



Headquarters
New Zealand Defence Force
Defence House
Private Bag 39997
Wellington Mail Centre
Lower Hutt 5045
New Zealand

OIA-2026-5850

9th October 2026

[REDACTED]@nzme.co.nz

Dear [REDACTED]

I refer to your email of 17 June 2026 requesting, under the Official Information Act 1982 (OIA) the following updated material from 1 June 2025:

1. *DIP Programme Board papers, programme updates, status reports, dashboards, minutes or decision papers that refer to the Exchange Online migration, Modern Desktop rollout, email archive, Microsoft 365 licensing, or any dependencies affecting completion of the email migration. If this work is now reported to a different board, committee or governance group, please provide the equivalent material.*
2. *The latest available figures showing how many NZDF users have been migrated to Exchange Online; how many remain to be migrated; how many shared mailboxes have been migrated and how many remain; whether there are categories of users still unable to be migrated, and why; and the current target date for completing the Exchange Online migration.*
3. *The current or most recent programme update, migration plan, go-live/readiness assessment, or dependency/challenge update that identifies user groups, business processes or applications affected by the Exchange Online migration, including any workarounds or dependencies that remain unresolved.*
4. *The current or most recent programme update, go-live/readiness assessment, or dependency/challenge update relating to email archiving, historic email archive upgrades, email retention, legal hold, or the ability to search and retrieve emails for OIA or other official purposes, where these relate to the Exchange Online / Microsoft 365 migration.*
5. *The current or most recent risk, issue, go-live/no-go, authority-to-operate, remediation, or risk-acceptance material relating to Exchange Online and the work needed to complete the migration.*

I apologise for the considerable amount of time it has taken to provide this response. Enclosed are copies of relevant Defence Information Platform (DIP) Programme Board documents. Where indicated, the following information is withheld: information linked to system capability and vulnerabilities in accordance with section 6(a) of OIA; personal information in accordance with section 9(2)(a) of the OIA; information tied to opinions in accordance with section 9(2)(g)(i) of the OIA; and, signatures in accordance with section 9(2)(k) of the OIA.

As at 1 October 2026, approximately 50% of all mailboxes, including shared mailboxes, had migrated to a modern email system. It is anticipated that 90% will be migrated by the end of December this year. NZDF programmatic dependencies related to digital upgrades will enable the remaining migrations to be completed by March 2027 against current agreed schedules.

You have the right, under section 28(3) of the OIA, to ask an Ombudsman to review this response to your request. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that responses to official information requests are proactively released where possible. This response to your request will be published shortly on the NZDF website, with your personal information removed.

Yours sincerely

GA Motley

Brigadier

Chief of Staff HQNZDF

Enclosures:

1. DIP Programme Board Update, 12 June 2025
2. DIP Board Report, 18 August 2025
3. DIP Board Report, 23 September 2025
4. DIP Board Report, 28 November 2025
5. DIP Board Report, 22 April 2026
6. DIP Board Report, 4 June 2026

DIP PROGRAMME BOARD UPDATE

DEFENCE INFORMATION PLATFORM PROGRAMME
OPEN SESSION ONLY PACK

12 Jun 2025

DIP Programme Board

MEETING AGENDA

Date: Thu 12 Jun 2025
Time: 1300 - 1500
Venue: DH_3.37, Defence House, Wellington
Reference: M6-0047/6 (DIP-20250612-22)

CTP Benefits (for reference):

1. The right information is available at the right time to the right place.
2. Maximise the military capability derived from ICT investments.

Core Members	In Attendance	Apologies
Voting MAJGEN Rob Krushka, Programme Executive Sponsor (Chair) BRIG Esther Harrop, Senior Responsible Owner BRIG Jason Dyhrberg, Benefits Owner s. 9(2)(a) Capability Branch Senior Supplier Business Change Executive Finance Branch Non-Voting s. 9(2)(a) DIP Programme Transition Manager Director Enterprise Product and Systems Independent DIP Change Lead	Advisors s. 9(2)(a) Secretariat Dave Hawkins	s. 9(2)(a) Capability Branch (tentative)

1300 – 1425, Closed session, then:

1425 – 1435	4. Open Meeting - Note apologies - Confirm agenda and decisions summary - Conflicts of interest - Review open actions	Papers: - Nil to date. Recommendations: - Board members requested to declare all conflicts of interest relating to Board - Board members to declare any conflicts of interest relating to items on the agenda Discuss any open actions.	Chair
1435 – 1450	5. Modern Desktop - Exchange Online	Papers: - Modern Desktop - Exchange online update. - Exchange Online Appendix. Recommendations: Note the update on for the wider rollout and key user migration to Exchange Online Note the current challenges update on the Exchange Online key issues.	Product Manager/ Programme Transition Manager
1450 – 1455	6. Any other business		Chair
1455 – 1500	7. Closing Remarks	DIP Programme Forward Calendar: Next meeting: Thu 17 Jul 2025, 1300-1500, DH_3.37	Chair

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OPEN MEETING

MODERN DESKTOP AND EXCHANGE ONLINE UPDATE

EXCHANGE ONLINE MIGRATION



Purpose

The purpose of this update is to:

- Current update on the wider migration activity & Key User migrations
- Update current key challenges;

Background Exchange Online (email upgrade)

- The Enterprise Productivity SSBC included the deployment of a more reliable email system, Exchange Online, to all NZDF users.
- The deployment takes a two-stage migration approach, first moving from Exchange s. 6(a) to Exchange s. 6(a) and then to Exchange Online.
- Stage One, Exchange s. 6(a) to Exchange s. 6(a) was completed in Jul 24, with all NZDF mailboxes being successfully migrated.
- In early Nov 24, The Exchange Online Pilot was deployed s. 6(a). The purpose of the Pilot was to test the technical readiness and user impacts prior to wider rollout to all NZDF users (s. 6(a)).
- To support the Pilot, a Change Impact Assessment was completed to understand the 'people', 'process', and 'technology' change impacts that users would experience during and post deployment. This is to ensure the right support is put in place for users when Exchange Online is deployed.
- s. 9(2)(g)(i)
- Results from the Pilot and Change Impact Assessment highlighted **key impacts** that would need to be resolved / have the appropriate mitigation plans in place prior to deployment due to the impact rating and number of users affected.
- s. 6(a)
- The Key User group migration commenced with a smaller group of four, to test the processes and deployment. This activity was completed successfully on the 15th of April. The tested process and deployment method will be used for key users.

