



IBM[®] LotusLive[™]



LotusLive[™] Notes

Overview - User Experience, Admin & Provisioning October 2010



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Please let me know if you download this presentation and your feedback is always welcome.
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LotusLive™ Notes Overview - User Experience, Admin & Provisioning

Slides cover...

- **LotusLive Notes Overview - User Experience, Admin & Provisioning**
 - What is LotusLive Notes?
 - What does an end user see in LotusLive Notes? [also see “LotusLive Notes User Experience” slides]
 - High level picture of the integrated service components
 - LotusLive Notes Administration
 - Service related things that were on-premises & now delivered by IBM
 - Items a customer can manage in the LotusLive Notes admin web UI
 - What differs from on-premises and hosted
 - Hybrid environment, configuration requirements and process steps to setup an account
 - Transition to LotusLive Notes – Assessment, Planning & Execution
 - Process – user provisioning and data transfer

Related topics & material available


- **LotusLive Notes Company Account Setup [separate slide deck]**
 - Process steps to setup an account
 - Hybrid configuration
- **LotusLive Notes Administration and User Provisioning [separate slide deck]**
 - Overview, hosted and hybrid configurations
 - Architecture diagrams & overview of admin specifics
 - On-premises requirements for the hybrid configuration
 - Transition to LotusLive Notes – Assessment, Planning & Execution
 - Customer responsibilities
 - Hybrid config & customer responsibilities
 - Processes for moving users and data
 - Provision one at a time or in groups & with a new mailbox or with data transfer
 - Customized mail templates
- **LotusLive Notes User Experience [separate slide deck]**
 - What is LotusLive Notes? the LotusLive Notes web? the LotusLive Dashboard?
 - How does one configure the desktop to use LotusLive Notes?
 - Mail, Calendar and Contacts, views & forms; Preferences



LotusLive™ Notes

Best-in-class enterprise cloud messaging

- Hybrid deployment model
- Accessed through the Internet via included Notes client or browser
- Integrated Sametime instant messaging
- Seamless dashboard integration across LotusLive
- Included anti-spam/anti-virus
- Available mobile services
- 99.9% SLA
- 25 GB mailbox



LotusLive Notes

LotusLive Notes is a full-featured e-mail service designed for your business needs.

April 2010 – Beta

June 2010 – Limited availability

August 2010 – General availability

October 2010 – 1st Update



LotusLive™ Engage

Complete Collaboration Suite

Integrated email, web conferencing, instant messaging, file sharing and social networking enables you to work with anyone from anywhere – all with IBM's focus on security, reliability and enterprise integration.

LotusLive Engage

Starting at \$8

An integrated suite of tools that combines your business network with collaboration & conferencing services



Complete

Collaboration Suite for

US \$10

LotusLive Notes

Starting at \$5

An online version of IBM's popular Lotus Notes email and calendaring & scheduling product



Points of Integration

- Access your LotusLive Notes mail account
 - Navigation integrated into the LotusLive browser experience
- Activities Plugin
 - Surface LotusLive activities in the Lotus Notes client sidebar
- LotusLive Meetings Plugin
 - Launch your own or join another LotusLive meeting from the Lotus Notes client sidebar
- Sametime Community
 - Add LotusLive community to your Lotus® Sametime® client (or embedded) configuration
 - Add users from your own or other organizations to your buddy list
- RSS Feeds
 - Surface any feed enabled content in the Lotus Notes client sidebar
- SAML-based single sign on to LotusLive services
 - Requires Lotus Notes 8.5.2 client



LotusLive™ Notes High level overview

- Customers on the service benefit from the Lotus Domino platform augmented with organic service management capabilities integrated with other IBM components (e.g. Tivoli Directory Server)
- Customers on the service no longer are required to manage their mail HW, SW, etc...
- Customers on the service manage their administration in the LotusLive web UI
- Existing Notes Domino customers on the service are able to maintain control by extend their on-premises assets in the cloud via the LotusLive Notes hybrid environment configuration



Lotus Notes, LotusLive Notes web or both

Browser user authentication

- Authenticate into LotusLive using LotusLive password or on-premises IDP
- Select “My Mail” in LotusLive banner
- Redirected to appropriate and available mail server via BIG-IP proxy and Mail Service Manager
- Transparent redirection to alternate server in case of server failure

Lotus Notes user authentication

- Users authenticate as normal using Notes ID password
- When accessing mail, users are redirected from F5 to Authentication Server and, if successful, to appropriate mail server
- Customer-specific virtual server is mapped to actual LLN2 Domino server transparently

