

January 16, 2017

TO: UDC Community

FM: Troy A LeMaile-Stovall  
UDC COO

RE: Email outage, Jan.13-16, 2017

First, let me apologize for the email outage that occurred this weekend. While most of our colleagues at the Community College did not experience any outage, as they have been migrated to the Office 365 cloud as part of the pilot, many of us have been without email access since Friday morning. Thus, this outage just emphasized why we are diligently focused on migrating our entire email platform to the Microsoft Office 365 Cloud, which we are scheduled to have completed by the end of January 2017.

That said, the outage was caused by a Microsoft fix (on Thursday) to address an issue with another application but the fix had an obvious unintended consequence of crippling our email system. We worked throughout the weekend with Microsoft engineers and after many hours we now have our email system back.

However, there is one side effect. Some emails, and there is not consistency, sent to us over the weekend did not get delivered. In some cases, those senders (both internal and external) may not have gotten an “undeliverable” error message. You need to be aware of a potential gap in email service and try to fill the gaps as best as possible for the timeframe from Friday morning, Jan. 13, 2017, to early Monday morning, Jan. 16, 2017.

Again, my apologies, this is not how we wanted 2017 to start. This event has made us even more determined to rapidly improve the IT infrastructure at the University of the District of Columbia and you will see those results soon.