EXCHANGE ONLINE MIGRATION



Update

- Post the March 2025 DIP Board the team was given approval to commence wider migration of up to s. 6(a) user mailboxes, by end of June.
- To date we have completed s. 6(a) user mailbox migrations, along with shared mailboxes. There are two more waves of users being migrated in the week of 9-13 June
- As part of this activity of the wider migration the processes and procedures have been streamlined to be able to on-board users, including the standardisation of communications out to users which has proven to be successful. Wider-migrations will continue to occur in parallel with key user migrations.
- At the March 2025 DIP Board, the approach to migrate Key Users to Exchange Online, utilising a phased approach was presented to the board and approved.
- The initial pilot on four non-Key Users to test the process and content was delivered successfully on the 15th of April.
- It was agreed at the March 2025 DIP Board, post outcome of the initial pilot of the four users a communications would be sent by INFO COMM to key users to provide an overview before commencing deployment with the second test group of actual Key Users. The communications has been reviewed and sent out to all key users, and the project team is commencing this scheduling

Key Challenges

- Limited resourcing available within current team to carry out the key user migration & wider migrations to Exchange Online requires an integrated approach across INFOCOM to resolve.

RECOMMENDATIONS

It is recommended that the DIP Programme Board:

Exchange Online:

- **Note** the update on for the wider rollout and key user migration to Exchange Online
- **Note** the current challenges update on the Exchange Online key issues.

APPENDIX – EXCHANGE ONLINE



EXCHANGE ONLINE DEPLOYMENT PLAN

Using a similar approach to the previous migration of user mailboxes (Exchange s. 6(a) to Exchange s. 6(a)), the programme intends to migrate user mailboxes over an extended period of utilising a phased approach, with mailboxes in both environments.

- VIP 1-2 stars will be split into two migration groups (low impact group, and a remaining VIP group). Once the high-volume pilot of s. 6(a) users (planned for PI.25) completes the second portion of remaining VIPs will be migrated aligning with Analysis on applications.
- Migration waves to be planned and executed on a fortnightly basis, this works for the support teams DISOC & FSTs resources and will result in a migration starting this year and completing in the first half of 2026.
- It is expected that work will be required on applications that have dependencies on a user's mailbox to support the move to Exchange Online, this may result in a crossover of work currently planned under the Application Remediation initiative.
- A high-volume pilot of s. 6(a) user mailboxes is conducted in PI.25 to commence the phased approach to test processes and procedures picked up from Low Impact VIP Migration and to determine the scalability of migration for wider waves.
- Users who will be allocated into a wave will already have s. 6(a) Microsoft license and access to Modern Desktop.

The below timeline shows the phased migration plan as well as other planned work, dependencies and direct impacts that are happening within Exchange Online.

Refer to Appendix A for more information on the highlighted dependencies from Figure . 1

s. 6(a)

EXCHANGE ONLINE USER SUPPORT AND COMMUNICATIONS APPROACH

To reduce the impact of the changes to users caused by migration to Exchange Online, the following migration groups will receive the below communications and change artefacts.

These have been tested and refined under pilot conditions.

MIGRATION GROUP	CHANGE MITIGATIONS PLANNED	COMMUNICATIONS PLANNED
High volume pilot group & VIPs Rest of the organisation	- Knowledge Base articles have been created to support users with further information about why the migration is happening and how to mitigate any expected, short-term impacts. - Knowledge Base articles have been created to support users to make the move from using s. 6(a) app to the Outlook app, ensuring users obtain the benefits of moving to Exchange Online. - A one-pager has been developed to outline what functionality is available once migrated to Exchange Online and what is lost, with a clear message that once migrated to Exchange Online there is a manual process to migrate the user back.	Email #1: Users will receive a targeted email to make them aware of their planned migration and prepare them for upcoming behavioural changes. This email will include information about the benefits of moving to Exchange Online and guidance on using the Modern Desktop if they are not already, as this is a pre-requisite of migrating to Exchange Online. Email #2: Users will receive an email ahead of migration to remind them of upcoming changes, share links to Knowledge Base articles and information about where to go for support. Email #3: Users will receive an email to remind them to start using the Outlook mobile app ahead of access to s. 6(a) app being removed.
Remaining non-thick client users across NZDF	- As above. - Existing guidance for the Modern Desktop roll out will support users with access impacted applications via the DIXS reach back function.	ILP notification: A call for volunteers will be released via ILP. This will seek people who s. 6(a) want to volunteer to migrate to Exchange Online in order to realise the benefits, accepting that they will need to use workarounds in the Modern Desktop once migrated.
All thick client users across NZDF	- As above. - Assessment of whether any change artefacts are needed will need to take place alongside the development of the deployment plan for end user devices.	As above.

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ANY OTHER BUSINESS

FORWARD CALENDAR

FORWARD CALENDAR

KEY:  As read  Decision  For discussion  Go to ICTGC

Event	Date	Time	Venue	Papers due
Jul 2025 DIP Programme Board Meeting	Thu 17 Jul 2025	1300 – 1500	DH_3.37 Defence House Wellington	1600, Wed 9 Jul 2025
Aug 2025 DIP Programme Board Meeting	Thu 28 Aug 2025	1300 – 1500	Room TBC, Defence House Wellington	1600, Wed 20 Aug 2025
Oct 2025 DIP Programme Board Meeting	Thu 9 Oct 2025	1300 – 1500	Room TBC, Defence House Wellington	1600, Wed 1 Oct 2025
Nov 2025 DIP Programme Board Meeting	Thu 20 Nov 2025	1300 – 1500	Room TBC, Defence House Wellington	1600, Wed 12 Nov 2025

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OPEN MEETING

CLOSING REMARKS

Enterprise Productivity Phase One

Date	18/08/2025
Data covering PIs	PI25
Prepared by	s. 9(2)(g)(i)
Programme	Defence Information Platform Programme (DIPP/"DIP")
Project	Enterprise Productivity
Sub-part	Modern Desktop - Exchange Online
Seeking to achieve overall	Improve the ability to create, communicate and collaborate using current productivity tools by integrating Microsoft 365 productivity services with Modern Desktop

Summary of progress since last DIPP board dated 27/03/2025

- s. 6(a) users have been migrated to Exchange Online
- Another s. 6(a) users have been identified as candidates for migration to Exchange Online
- The team are working closely with the s. 6(a) team to identify future tranches of users that can be migrated.