LotusLive™ Notes User Experience – Dashboard – Browser

The screenshot shows the LotusLive 'My Dashboard' interface in a browser. At the top, there is a navigation bar with links for IBMDEMO, My Dashboard, Mail, Calendar, People, and Apps. The user's name, Christopher M Baker, and other options like LotusLive Labs, Settings, Help, and Log Out are also visible. Below the navigation bar, the page is divided into a left sidebar and a main content area. The sidebar contains a 'My Account' section with a profile picture of Christopher M Baker and links for account settings, Mail, Meetings, Events, People, Communities, Activities, Files, Forms, Charts, Instant Messaging, LotusLive Labs, Salesforce, Skype, and e-SignDoc. The main content area features a 'Quick Start Guide' banner with a house icon and buttons for 'Get Started' and 'View Demos'. Below this is a 'Meetings' section with a 'Host Meeting' button, a meeting ID field (908-...), a dropdown for 'Enter meeting ID', and a 'Join' button. A 'Your meeting URL' field is also present. The 'Requests' section is currently empty. The 'Updates' section shows a list of recent activities, including being added to communities and receiving shared files, with a toggle for 'All updates' and 'My updates'.

LotusLive™ Notes User Experience – Mail – Browser

The screenshot displays the LotusLive Notes web interface, showing the Mail and Calendar views. The Mail view is active, displaying an inbox with several messages. The Calendar view is also visible, showing a weekly calendar for June 2010 with various appointments.

Mail View:

Who	Subject	Date	Size
Roger Federer	Invitation:test forward (Sat 06/05/2010 09:30AM)	06/05/2010 09:23AM	2K
Roger Federer	Invitation:test forward (Fri 06/04/2010 04:00PM)	06/03/2010 03:56PM	2K
Jimmy Connors	Accepted:Practice	06/03/2010 03:55PM	2K
Roger Federer	Invitation:forwa		
Roger Federer	Invitation:Prac		
Roger Federer	Accepted:prac		
Lisa Gurney	multi send to te		
Mail Router	DELIVERY FAIL		
Linda Sharar	test		
Andy Roddick	Send Message		
Andy Roddick	Simple Mail Me		
Roger Federer	Countered:test		

Calendar View:

Calendar: Mon 06/07/2010 - Sun 06/13/2010

Time	Monday June 2010	Tuesday June 2010	Wednesday June 2010	Thursday June 2010	Friday June 2010	Sat Jun	Sun Jun
08:00 AM			Calendar Anniversary		test assignment		
09:00							
10:00			repeating practice Andy Roddick	Private appointment			
11:00				Lunch with Lisa Andy Roddick			
12:00 PM							
01:00			1PM repeating pract Andy Roddick				
02:00							
03:00							

