The Zimbra Collaboration Suite is a web based application being implemented at UMass Dartmouth to replace the current email and calendaring systems. These features are similar to those found in Google Mail, Yahoo Mail or HotMail. Improved features of Zimbra include the following:

- Robust Web Interface
- Combination of email and calendaring in one software
- Ability to create multiple calendars and share with other users as needed
- Briefcase that will allow users to share files with other UMass Dartmouth colleagues.
- Synchronization with mobile devices such as Palm, Windows Mobile, and iPhones.

**Email View**

Notice the typical email features such as

- Individualized Mailboxes on the left
- Contents of the mailboxes in the center top
- Body of the email in the center bottom. Like most other email applications, if you double click on a message in the mailbox, it will open on the entire screen.
Note that users may create multiple calendars for special purposes and share with colleagues or staff as needed. In addition, you are able to turn on any calendars which have been shared with you. Every calendar owner retains the ability to create "private" meetings which simply show time unavailable without giving details of the event.

Any of the "owned" calendars or external calendars that have been shared may be opened simultaneously or separately. As an example, a department may maintain a vacation calendar where all departmental employees maintain approved vacation time. This might be a valuable calendar to open separately when planning work schedules. If a manager is having a specific problem and needs to contact an individual employee, that employee calendar can be displayed to see what meetings or events are scheduled for the day.

When sharing a calendar, users may control the amount of control that is granted. Administrative Assistants may be given "write" access while other departmental employees may only have "view".
Creating a Meeting

When a meeting is proposed to other Zimbra users, the meeting proposer will see the availability for the requested time for all attendees. When the appointment is "saved", an email invitation is sent to each of the attendees. The proposer will receive confirmation or denial of the meeting from all attendees by email as well.
An additional feature of Zimbra is the Briefcase, which is a way to share files with other Zimbra users. In this example, CITS Communications Document briefcase has been shared so that all members of this team may view documents. As with calendars, briefcases may be created and shared as needed.
Timeline and Next Steps

- 90% campus administration and support staff have been converted to Zimbra.
- Focus for the fall and winter of 2009 is to convert faculty by college. As each department and college is successfully converted, the full advantage of the calendar and briefcase functionality can be realized.
- Students are scheduled to be moved to Zimbra in the second semester.

First Steps

- Determine your current email client (Eudora, Netscape, Thunderbird, Outlook, Entourage, AppleMail, etc).
- Determine the email protocol if known (POP or IMAP). POP pulls all emails to the local computer. IMAP maintains email on the server.
- Call the CITS IT Service Center at x8790 to make an appointment. Estimated time needed is 45 to 60 minutes for IMAP users and 60 to 120 minutes or more for POP users depending on configuration.

How to Get Ready

Before Conversion
- Clean up old email. Be critical in judging your need for older emails.
  - Review all mail boxes for data retention needs
  - Delete as much of the InBox as possible (sort by date or user)
  - Delete as much Out/Sent Box as possible
  - Empty Trash
- Goal is to reduce the amount of storage and conversion time.
- Quota is 5GB for staff.
- Review all mailbox names to remove any special characters such as "$", "@", "&" by renaming the mailbox.

After Conversion
- Training Manuals and other helpful information are available at http://www.umassd.edu/zimbra/
- The Zimbra Blog can be found at http://zimbrablogs.blogs.umassd.edu/
- Sign up for optional Zimbra Q&A Sessions (following your email migration)
  Sign Up for workshops at http://www.umassd.edu/cits/workshops/