Decomposed from BVPs	86592 - Improve the ability to create, communicate and collaborate using current productivity tools
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Decisions requested from the DIP Programme Board

Decision summary	Link to detail

Key Risks owned by the Executive Sponsor

s. 6(a)



Key Issues owned by the Executive Sponsor

Because	We are	Any additional remediation recommendation

Financial Summary

- Engineering Contractor resource supporting the migration of users and the remediation of any issues post migration

Priorities for next reporting period to 09/10/2025

- Identification and migration of users associated with Applications being migrated s. 6(a) to Modern Desktop, who can be migrated to Exchange Online.

Important note for the Board: The DIP Programme is being carried out as INFOCOM BAU, meaning work is prioritised through Scaled Agile (SAFe) prioritisation on a three month cadence, with a continual focus on the delivery of the most business value. By design of the operating model this means what is delivered may differ from what is prioritised.

Decomposed from BVPs	86592 - Improve the ability to create, communicate and collaborate using current productivity tools
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Estimated completion dates

Important note for the Board: These are best estimate dates based on what is currently known, and can be expected to change based on BAU priorities.

Are there any high level milestone points in time?	30/06/2026
All project delivery complete	30/06/2026
	Click or tap to enter a date.

s. 9(2)(g)(i) Digitally signed by
s. 9(2)(g)(i)
Date: 2025.08.25
12:13:23 +12'00'

Jason Huggins Digitally signed
by Jason Huggins
Date: 2025.08.25
10:33:57 +12'00'

Enterprise Productivity Phase One – Exchange Online Migration

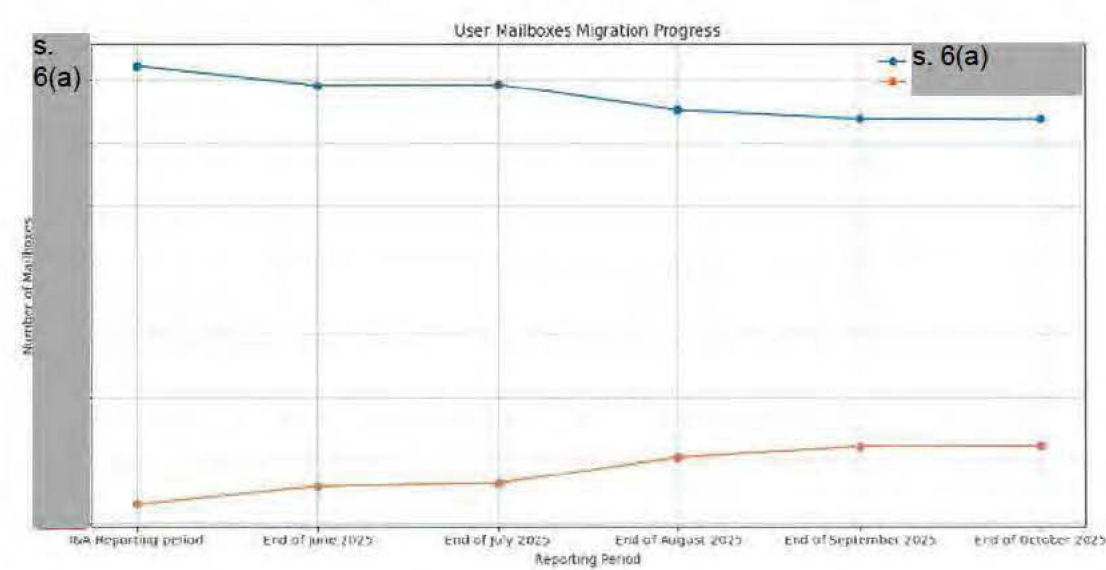
Report for DIP Board meeting 9 October 2025

Date prepared	23/09/2025
Data covering PIs	PI25, PI26
Prepared by	s. 9(2)(g)(i)
Project purpose	Improve the ability to create, communicate and collaborate using current productivity tools by integrating Microsoft 365 productivity services with Modern Desktop

Summary of progress since last report (DIP Board August meeting)

- s. 6(a) users have been migrated to Exchange Online.

Mailbox Migration Status:



System	User Mailboxes	Shared Mailboxes	Total Mailboxes
Exchange s. 6(a)			
Exchange			
Total			

Migration Progress:

User Mailboxes: **16.01%**

Shared Mailboxes: **0.36%**

Overall: **11.48%**

- We have received an increased number of volunteers opting in, with 75 requests the first day the ILP was updated the week of the 29th September. s. 9(2)(g)(i)
s. 9(2)(g)(i)

Alignment:

- Now working directly with s. 6(a) to align user migrations with application migrations.
- s. 6(a)

Decomposed from BVPs	86592 - Improve the ability to create, communicate and collaborate using current productivity tools
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Decisions requested from the DIP Programme Board

Decision summary	Link to detail

Key Risks owned by the Executive Sponsor

s. 6(a)

Key Issues owned by the Executive Sponsor

Because	We are	Any additional remediation recommendation

Priorities for next reporting period (DIP Board meeting 20 November 2025)

- Continue to work with the s. 6(a) team to identify users who can be migrated, as Applications are being migrated s. 6(a) to Modern Desktop

Estimated completion dates

Milestone	Planned	Forecast/Actual
To be aligned to the s. 6(a) project and will adhere to that projects milestones and timing	TBA	TBA

Endorsement

Jason Huggins J Huggins Director EPS Chair Digital Foundation Leadership Group	Digitally signed by Jason Huggins Date: 2025.10.06 10:49:32 +13'00'
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DIP Programme Board

Paper Release Coversheet

Item	Project status reports
Meeting Date	December 2025

Review summary	
DEPS comment	Signature
s. 6(a) s. 6(a) s. 6(a)	
	Date
DSP comment	Signature
	Date

DIPP Enterprise Productivity Ph1 (Exchange Online Migrations)



Project Status Report: 26 November 2025

Product Manager/Product Owner	s. 9(2)(g)(i)	Current Phase		ACF Date	
Capability Owner		% Complete	20.2%	Close Date	

Project Objectives

Improve the ability to create, communicate and collaborate using current productivity tools by integrating Microsoft 365 productivity services with Modern Desktop. For Email, this has been achieved by implementing Exchange Online which enables ease of integration with other 365 productivity tools that have been released for Modern Desktop and s. 6(a)

Executive Summary

Last Period RAYG	Current RAYG	Next Period RAYG	Commentary
			The migration program continues to progress steadily, with 20.2% of user mailboxes migrated. s. 6(a) Migration timelines remain aligned s. 6(a) to ensure continuity of critical services

