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**Sent:** Monday, July 09, 2007 5:50 PM  
**To:** exchange.inform@umich.edu  
**Cc:** exchange.internal@umich.edu  
**Subject:** Exchange Service Update 7/9/07

In addition to these updates being sent periodically via email, they are available via the web as well. Check <http://www.umich.edu/~lannos/exchange/> for the latest news, as well as a collection of old news.

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#### IN THIS UPDATE:

Exchanging Information about Exchange  
Knowledgebase Wiki  
exchange-discuss Listserv  
Service Agreement

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#### **Exchanging Information about Exchange**

So much of the experience of using Exchange depends on the client used. The client can be Outlook, Entourage, Evolution, Outlook Web Access with IE, Outlook Web Access with non-IE browsers and more, including standard imap clients. We know that the experience you gain every day working with your users has made you experts on the clients.

We'd like to offer the opportunity to share that hard-won information with your campus colleagues. There are several ways to do that and to take advantage of the experiences of others. We've put two in place for you to use. Please take a look, whether to share your insights or to learn solutions to puzzling problems you face.

#### **Knowledgebase Wiki**

On the staff knowledgebase wiki, there is a section specifically for sharing tips and tricks for using Exchange. Clicking on the link to the Exchange section of the wiki will take you to a page of short Tips and Tricks as well as longer articles. The content currently on these pages comes from experiences you have been having in your units. Please feel free to correct and/or add to these entries.

Access the staff knowledgebase wiki at <http://knowledgebase.umich.edu>. If you are unfamiliar with making contributions to a wiki, you can find some good information to get you started at [http://en.wikipedia.org/wiki/Wikipedia:How\\_to\\_edit\\_a\\_page](http://en.wikipedia.org/wiki/Wikipedia:How_to_edit_a_page).

#### **exchange-discuss listserv**

While a wiki is good for having information available, there's nothing like a rousing discussion on tough issues. In order to facilitate this type of conversation, we have set up a listserv specifically for discussing and asking questions about Exchange issues. This is a good place to discuss tips put on the wiki or to offer alternative viewpoints to the group.

You can join the listserv at <https://listserver.itd.umich.edu/cgi-bin/lyris.pl?enter=exchange-discuss>

#### **Service Agreement**

The Exchange Partners, a group of campus IT directors and staff who provide guidance for the Exchange service, have approved the Standard Service Agreement for the campus Exchange service. The SA outlines the parameters of the service, including the division of responsibilities between ITCS and the campus units using the service. You can see this agreement at [Campus Exchange Standard Service Agreement](#).

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To receive these update messages regarding the ITCS Exchange Service, join the UMOD group “Exchange Inform” from <http://directory.umich.edu>