



JANUARY 2025

# IT ROUNDUP

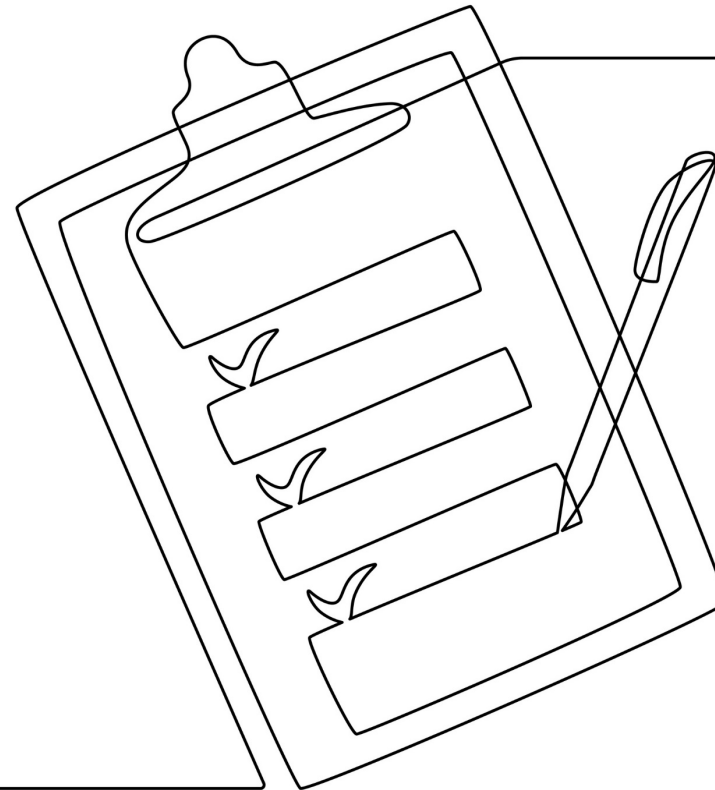
**Leslie Medina**  
AVP IT Client Services

# AGENDA

## The Road to M365

- Deactivation of Software Download Site
- Global Address List (GAL) Split
- Exchange Online Migration

