



2 August 2010

Dear Education User,

RE: Active Directory User Account Migration

Dear Sir / Madam:

The time has arrived!! As you are aware, the Department of Education is in the process of upgrading its computer systems to the latest and greatest technology.

This will have a direct impact on every user, so please take the time to read this notice.

The Department of Education will be cut over to the new system using a branch-by-branch approach. The next site to be migrated will be **HEAD OFFICE (NED BUILDING)**, commencing on the **4-August-2010**.

This will mean the following for all users at **HEAD OFFICE**:

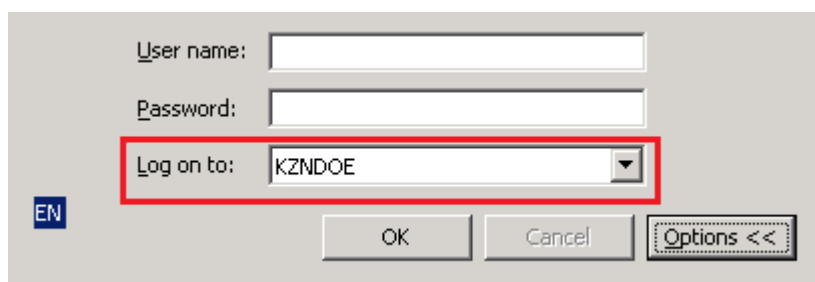
The process of cutting your email over to the new system will commence from the 4-August-2010, and will continue for a period of 2 weeks. In order to do this, your computer **MUST** be migrated to gain access to any new emails from this point forward. It is therefore essential that we complete this process for you in the shortest possible time.

Therefore:

- Please make every effort to leave your computer **switched on and connected to the network after hours** commencing from the evening of 3-August-2010 to the 17-August-2010. This will allow us to run the necessary processes overnight and not interfere with your daily tasks.
- If you cannot leave your PC\Laptop on, the process will run every 2-3 hours and attempt to move you to the new system.
- Once your logon account has been moved, you should be able to work as normal, and have access to your email.
- The Department of Education & SITA will have extra help on site at **HEAD OFFICE** to assist with any users with problems or issues that may arise due to this.

...dedicated to service and performance
beyond the call of duty.

Once your computer has been rebooted (either after hours, or 2-3 hours as per above), when you press CTRL + ALT + DELETE to log on, you will notice that the domain is set to KZNDOE. This is the new domain. Please log on with your normal username and password to KZNDOE.



If your computer does not automatically show KZNDOE when you press CTRL + ALT + DELETE to log on, please continue to work on ESPLANADE as per normal. Your computer has not migrated as yet and will be attended to.

If you have any problems, please mail Imvuselelo@kzndoe.gov.za, an e-mail account that has been created to deal with any problems related to this project. Alternatively contact the Education Call Centre on 0860 KZNDOE or 0860 596 363.

Yours sincerely,

Name:

Designation:

...dedicated to service and performance
beyond the call of duty.

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