Actions & Recommendations

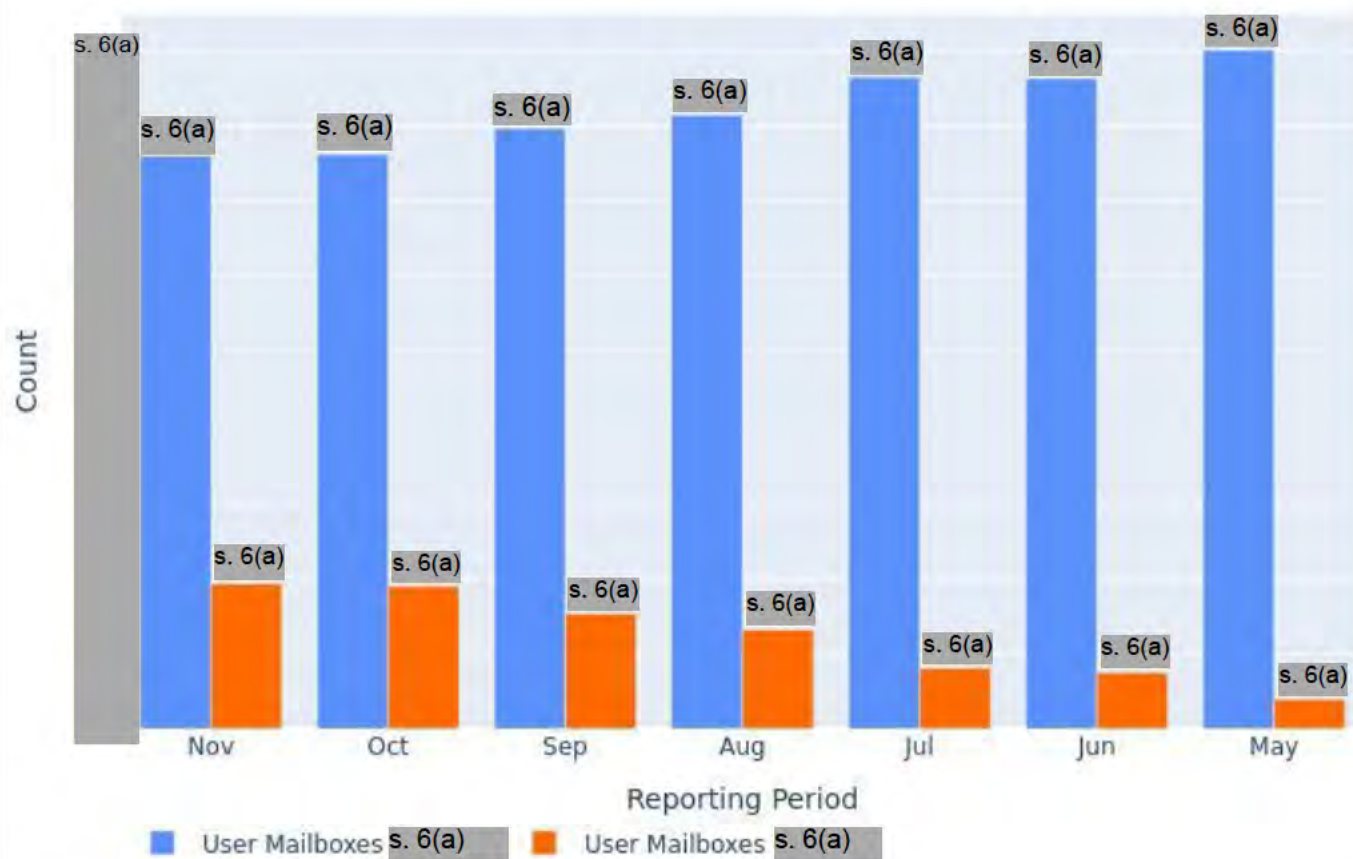
- Prioritise migration of users whose applications have completed modernisation to avoid delays.
- Develop a communication plan for upcoming migration waves to maintain momentum.
- Continuing to work directly s. 6(a) to align user migrations with application migrations.
- s. 6(a)

Progress Since Last Report

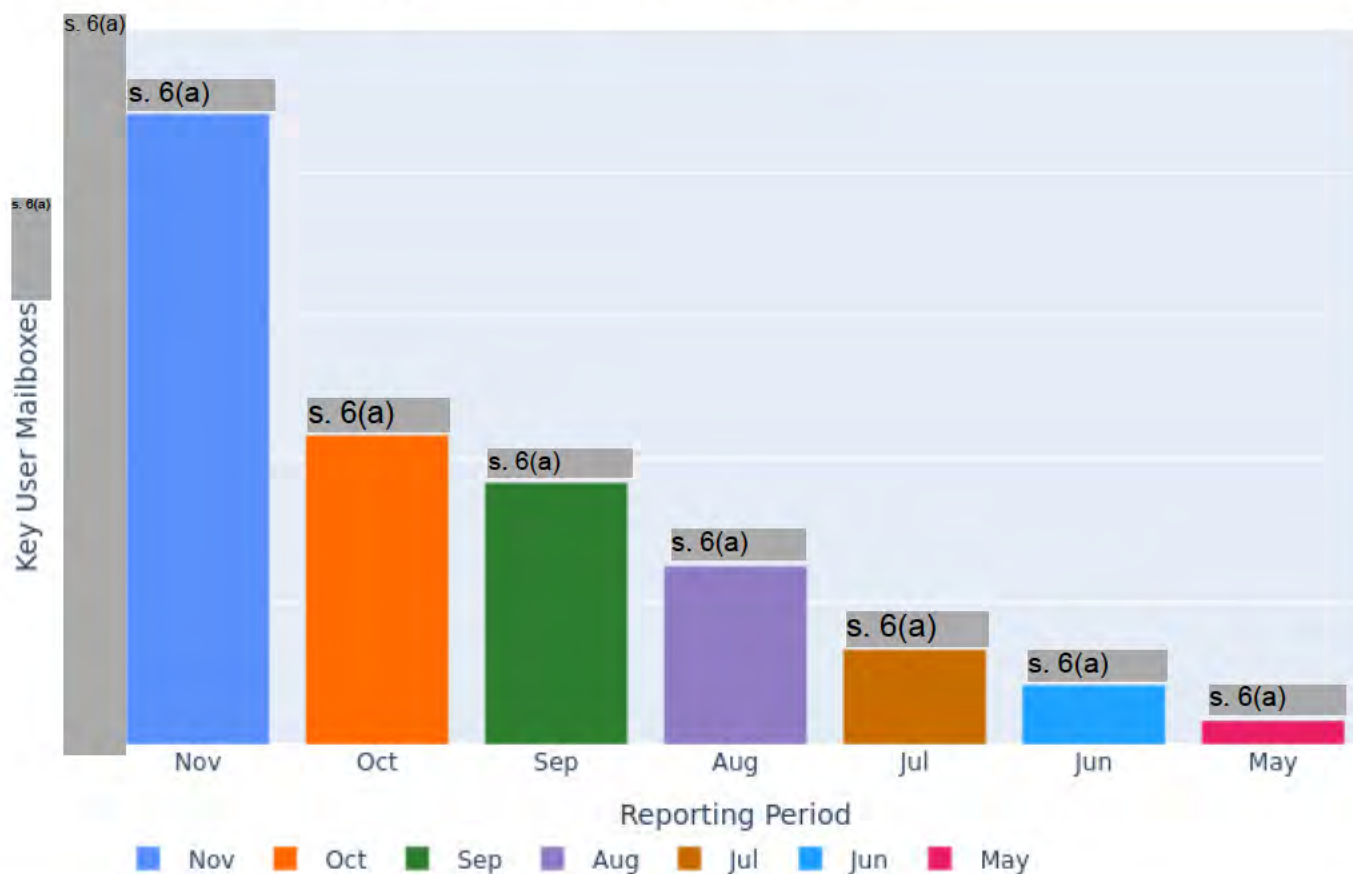
Since the last report, s. 6(a) mailboxes have been successfully migrated, including s. 6(a) users and their teams, notably the Chief of Defence Force (CDF).