## Windows 10 End Of Life

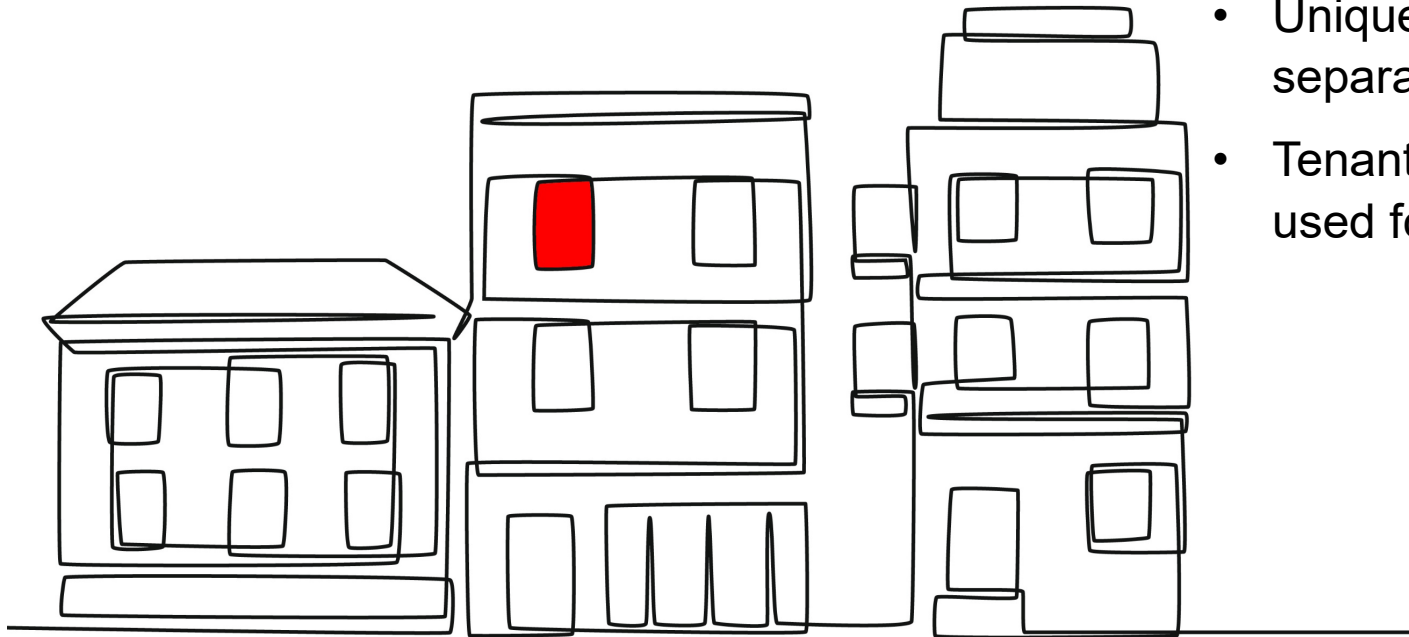


# Preparing for M365 Migration

## TTUHSC.edu Tenant

All M365 applications will be built within our TTUHSC.edu Microsoft Tenant

- A tenant is the term for a dedicated space or instance of Microsoft 365
- Contains all M365 services and data associated with an organizations
- Unique and distinct instance of M365, separate from all other tenants
- Tenant names are unique and can be used for only one instance



# Preparing for M365 Migration TTUHSC.edu Tenant

[ CONTINUED ]

The domain TTUHSC.edu is already in use by a “Rogue Tenant” created by Microsoft for downloading MS Office for personal use.

Microsoft requires a **“green field”** to build HSC a new enterprise tenant.

- Connected to all TTUHSC Microsoft licensing

**The current “Rogue Tenant” must be deactivated so the TTUHSC.edu domain name and licenses can be repurposed to create the new HSC enterprise tenant.**



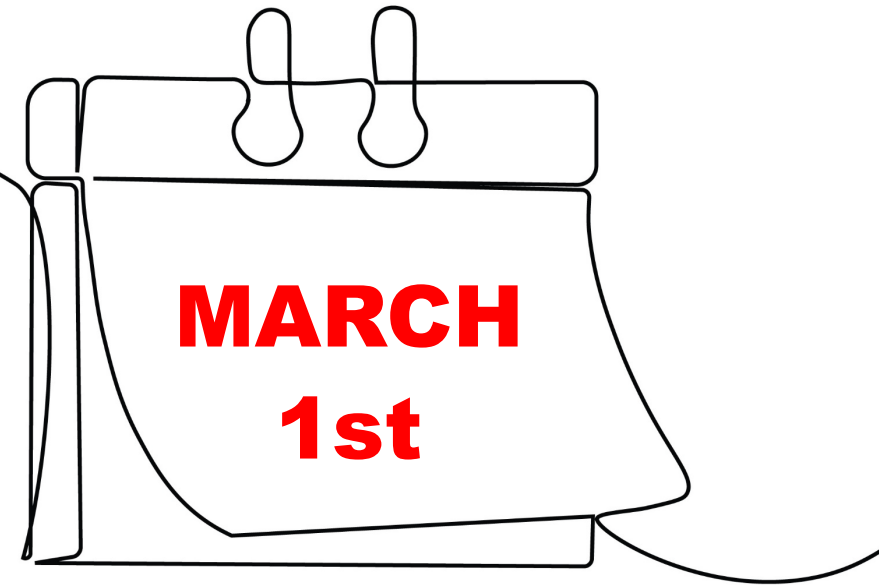
January 2025

# Preparing for M365 Migration

## TTUHSC.edu Tenant

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On March 1<sup>st</sup>, 2025 the TTUHSC.edu Rogue Tenant and associated MS Office download service will be permanently deactivated



