



TENNESSEE STATE COURTS  
TNCOURTS.gov

WELCOME TO THE STATE COURT  
CLERK EMAIL MIGRATION SESSION

- \* Presentation by – AOC ITSD
- \* Brandon Bowers – CTO ITSD
- \* David Thomas – IT Manager ITSD
- \* Barrett Hobbs – System Administrator ITSD

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COMMUNICATION FOR THE EMAIL  
MIGRATION

[OUTLOOK365@TNCOURTS.GOV](mailto:OUTLOOK365@TNCOURTS.GOV)

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PLEASE USE THE LINK BELOW  
FOR ISSUES

[HTTPS://SUPPORT.TNCOURTS.GOV/REQUEST](https://support.tncourts.gov/request)

PLEASE COMPLETE A JIRA TICKET INSTEAD OF  
CALLING THE HELP DESK SUPPORT NUMBER

WE HAVE MORE PEOPLE LOOKING AT THE  
JIRA APPLICATION THAN RETURNING VOICEMAIL

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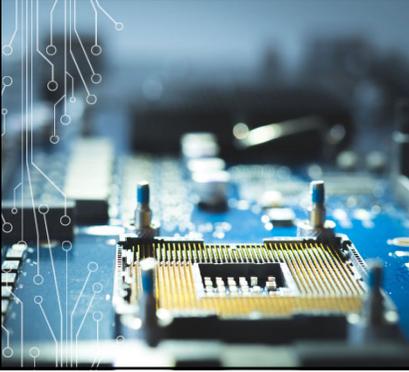
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**MANAGEMENT  
ITSD**

- BRANDON BOWERS – CTO
- DAVID THOMAS – NETWORK & HARDWARE SUPPORT MANAGER
- WENDY WESLEY – IT ASSISTANT MANAGER HARDWARE & HELP DESK MANAGER

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**ENGINEERING AND  
ADMINISTRATION ITSD**

- TAYLOR YORK – SYSTEM ADMINISTRATOR
- BARRETT HOBBS – SYSTEM ADMINISTRATOR
- SHAUN VANDIVER – SYSTEM ADMINISTRATOR
- SHADY NOMAN – SYSTEM ADMINISTRATOR
- NATHAN HOWELL – SECURITY ENGINEER
- CHRIS GILL – SECURITY ADMINISTRATOR

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**ENDPOINT SUPPORT  
SPECIALIST ITSD**

- DANIELLE BEAUMAN
- FAITH HUGHES
- JUSTIN KNOTT
- DEONTE HARRIS

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WORKSTATION SUPPORT  
SPECIALIST ITSD

- CASEY BOBLEWISKI – EAST TN
- JEFF PEARSON – MIDDLE TN
- KODY SCALLION – WEST TN

The slide features a background image of a white antenna tower with red and white directional markers, overlaid with a white circuit board pattern on a dark blue gradient background.

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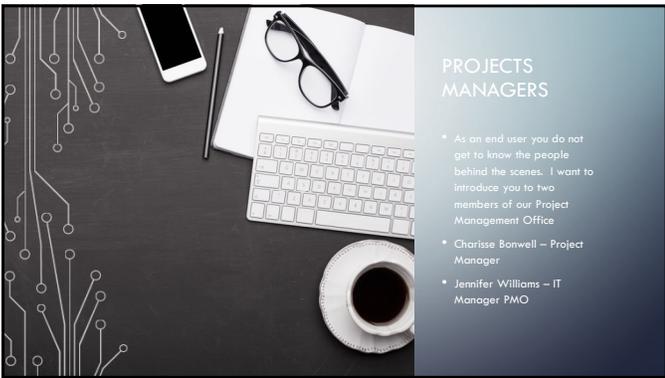
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PROJECTS  
MANAGERS

• As an end user you do not get to know the people behind the scenes. I want to introduce you to two members of our Project Management Office.

- Charisse Bonwell – Project Manager
- Jennifer Williams – IT Manager PMO

The slide features a background image of a desk setup including a smartphone, a pen, glasses, a keyboard, and a coffee cup, overlaid with a white circuit board pattern on a dark blue gradient background.

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MIGRATING EMAIL FROM  
GROUPWISE TO  
OUTLOOK

- WHAT HAVE WE BEEN DOING?
- WHEN IS THIS GOING TO HAPPEN?
- WHAT DO WE NEED YOUR TEAM TO DO?
- HOW DO WE GET SUPPORT AFTER MIGRATION?