Detailed information is located at the bottom of this report, the graphs below provide a summary.

User Mailboxes — s. 6(a) vs Exchange s. 6(a)



Key User Mailboxes s. 6(a) (Nov updated s. 6(a))



Forecast Next Period

Next period will focus on migrating remaining volunteers and users whose applications have transitioned to Modern Desktop

Performance Indicators

Attribute	Last Period RAYG	Current RAYG	Next Period RAYG	Commentary
Schedule				Schedule remains on track for voluntary migrations; however, full completion is dependent on s. 6(a) timelines.
Cost				Current spend is \$94,099 against an approved FY25/26 budget of \$349,946. Forecast remains within budget parameters
Resource				The contractor who was completing this work has resigned. We will go back to market early in the new year for support to complete this migration.
Risk				
Issues				
Benefit				
Scope				
Quality				

Risks of Note

s. 6(a)

s. 6(a)

Recommendation to Project Board

Action Summary Status

This is currently being remediated by upgrading the Exchange s. 6(a)servers, this is under action at the moment and aims to be completed by the end of PI27.

Current Rating		Impact Category	Information Technology	Critical Date	18 Apr 2025	Review Date	24 Mar 2025
				Last updated	26 Nov 2025	Last updated by	s. 9(2)(g)(i)

Issues of Note

Name	Enterprise Applications dwindling resource pool	Issue ID	349113	Status	Unassessed
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Description

If the Enterprise Applications team remains without a key resource of a Senior Engineer with Exchange skillset, and the Enterprise Applications team do not receive the additional contractor support requested EPS FY25/26 Budget submission to fill this requirement, this uplift is at risk. The mitigations for this risk are to prioritise the recruitment of the vacant Senior Engineering Role, for cing on a core Exchange skillset.

s. 6(a) . Posing a significant issue that impacts the delivery team's ability to plan deployment. This is now an issue

Impact Analysis

Treatment Options

- Hire contractor to backfill position until permanent FTE is confirmed.

Action Summary Status

Extremis Recruitment is still progressing s. 9(2)(g)(i)

Project Manager Recommendations

Allow for the Enterprise Applications team to bring on contractor support through the EPS FY 25/26 budget submission to fill this requirement. Update 24/11/2025 KL – this was declined due to Workforce Savings.

Score	Medium	Impact Category	Personnel		Review Date	24 Mar 2025	
				Last updated	26 Nov 2025	Last updated by	s. 9(2)(g)(i)

Name	Loss of business functionality for users	Issue ID	349312	Status	Unassessed
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Description

Following the initial pilot of s. 6(a) it was identified that any s. 6(a) that interact with Outlook will be disrupted post-migration. A key example of this was s. 6(a) forms which were unable to be sent via email to Defence Security without Outlook s. 6(a) s. 6(a) was migrated into Modern Desktop early 2025 to mitigate this impact. There is work to be done with Service Portfolio to understand whether there are other applications may be disrupted when a user mailbox is migrated to Exchange Online.

Impact Analysis

Following the initial pilot of s. 6(a) it was identified that any s. 6(a) that interact with Outlook will be disrupted post-migration. A key example of this was s. 6(a) forms which were unable to be sent via email to Defence Security without Outlook s. 6(a). s. 6(a) was migrated into Modern Desktop early 2025 to mitigate this impact. There is work to be done with Service Portfolio to understand whether there are other applications may be disrupted when a user mailbox is migrated to Exchange Online.

Treatment Options

Initiate a programme to commence migrating s. 6(a) into Modern Desktop.

Action Summary Status

s. 6(a)

Project Manager Recommendations

As above

Score		Impact Category	Information Technology		Review Date	
				Last updated	26 Nov 2025	Last updated by

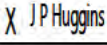
EXCHANGE ONLINE - PRODUCTION -
MAILBOX MIGRATIONS - REPORTING -
MAY 2025 TO DATE

Last updated: 25/11/2025	PI26	PI26	PI26	PI25	PI25	PI24	PI24
Snapshots by reporting period / not cumulative	Mid-May 2025 to 28 November 2025	Mid May 2025 to 31 October 2025	Mid May 2025 to 30 September 2025	Mid May 2025 to 29 August 2025	Mid May 2025 to 29 July 2025	Mid May 2025 to 30 June 2025	Mid May 2025 to 5 June 2025
Migration Progress user mailboxes	20.2%	19.9%	16.1%	13.9%	8.49%	7.96%	4.14%
Migration Progress shared mailboxes	0.50%	0.40%	0.35%	0.30%	0.20%	0.14%	0.12%
Migration Progress total mailboxes	14.5%	14.2%	11.5%	9.96%	6.09%	5.70%	2.99%
Number of Key User mailboxes s. 6(a)							