- MS Office for personal use download site **will not be available** for TTUHSC.edu accounts
- Any software previously downloaded from this site **will not function**
- All applications (Teams, SharePoint, etc.) and any data stored (OneNote, OneDrive) in the tenant **will no longer be available**

**New download site will not be available immediately, the best estimate for a new download site is Fall 2025**

# NEXT STEPS

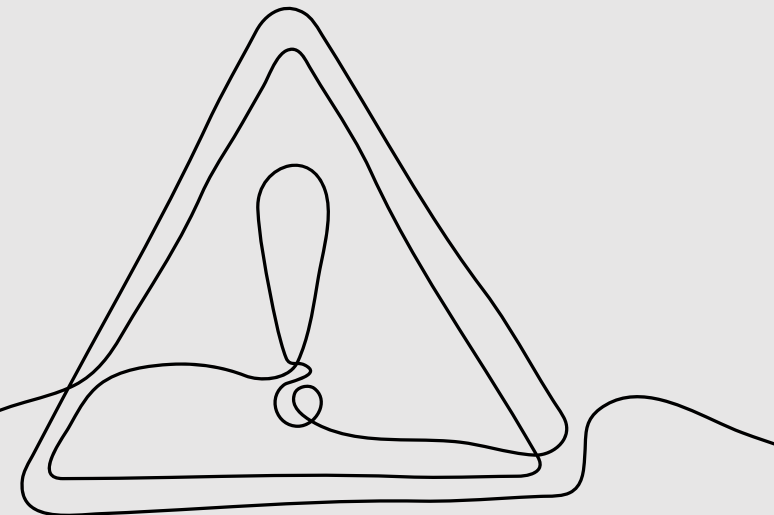
## Affected Individuals

Anyone who uses software products downloaded from the TTUHSC MS Office (for personal use) download website should:



Institutional devices are NOT AFFECTED.

- Download all content (OneDrive, OneNote) from the Rogue Tenant.
- Create a free M365 account
  - ✓ M365 account cannot be affiliated with TTUHSC.edu email address
  - ✓ Comes with 5 GB storage



# NEXT STEPS

## Available Support

[ CONTINUED ]

In person MS Office Support Clinics  
are being scheduled for each campus

- ✓ **Weekly sessions** planned for the month of February
- ✓ **Come and go** sessions for flexibility
- ✓ **IT Techs will be on site** for assistance in downloading content, creating new accounts and restoring access and functionality



# NEXT STEPS

## Available Support

[ CONTINUED ]

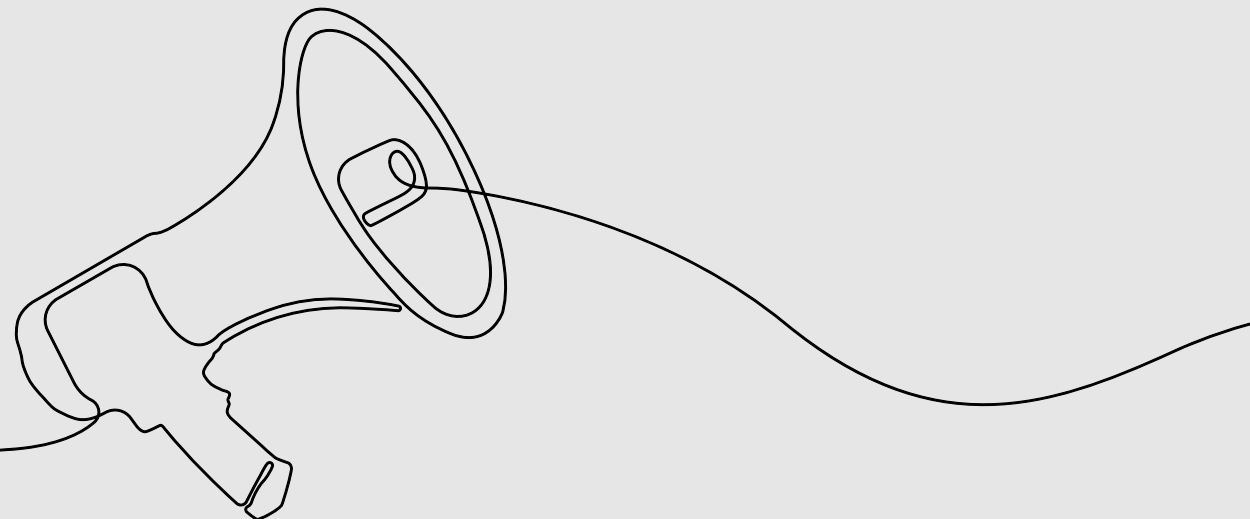
Support Clinic schedules will be posted by January 31<sup>st</sup> on:

- Be prepared with a non-TTUHSC email account and your personal laptop
- Snacks will be available
- **Additional steps may be required to access OneNote data** - assistance will be provided at the support clinic

- **Announcements Page**  
<https://info.ttuhs.edu/hscannouncements>
- **IT Divisional Home Page**  
<https://IT.ttuhs.edu>
- **Sakai & Canvas**
- **Online instructions will also available in the IT Knowledge base at [ITSolutions.ttuhs.edu](https://ITSolutions.ttuhs.edu)**



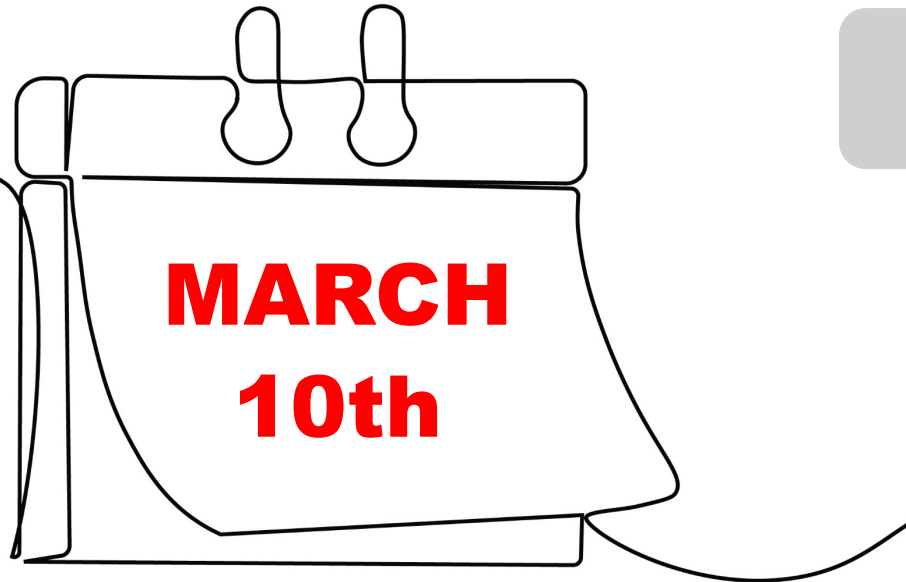
January 2025





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# Global Address List [GAL] Split