The slide features a background image of several colorful envelopes (white, green, pink, blue) arranged in a staircase pattern, overlaid with a white circuit board pattern on a dark blue gradient background.

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### WHAT HAVE WE BEEN DOING?

- In February we began the planning of the migration with our vendor Insight.
- We migrated 10 users (Alpha Group) within our ITSD on April 12<sup>th</sup>.
- After several weeks of testing to evaluate the migration, we then migrated the rest of our ITSD (29 members) on May 15<sup>th</sup>.
- During this period, we have created documentation for the migration along with creating training documents and videos for post migration.

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### WHEN IS THE MIGRATION FOR TNCIS SITES?

- The migration schedule has been finalized. All TnCIS sites will be migrated within a 3-week period beginning July 1st.
- Lookout for emails that are sent to our Local Contact group. If you have a technical person in your office, please have them email [outlook365@mcourts.gov](mailto:outlook365@mcourts.gov) to be added.

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### WHAT DO WE NEED YOUR TEAM TO DO?

- Save email – Retention policy for all email is 180 days.
- Export contacts – Although the migration will transfer some contacts it will not transfer all contacts. Save these to the G drive where we get nightly backups.
- We are moving to password policies which will require a complex password and a password change every 90 days.

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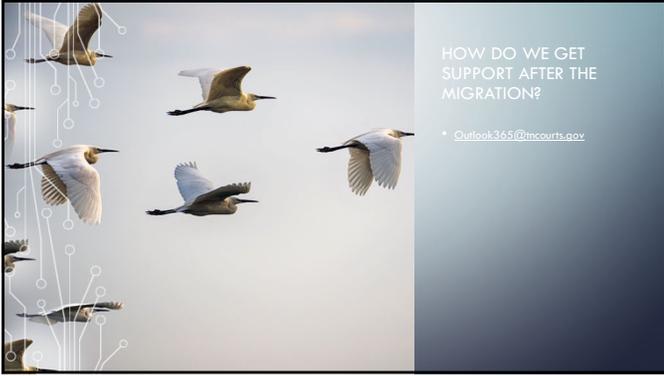
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HOW DO WE GET SUPPORT AFTER THE MIGRATION?

\* [Outlook365@tncourts.gov](mailto:Outlook365@tncourts.gov)

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WHAT IS NEXT?

Over the next several weeks we will be installing Microsoft 365 apps on your desktops. You may see Casey, Jeff or Kody. You may also receive a call from one of our help desk team members or a member of our Admin Team. It is all hands-on deck to make sure your office is prepared.

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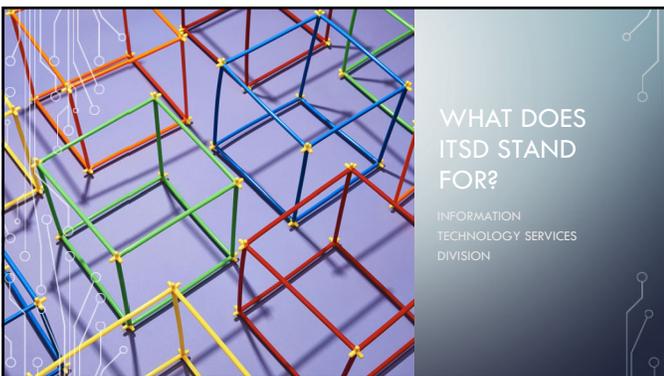
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WHAT DOES ITSD STAND FOR?

INFORMATION  
TECHNOLOGY SERVICES  
DIVISION

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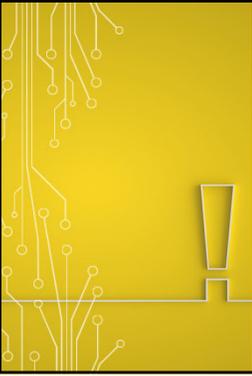
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**IMPORTANT LINKS AND EMAIL ADDRESSES**

- TO OPEN A TICKET WITH THE AOC PLEASE USE THE FOLLOWING LINK  
<https://support.tncourts.gov/request>
- TNCOURTS WEBSITE – [www.tncourts.gov](http://www.tncourts.gov)
- SPAM EMAILS SEND TO - [spam@tncourts.gov](mailto:spam@tncourts.gov)
- BOMGAR LINK FOR REMOTE SUPPORT – [support.tncourts.gov](http://support.tncourts.gov)
- OUTLOOK SUPPORT POST MIGRATION – [outlook365@tncourts.gov](mailto:outlook365@tncourts.gov)
- <https://tncourts.gov/Microsoft-migration>

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