DIP Programme Board

Paper Release Coversheet

Item	Project Status Reports - Enterprise Productivity (Modern Desktop Exchange Online)
Meeting Date	12 May 2026

Review summary	
DEPS comment	Signature
Exchange Online migrations (25.25% complete; s. 6(a) migrated as at 14 Apr 26). Delivery pace has slowed and next period RAYG indicates potential delay driven by reduced user engagement/adoption and dependency on s. 6(a) sequencing. Key risks/issues are being managed and have mitigations: (1) Exchange s. 6(a) upgrade urgency following end of Microsoft support for Exchange s. 6(a) and transport enforcement risk in hybrid environments (s. 6(a)); (2) Enterprise Applications resourcing shortfall (loss of Exchange engineer/contractor requirement) being mitigated via further contractor engagement; and (3) Potential loss of business functionality for s. 6(a) dependent applications post migration requiring impact assessment.	22/04/2026  Jason Huggins Director Enterprise Product & Systems s. 9(2)(k)
	Date
	22 April 2026
DSP comment	Signature
	Date

Project Status Report: 13 April 2026

Product Manager/Product Owner	s. 9(2)(g)(i)	Current Phase		ACF Date	
Capability Owner		% Complete	25.25%	Close Date	

Project Objectives

Improve the ability to create, communicate and collaborate using current productivity tools by integrating Microsoft 365 productivity services with Modern Desktop. For Email, this has been achieved by implementing Exchange Online which enables ease of integration with other 365 productivity tools that have been released for Modern Desktop and s. 6(a)

Executive Summary

Last Period RAYG	Current RAYG	Next Period RAYG	Commentary
			Progress on the migration has slowed, with 25.25% of user mailboxes migrated to date. s. 6(a) & Opt-in Users mailboxes migrated. overall user adoption and engagement across the wider organisation have decreased, contributing to expected future delays Dependence s. 6(a) will limit opportunities to increase the migration pace and could influence the user experience during the transition.

Actions & Recommendations

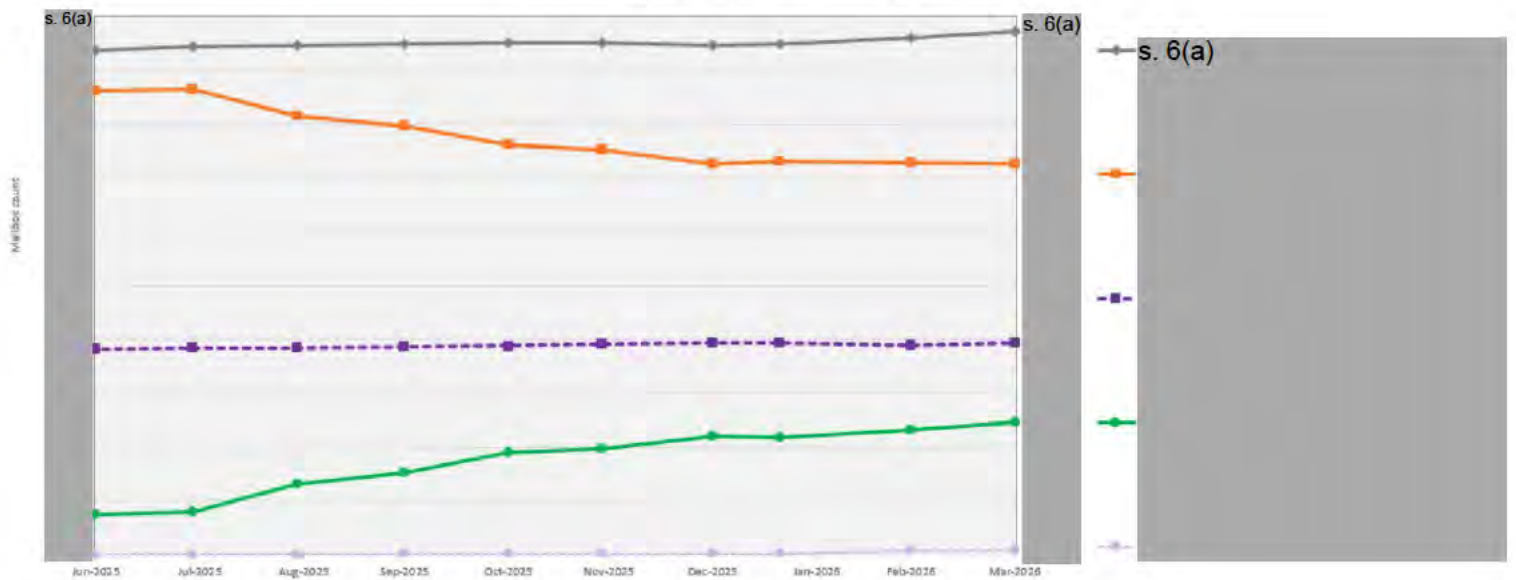
- Prioritise migration of users whose applications have completed modernisation to avoid delays.
- Develop a communication plan that migration is a business requirement
- Continuing to work directly s. 6(a) to align user migrations with application migrations.
- s. 6(a)

Progress Since Last Report

- As of 14/04/2026, s. 6(a) user mailboxes have been successfully migrated, s. 6(a) shared mailboxes.
- s. 6(a) users have been identified as logged into modern desktop (3 consecutive days) that have a s. 6(a) mailbox, we will engage these regular users of modern desktop to migrate to exchange online
- Continue to migrate Opt-in Users.

Detailed information is located at the bottom of this report, the graphs below provide a summary.