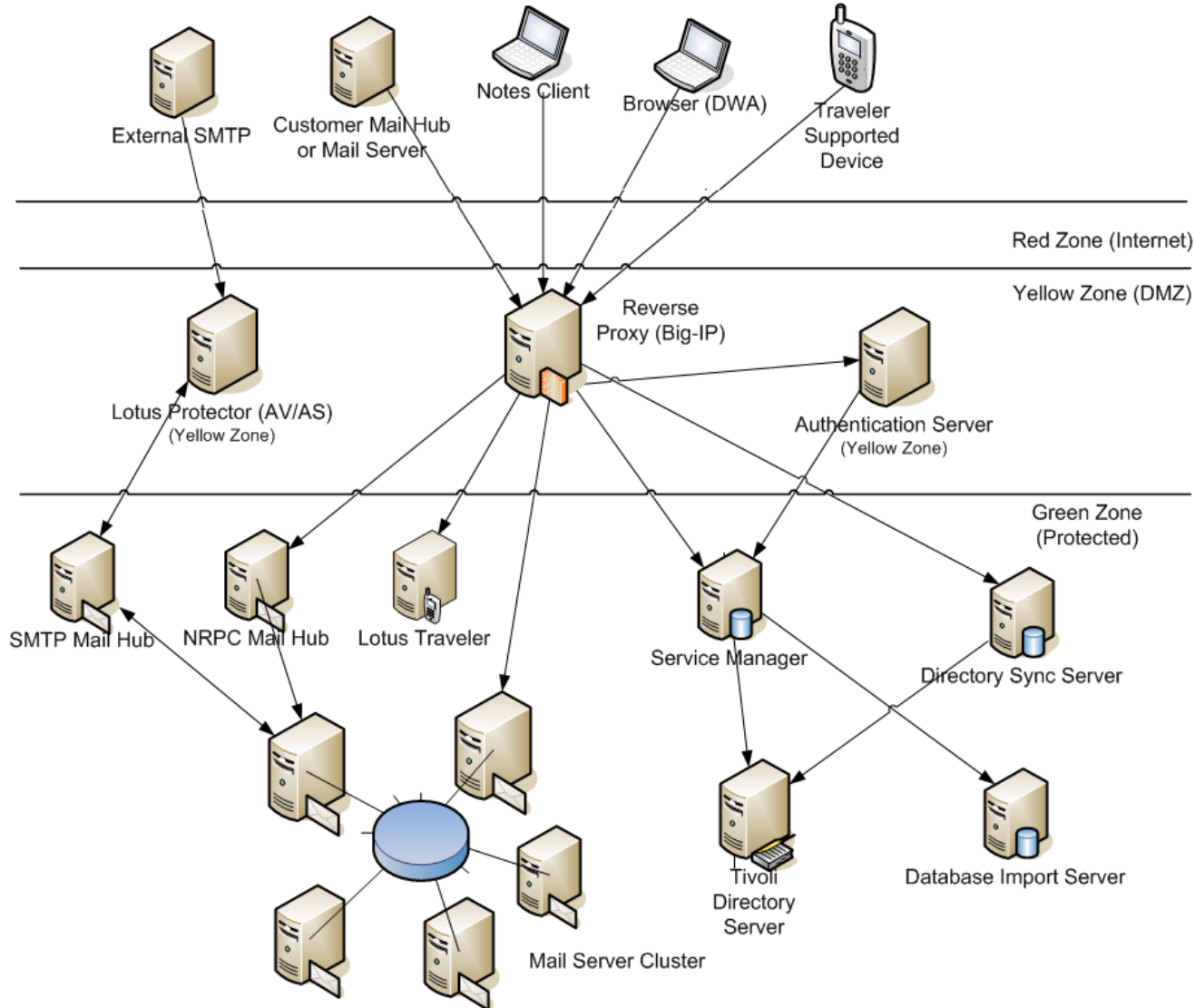
Day 158 - 207 days left in the year

LotusLive™ Notes User Experience – Mail – Notes client

The screenshot displays the LotusLive Notes user interface, showing the Mail and Calendar views. The Mail view is in the foreground, displaying a list of incoming emails from the LotusLive Team. The Calendar view is overlaid on top, showing a two-day view for August 16 and 17, 2010. The calendar includes several events: a purple 'Wedding Anniversary' event, an orange 'Car oil change' event, and a large green 'Customer Briefing' event. The interface includes a navigation pane on the left with folders like 'Inbox (122)', 'Drafts', and 'Sent'. The top menu bar includes 'File', 'Edit', 'View', 'Create', 'Actions', 'Tools', 'Window', and 'Help'. The status bar at the bottom indicates 'Notes configuration settings have been refreshed' and 'LotusLive Trial for Christopher M Baker'.

Who	Subject	Date	Size
LotusLive Team	LotusLive - Michael Dudding wants to connect with you	04/30/2010 05:38 PM	3K
LotusLive Team	LotusLive - Eric Larson wants to connect with you	04/30/2010 11:33 AM	3K
LotusLive Team	LotusLive - Ken E Krause wants to connect with you	04/30/2010 11:10 AM	3K
LotusLive Team	LotusLive - Cesar Augusto Borrero wants to connect with you	04/29/2010 08:20 PM	3K
LotusLive Team	LotusLive - Roger B...		
Betty Zechmann	LotusLive - Betty Zed...		
LotusLive Team	LotusLive - Ramsey...		
Ed Brill	LotusLive - You have...		
Rainier Varilla	LotusLive - Activities...		
LotusLive Team	LotusLive - Pantelis...		
LotusLive Team	LotusLive - Peter Ja...		
Paul Raymond	Re: Happy as a clam...		
LotusLive Team	LotusLive - Bruce O...		
Scott Souder	Happy as a clam fro...		
LotusLive Team	LotusLive - Vanessa...		
LotusLive Team	LotusLive - Joseph A...		
LotusLive Team	LotusLive - Carla Gil...		
LotusLive Team	LotusLive - Michael T...		
LotusLive Team	LotusLive - Mike Mas...		
LotusLive Team	LotusLive - Aleesa T...		
John Immerman	Thanks Chris for get...		

