# CIO Leadership Academy Capstone Project

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5/9/2024



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## Personalized Email Addresses - Aliases

Division of the CIO - Central Servers | 5/9/2024



#### Capstone Project Selection



#### Reasons I Selected This Project

- RPI's default email address scheme is impersonal
- Long history of requests from end users
- CIO & upper management support
- Timeline aligned with Academy

#### The History

- RCSID = Rensselaer Computing System ID
- Authentication for all Rensselaer IT systems
- Talk of divorcing email address from RCSID dates back 2 decades
- Aliases were available at one time
  - Not available to everyone
  - Lacked consistency
  - Unwieldy & difficult to manage
- Alias process phased out in preparation for O365 in 2022



#### Project Outline



- Get input from stakeholders inside & outside the IT organization Email
- Identify middleware components necessary for the new process In-person
- Present to the CIO and Director's team Email memo & in-person meeting
- Discuss staff involvement with middle managers In-person meetings
- Outline the idea & get input from the project team In-person meetings
- Conduct routine project status review meetings
- Test production service
- Execute service rollout

#### **Project Overview**



- Goals specific to this project:
  - Leverage existing middleware components
  - Based on existing data stored in our IDM system
  - Deployment that does not impact existing processes

#### Considerations

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- Limited number of options for custom email addresses
- Who gets first right of refusal for <u>John.Smith@rpi.edu</u>
- Users will not be permitted more than one alias
- Documentation & communication ahead of rollout



#### Challenges

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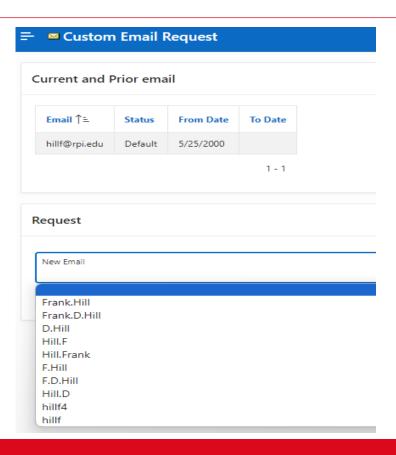
- Anticipate stakeholder apathy
- Expectations inconsistent with project goals
- Avoid influences which lead to scope creep
- Expect project delays due to the unavoidable



#### **Project Status**

#### Web Portal Selection Page Complete

- The IDM system is configured to provide options, based on predetermined algorithms
- Portal access is currently limited for testing
- Options will become more limited as users make selections



#### Work Left to Complete

- Application feed to Exchange Online
- Test the process internally
- Communicate with targeted groups of end users
- Begin to execute rollout



#### Lessons Learned



- Planning & preparation is one of the biggest factors of success
- Focus & regular communication is key to progress
- "Scope Creep" is real & constant, avoiding it requires a firm but compassionate approach
- Setting realistic expectations of your project and members of the team reduces stress

### **Questions & Comments**

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