Exchange s. 6(a) Mailbox Migration



Forecast Next Period

Next period will focus another round of engaging users (opt-in) and users whose applications have transitioned to Modern Desktop, as well as regularly logged on user of modern desktop

Performance Indicators

Attribute	Last Period RAYG	Current RAYG	Next Period RAYG	Commentary
Schedule				Schedule remains on track for voluntary migrations; however, full completion is dependent on s. 6(a) timelines.
Cost				Current spend is \$94,099 against an approved FY25/26 budget of \$349,946. Forecast remains within budget parameters
Resource				The contractor who was completing this work has resigned. Enterprise applications engineers have the skills and capabilities to migrate users to exchange online
Risk				
Issues				
Benefit				

Scope				
Quality				

Risks of Note

s. 6(a)

Recommendation to Project Board

Action Summary Status

The Exchange s. 6(a) servers have been remediated, our s. 6(a) is stable and compliant							
Current Rating		Impact Category	Information Technology	Critical Date	18 Apr 2025	Review Date	24 Mar 2025
				Last updated	16 April 2026	Last updated by	s. 9(2)(g)(i)

Issues of Note

Name	Enterprise Applications dwindling resource pool	Issue ID	349113	Status	Unassessed
Description					
If the Enterprise Applications team remains without a key resource of a Senior Engineer with Exchange skillset, and the Enterprise Applications team do not receive the additional contractor support requested EPS FY25/26 Budget submission to fill this requirement, this					

uplift is at risk. The mitigations for this risk are to prioritise the recruitment of the vacant Senior Engineering Role, forcing on a core Exchange skillset.

s. 6(a)

Posing a significant issue that impacts the delivery team's ability to plan deployment. This is now an issue

Impact Analysis

Treatment Options

- Hire contractor to backfill position until permanent FTE is confirmed.

Action Summary Status

Recruitment is approved and progressing.

Project Manager Recommendations

Enterprise Applications team to bring on contractor s. 6(a)

Score	M	Impact Category	Personnel		Review Date	24 Mar 2025
medium				Last updated	13 April 2026	Last updated by s. 9(2)(g)(i)

Name	Loss of business functionality for users	Issue ID	349312	Status	Unassessed
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Description

Following the initial pilot s. 6(a), it was identified that any s. 6(a) that interact with Outlook will be disrupted post-migration. A key example of this was s. 6(a) forms which were unable to be sent via email to Defence Security without Outlook s. 6(a). s. 6(a) was migrated into Modern Desktop early 2025 to mitigate this impact. There is work to be done with Service Portfolio to understand whether there are other applications may be disrupted when a user mailbox is migrated to Exchange Online.

Impact Analysis

Following the initial pilot of s. 6(a) it was identified that any s. 6(a) that interact with Outlook will be disrupted post-migration. A key example of this was InfoPath forms which were unable to be sent via email to Defence Security without Outlook s. 6(a). s. 6(a) was migrated into Modern Desktop early 2025 to mitigate this impact. There is work to be done with Service Portfolio to understand whether there are other applications may be disrupted when a user mailbox is migrated to Exchange Online.

Treatment Options

Initiate a programme to commence migrating s. 6(a) into Modern Desktop.

Action Summary Status

s. 6(a)

Project Manager Recommendations

As above

Score		Impact Category	Information Technology		Review Date	
				Last updated	13 April 2026	Last updated by s. 9(2)(g)(i)

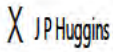
**EXCHANGE ONLINE - PRODUCTION -
MAILBOX MIGRATIONS - REPORTING -
Aug 2025 TO DATE**

Last updated: 12/03/2026	PI25	PI26	PI26	PI26	PI26	PI27	PI27
Snapshots by reporting period / not cumulative	29-Aug-25	30-Sep-25	31-Oct-25	28-Nov-25	31-Dec-25	20-Jan-26	28-Feb-26
s. 6(a)							
Migration Progress user mailboxes	13.9%	16.1%	19.9%	20.8%	23.2%	23.0%	24.1%
Migration Progress shared mailboxes	0.30%	0.35%	0.40%	0.51%	0.57%	0.57%	2.25%
Migration Progress total mailboxes	9.96%	11.5%	14.2%	14.9%	16.5%	16.4%	17.7%

DIP Programme Board

Paper Release Coversheet

Item	Project Status Reports - Enterprise Productivity (Modern Desktop Exchange Online)
Meeting Date	25 June 2026

Review summary	
DEPS comment	Signature
Progress is positive relative to the last report (28.75% complete; s. 6(a) migrated) with improved user uptake, indicating the collaborative approach s. 6(a) is working where dependencies are cleared. Delivery pace / migration is constrained s. 6(a) which remains the critical path for scale and introduces ongoing schedule risk. In parallel, s. 6(a) expiry and Microsoft enforcement controls create a time-bound driver to continue migration and reduce residual on-prem dependency. Workforce challenges (recent contractor loss) also highlights the need to ensure sustainable capability and supportability in migration and BAU. Next phase sees continued alignment s. 6(a) and migration sequencing to prioritise “ready” users to increase takeup of Modern Desktop and migration which is more aligned to BAU activity than active project deliverables or intent.	  Jason Huggins Director Enterprise Product & Systems s. 9(2)(k)
	Date
	04 June 2026
DSP comment	Signature
	Date

Project Status Report: 26/05/2026

Product Manager/Product Owner	s. 9(2)(g)(i)	Current Phase		ACF Date	
Capability Owner		% Complete	28.75%	Close Date	

Project Objectives

Improve the ability to create, communicate and collaborate using current productivity tools by integrating Microsoft 365 productivity services with Modern Desktop. For Email, this has been achieved by implementing Exchange Online which enables ease of integration with other 365 productivity tools that have been released for Modern Desktop and s. 6(a)

Executive Summary

Last Period RAYG	Current RAYG	Next Period RAYG	Commentary
			Progress on the migration has increased, we have been able to identify s. 6(a) users on Modern Desktop with Exchange s. 6(a) mailboxes. These users have been broken down to 4 batches for migration. 28.75% of these user mailboxes have been migrated to date. There has been an increase in opt-in users & engagement across the wider organisation as a result of the communications campaigns. There has also been a decrease in postponement requests. Dependence s. 6(a) will limit opportunities to increase the migration pace and could influence the user experience during the transition.

