“In my estimation, it would have been extremely difficult, verging on impossible, for a single CSC to accomplish this changeover without major work disruptions. My thanks to the SOM ISU.”

*-Paul Norris,
Department of Urology*

Overview

In 2005, the Urology Department needed a single support solution to consolidate conference room, physician scheduling and three different hosted email services that would provide their staff access to public, shared and personal calendars, access to Outlook Distribution lists, web email access and Blackberry email service compliant with HIPAA policy.

The Solution

ISU Desktop team assessed the Urology’s staff email clients to effectively create a work migration plan to ensure no loss of mailbox and calendar data when exporting the Quickmail and ITSA data and Meeting Maker physician and conference room schedules and importing the data to a Microsoft Exchange environment.

The migration included personalized ‘How to’ Outlook 2003 and Entourage 2004 for Mac user documentation posted on the ISU Help and Support web site and training sessions were provided to the Urology staff. The migration included the additional benefit of using secure email, strong password enforcement and making available the deployment of the Blackberry secure wireless exchange client compliant with HIPAA policy.

Results

- Standardized email solution that provides staff access to UCSF email distribution lists and Public Calendars
- Users’ previous email and calendar data was imported to their new Exchange mailbox clients
- Meeting Maker calendar data for Physician and Conference Room schedules were imported to the S/Med Exchange calendars
- Strong Password Enforcement for HIPAA compliance
- Web email access that meets HIPAA compliance
- Blackberry secure wireless Exchange client that meets HIPAA compliance