LotusLive™ Notes High Level Reference Architecture





LotusLive™ Notes Administration

Administration changes for LotusLive Notes

– Service related things that were on-premises & now delivered by IBM

- Server hardware management
- Server OS management
- Server anti virus anti spam configuration and mail service delivery administration*
- Domino server configuration and mail service delivery administration
- Domino software updates
- Add users to specific mail servers
- Mail server load balancing
- Mail file full text index management
- Managing out of the box template language availability for Notes & iNotes supported languages

* SMTP config options chosen may impact this point



LotusLive™ Notes Administration

Administration changes for LotusLive Notes

– Items a customer can manage in the LotusLive Notes admin web UI

- Company settings
 - Internet domain ownership validation
 - Set synchronization of Domino directory between on-premises servers & LLN
 - Adding customer-created mail templates to their repository
 - Add users individually or in bulk
 - Rename, delete users individually
 - Managing groups - creation, deletion, modification*
 - Manage Domino Desktop, Mail & Security Policies**
- Customer certifiers
 - Management of customer certifiers for (virtual) server creation
 - Management of customer certifiers for user ID creation and management
- Configuration of the connection between on-premises and LL cloud servers
- Notes ID password resets

* can be done in Domino directory

** requires customer Domino directory on-premises



LotusLive™ Notes Administration

Administration changes for LotusLive Notes – What differs from on-premises and hosted

- Rooms & Resources support requires access to customer on-premises instance
- Client-side white/black list config in mail client Preferences are not supported
- Domino Policy Settings (Desktop, Mail & Security Policies are supported)*
- Delegation is supported but all parties have to be LotusLive Notes users
- Offline support for browser users is not currently enabled
- LotusLive Notes web user requires full Sametime Connect client installation
- Custom mail template use requires purchase of a template analysis/use offering
- Custom browser mail Forms files are not supported
- Extended Directory Catalog (EDC) not supported (near term support under consideration)
- IMAP & POP are not supported

* requires customer Domino directory on-premises



LotusLive™ Notes Hosted or Hybrid Configuration

Hosted customer

- Hosted customers are completely contained within LotusLive Notes infrastructure
 - Administration entirely through LotusLive Notes browser user interface

Hybrid customer

- In the context of LotusLive Notes , it refers to a specific configuration of the LotusLive Notes organization that belongs to a customer
- It allows existing Lotus Domino customers to integrate and extend their environment and is a core strength and value proposition
- It is designed to support both transitory or perpetual coexistence
- Customers select the “Hybrid Environment” option when performing initial setup



LotusLive™ Notes Hybrid Configuration

Hybrid customer extends their Domino environment

For hybrid customers:

- LotusLive Notes becomes extension of customer environment
- User management performed on premises*
- Group management performed on premises*
- Policy creation and management performed on premises*
- One or more directories are synchronized into LotusLive Notes to provide common view of users, groups, policies, etc.
- Customer owns e-mail domains and receives all mail for those domains before routing to LotusLive Notes