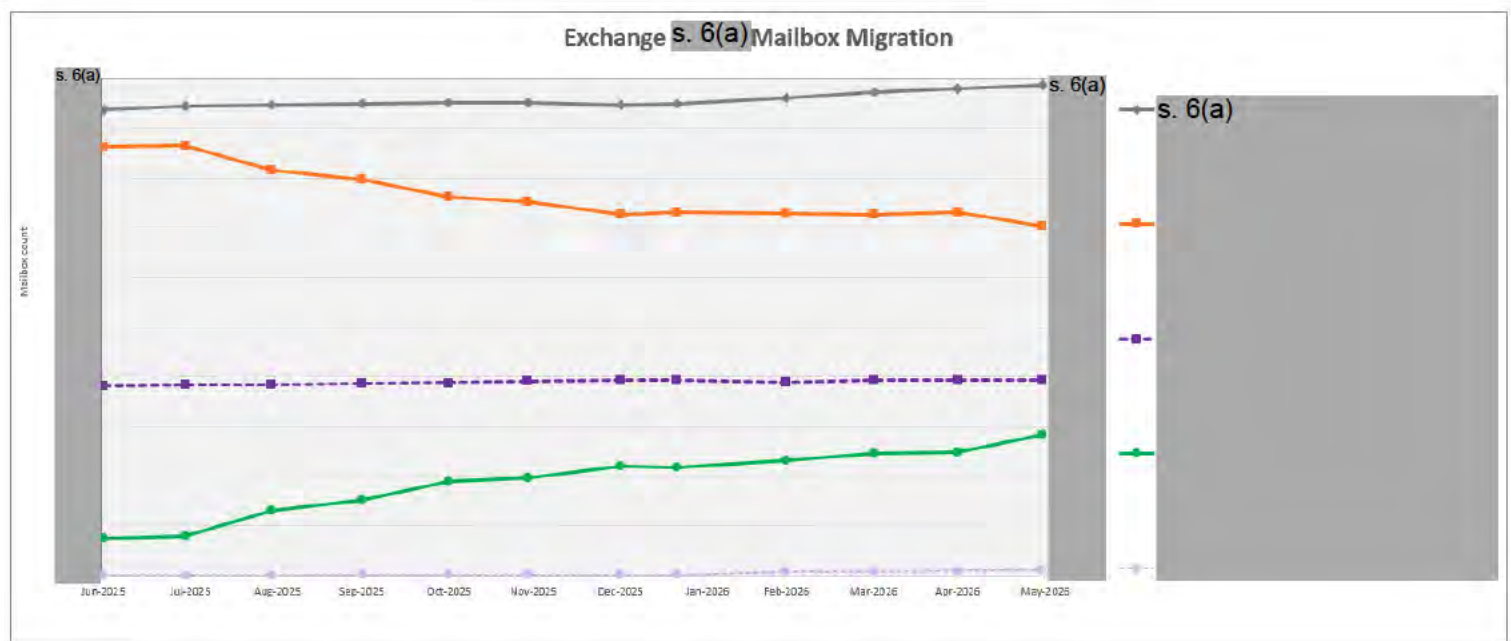
Actions & Recommendations

- Prioritise migration of users whose applications have completed modernisation to avoid delays.
- Continue with the communications plan and reiterate the business benefits of migration.
- Continuing to work directly s. 6(a) to align user migrations with application migrations.
- s. 6(a)

Progress Since Last Report

- As of 26/05/2026, s. 6(a) user mailboxes have been successfully migrated, s. 6(a) shared mailboxes.
- s. 6(a) users have been identified as logged into Modern Desktop (1 week period) that have a s. 6(a) mailbox, we have engaged these regular users.
- Continue to migrate Opt-in Users.

Detailed information is located at the bottom of this report, the graphs below provide a summary.



Forecast Next Period

Next period will focus another round of engaging users (opt-in) and users whose applications have transitioned to Modern Desktop, as well as regularly logged on user of modern desktop

Performance Indicators

Attribute	Last Period RAYG	Current RAYG	Next Period RAYG	Commentary
Schedule	G	G	A	Schedule remains on track for voluntary migrations; however, full completion is dependent on s. 6(a) timelines.
Cost	G	G	G	Current spend is \$104,273 against an approved FY25/26 budget of \$349,946. Forecast remains within budget parameters
Resource	G	G	G	The contractor who was completing this work has resigned. Enterprise applications engineers have the skills and capabilities to migrate users to exchange online
Risk	G	G	G	
Issues	G	G	G	
Benefit	G	G	G	

Scope	G	G	G	
Quality	G	G	G	

Risks of Note

s. 6(a)

Recommendation to Project Board

Action Summary Status

The Exchange s. 6(a) servers have been remediated, our s. 6(a) is stable and compliant					
Current Rating		Impact Category	Information Technology	Critical Date	Review Date
					28 May 2026
				Last updated	Last updated by
				03 June 2026	s. 9(2)(g)(i)

Issues of Note

Name	Enterprise Applications dwindling resource pool	Issue ID	349113	Status	Current
Description					
Enterprise Applications team has had approval to go to market for a Senior Engineer with Exchange skillset, Enterprise Applications team has been successful in hiring a second Senior Engineer. The scheduled start for the FTE is with the next week.					

Impact Analysis							
Treatment Options							
Hire contractor to backfill position until permanent FTE is confirmed.							
Action Summary Status							
Recruitment is completed, awaiting arrival of Senior engineer							
Project Manager Recommendations							
Score	M	Impact Category	Personnel			Review Date	28 May 2026
medium							
				Last updated	3 June 2026	Last updated by	s. 9(2)(g)(i)

Name	Loss of business functionality for users	Issue ID	349312	Status	Current
Description					
Following the initial pilot s. 6(a), it was identified that any s. 6(a) that interact with Outlook will be disrupted post-migration. A key example of this was s. 6(a) forms which were unable to be sent via email to Defence Security without Outlook s. 6(a). s. 6(a) was migrated into Modern Desktop early 2025 to mitigate this impact. There is work to be done with Service Portfolio to understand whether there are other applications may be disrupted when a user mailbox is migrated to Exchange Online.					
Impact Analysis					
Following the initial pilot s. 6(a), it was identified that any s. 6(a) that interact with Outlook will be disrupted post-migration. A key example of this was s. 6(a) forms which were unable to be sent via email to Defence Security without Outlook s. 6(a). s. 6(a) was migrated into Modern Desktop early 2025 to mitigate this impact. There is work to be done with Service Portfolio to understand whether there are other applications may be disrupted when a user mailbox is migrated to Exchange Online.					
Treatment Options					
Initiate a programme to commence migrating s. 6(a) into Modern Desktop.					
Action Summary Status					
s. 6(a).					
Project Manager Recommendations					
As above					
Score		Impact Category	Information Technology		Review Date
				Last updated	28 May 2026
				3 June 2026	Last updated by
					s. 9(2)(g)(i)

EXCHANGE ONLINE - PRODUCTION -
MAILBOX MIGRATIONS - REPORTING -
MAY 2025 TO DATE

Last updated: 27/5/2026	PI26	PI26	PI27	PI27	PI27	PI28	PI28
Snapshots by reporting period / not cumulative	28-Nov-25	31-Dec-25	20-Jan-26	28-Feb-26	31-Mar-26	30-Apr-26	30-May-26

s. 6(a)