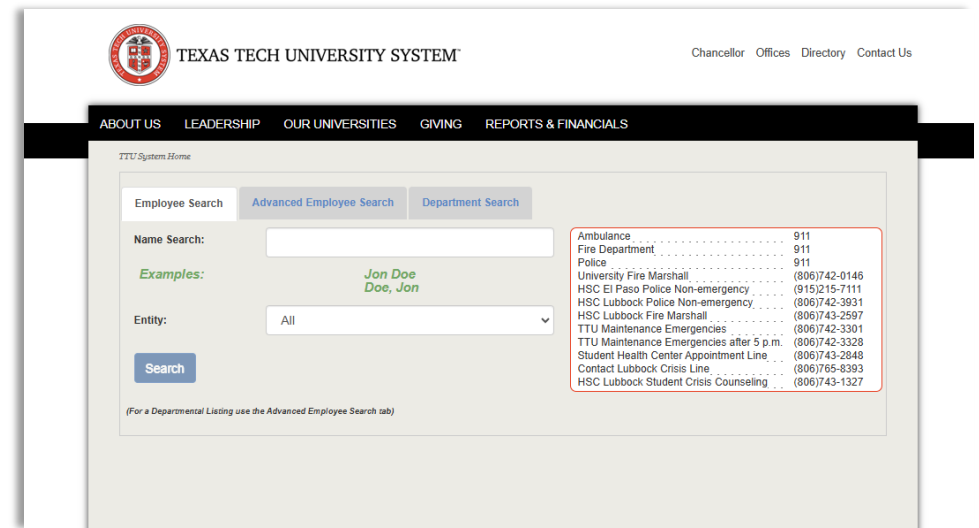
## Separating TTUHSC from TTU GAL

- The TTUHSC GAL **will no longer** show cross domain\* accounts
- Use Online System Directory:  
<https://banapps.texastech.edu/itis/onlineirectory/home>



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\*cross domain- accounts from other TTU system domains e.g., TTU.edu



[ CONTINUED ]

# Global Address List [GAL] Split

Emails to cross domain users using auto complete will “bounce”

To send email and check calendar “Free/Busy”:

- Clear auto complete cache and manually add the TTU address
- Instructions available at [ITSolutions.ttuhs.edu](https://ITSolutions.ttuhs.edu) “How to: Clear the Auto Complete in Outlook”

**Cross domain meeting participants may need to be removed and added back manually**

[ CONTINUED ]

# Global Address List [GAL] Split

Distribution groups with cross domain users will need to be migrated to Lyris to ensure delivery.



- **Address will change** (e.g. [Senators@ttuhsc.edu](mailto:Senators@ttuhsc.edu) -> [Senators@listmanager.ttuhsc.edu](mailto:Senators@listmanager.ttuhsc.edu))



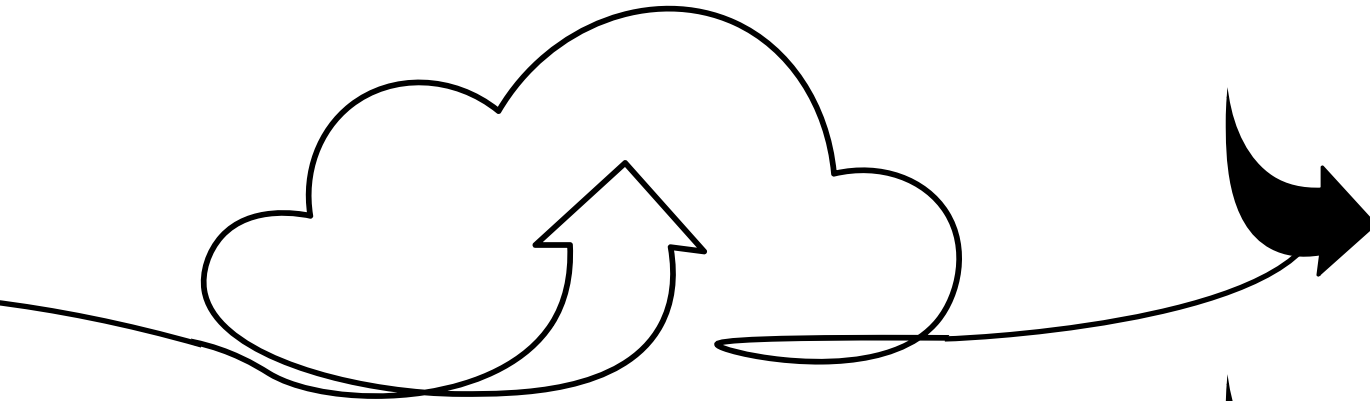
**Groups without cross domain users will continue to work with no intervention.**