* via the Domino directory

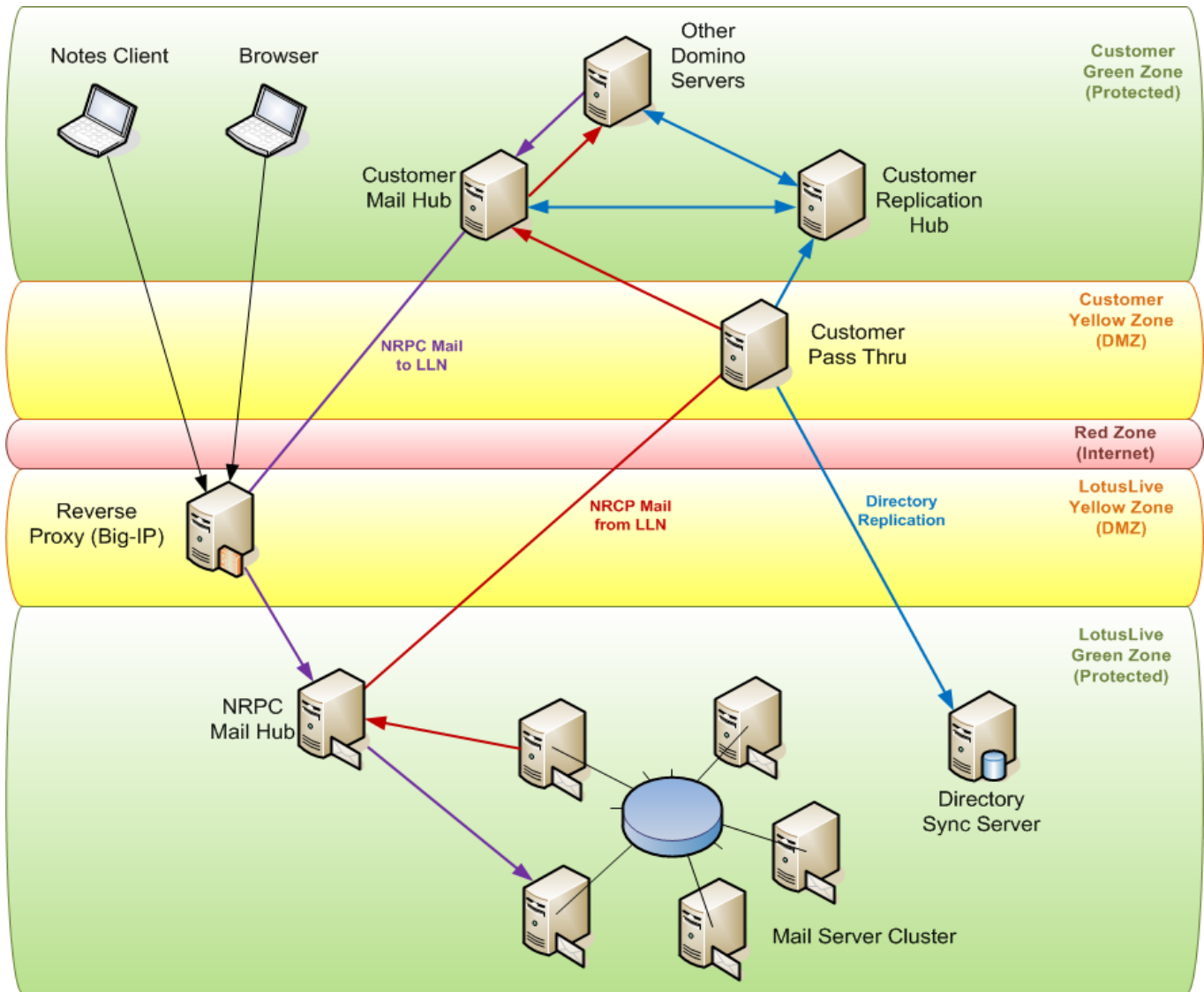


LotusLive™ Notes Hybrid Configuration

Setup Requirements

- One OU level certifier, generated from the production /ORG certifier, with which virtual LotusLive Notes server names can be created
 - e.g. /LLSERVER/RENOV
- Domino pass thru server located in your network DMZ
 - In a separate domain from production
 - Allowing access on port 1352 from the Internet to DMZ and DMZ to internal network
- Internal Domino server to handle NRPC mail routing (Domino 8.5.1FP2 or higher)
- Internal Domino server to handle directory replication (Domino 8.5.1FP2 or higher)
- List of directory replicas to be replicated
 - e.g. names.nsf, otherdomainnames.nsf, partnernames.nsf, etc.
 - Remote access via directory assistance is not supported
 - Use of a non Domino directory or an Extended Directory Catalog (EDC) is not supported

LotusLive™ Notes High Level Hybrid Configuration Architecture





LotusLive™ Notes ISSL User Provisioning & Data Transfer

The ISSL Process involves multiple players

Human Actors

- Customer Administrator / Coordinator
- Customer Developer
- ISSL Transition Team
- Data Center Operations
- LotusLive Operations
- LotusLive Customer Support Group
- End User
- Shipping Courier

System Actors

- Onboarding Process Management Tool (OPMT)
- On-premises Mail Server(s)
- On-premises Staging Server(s)
- Mail Import Service
- Transition Administration UI
- Mail Service Manager
- Directory Synchronization Service
- Desktop Configuration Tool (liveConfig)
- Domain Configuration Tool (DCT)

LotusLive™ Notes User Provisioning & Data Transfer

Assessment, Planning & Execution

- This is fundamentally a server consolidation exercise
- All past experience of upgrades / consolidations is directly applicable
- You don't need to build the new messaging infrastructure
- You do need to be prepared
- IBM needs to move and provision the data
 - Current requirement

