

CIO Leadership Academy Capstone Project

Frank Hill – Manager of Central Servers

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5/9/2024



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Personalized Email Addresses - Aliases

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



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- **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

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



Challenges

- 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

The screenshot shows a web portal interface for 'Custom Email Request'. At the top, there is a blue header with a hamburger menu icon and the text 'Custom Email Request'. Below the header, the main content area is divided into two sections. The first section is titled 'Current and Prior email' and contains a table with the following data:

Email ↑	Status	From Date	To Date
hillf@rpi.edu	Default	5/25/2000	

Below the table, there is a pagination indicator '1 - 1'. The second section is titled 'Request' and contains a search input field with the text 'New Email'. Below the input field, there is a dropdown menu with the following options: Frank.Hill, Frank.D.Hill, D.Hill, Hill.F, Hill.Frank, F.Hill, F.D.Hill, Hill.D, hillf4, and hillf.

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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