**Email has been sent to distribution list owners with instructions for requesting Lyris migration.**

- Cross Domain Lyris List Creation Request is located in our ticketing system, [ITolutions.ttuhsc.edu](http://ITolutions.ttuhsc.edu)

# MS 365 Migration Plan

## Sneak Peek



- Build TTUHSC.edu tenant
- Migrate to Exchange Online
  - \* Increased mail box quota (TBD, at least double existing size)
- Restore MS Office Download site
- Plan rollout of other M365 Services

# Reminder

## Windows 10 End of Life

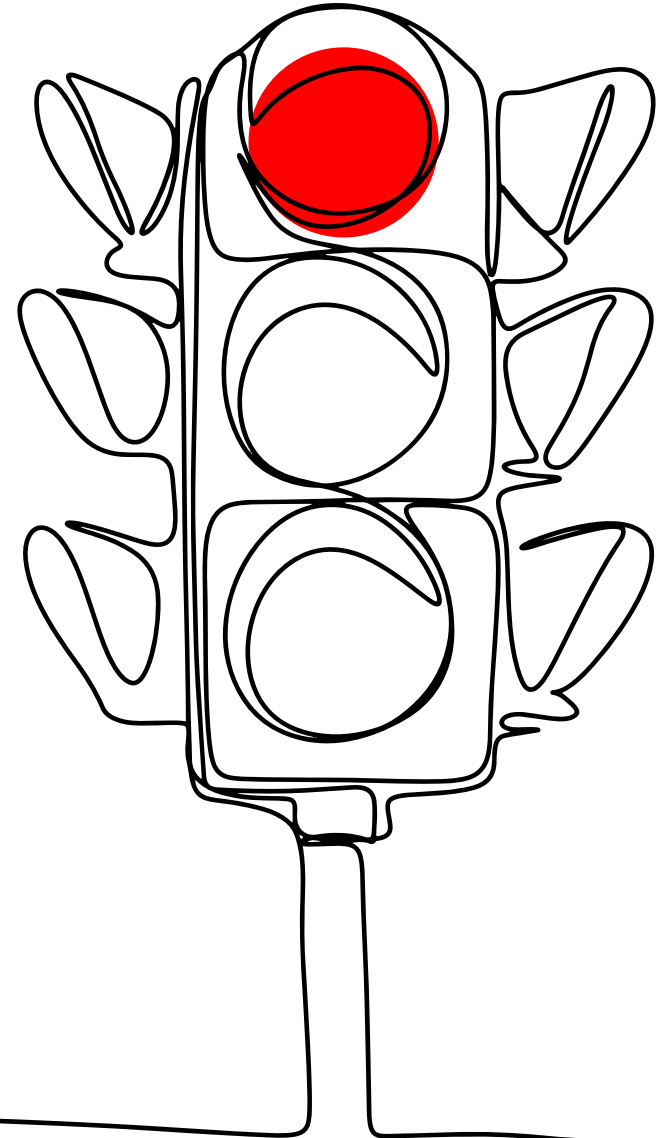
**OCTOBER 2025**

- **697 incompatible** devices still need to be replaced
- **3,500 devices** need to be upgraded to Windows 11
- **4,100 devices** are Windows 11 compliant
- Departmental IT and Property Custodians should be receiving monthly inventory reports



January 2025

**To be added to the report list  
for your department email  
[Leslie.Medina@ttuhsc.edu](mailto:Leslie.Medina@ttuhsc.edu) or  
[Chris.Nugent@ttuhsc.edu](mailto:Chris.Nugent@ttuhsc.edu)**



**IT@**  
**HSC**  
*Round Up*

**QUESTIONS?**