# Rollout Timeline

In October 2022, the Innovation, Information and Technology Branch (IITB) will begin replacing the current Microsoft Office 2016 desktop productivity suite (Word, Excel, PowerPoint, OneNote, and Outlook), currently in use by Employment and Social Development Canada (ESDC), with a new, improved desktop version, known as Microsoft 365 Apps for Enterprise (MAFE).

ESDC employees can expect the transition to happen throughout the fall, possibly extending to 2023 to provide those employees or teams who may be using incompatible products or solutions with the time they need to remediate before being migrated.

The current online Microsoft 365 suite will not be affected.

MAFE - Frequently Asked Questions

# What are MAFE and M365?

You will hear and see the acronyms MAFE, and M365 used interchangeably.

MAFE is the acronym for Microsoft 365 Apps for Enterprise. MAFE is replacing the current Microsoft Office 2016 desktop productivity suite (Word, Excel, PowerPoint, OneNote, and Outlook) on ESDC devices.

M365 is the abbreviated name for Microsoft 365. M365 includes the applications listed above as well as all those listed on office.com.

# Where did my Office icons go? They were on my desktop/pinned to my taskbar.

Following the migration to M365 Apps for Enterprise (MAFE), application icons (e.g., Word, Excel, PowerPoint, OneNote, and Outlook) will now be alphabetically listed inside the Windows Start menu.

For example, Excel will be displayed in the E section, Outlook will be displayed in the O section, and Word will be displayed in the W section.

Any previously created Office 2016 desktop icons or pinned taskbar shortcuts will be removed or no longer work.

To find out if you are still running Office 2016 or have been migrated to MAFE, type 'GetOfficeVersion' in the Windows search bar.

# Can I have both Office 2016 and MAFE installed on my computer?

No, it is impossible to have both Office 2016 and MAFE installed at the same time on the same computer. If you have critical business concerns, please send an email with your Device name (e.g., N340XXXXX) to the MAFE project team.

# How do I know when I will be migrated to MAFE?

Deployment activities began in late October 2022 and will continue into 2023. Employees will receive a notification email 5-10 days prior to being updated.

# What will the transition to MAFE look like for employees?

Employees with devices eligible to receive MAFE will receive an email notification about 5-10 days before their potential migration. Employee tablets, laptops, and desktop computers will be upgraded overnight. No action is required aside from following the proper end-of-day procedure (i.e., leaving your computer plugged in, powered on, and connected to the internet).

As additional applications become MAFE compatible, those devices will become eligible to receive MAFE.

# How can I tell if MAFE has been installed (or what version of Microsoft Office I currently have)?

There are several ways to check the version of Office installed on your computer.

Primary:

Select the Windows Search (magnifying glass) next to the Windows Start button

Type 'GetOfficeVersion'

The version box will appear, identifying the version of Office

If MAFE is installed, you will see 'M365 Apps for Enterprise (64bit)' displayed

Alternate:

Go to File and select Account (or Office Account if using Outlook)

Under Product Information, select the button with a question mark, 'About [product name].'

If you have MAFE installed, it will display 'Microsoft [product name] for Microsoft 365 MSO...'

MAFE (M365) did not install as expected. I still have Office 2016.

MAFE should correctly install if you are leaving your computer powered on and connected to the internet overnight.

Some things to check:

Verify that your Internet connection is stable (where possible, connect your computer via an

Ethernet cable to your home modem or router instead of Wi-Fi).

Try connecting to a different Virtual Private Network (VPN) location (refrain from using AppGate).

If this still does not resolve your issue, please submit a ticket to the National Service Desk (NSD).

# Where can I access Technical Support Microsoft Enterprise?

All requests for Microsoft 365 technical support should be submitted to the National Service Desk (NSD).

This support includes but is not limited to issues related to:

Login or access

Applications not working properly

File syncing

Audio and video

General Questions

General questions may be directed to IITB's MAFE project team.

# When was MAFE Adopted?

In March 2022, early adopters began using and testing the new MAFE desktop applications. This work enables IITB's MAFE Project team to gather employee feedback and identify potential barriers or incompatibility to delivery within the department ahead of the national deployment planned for October 2022.

# Where can I find Microsoft training resources and ESDC-specific guidance for updated MAFE applications?

Word 365

Excel 365

PowerPoint 365

OneNote 365

Outlook 365

Note: Additional ESDC-created training videos and learning event opportunities will be made available this fall.

# What are Incompatibilities of Microsoft Enterprise?

A list of known incompatible products or solutions is linked below. However, it must be noted that this list is non-exhaustive and that there may be other apps or unknown tools that may not work as expected or at all.

# Is my device compatible with Microsoft Enterprise?

There may be custom file modifications (e.g., complex macros) that employees have developed and a solution recently in use at ESDC that is not currently listed in the Corporate Solutions Directory (CSD) or Definitive Media Library (DML). It will be the responsibility of the Solution owners or creators to identify and remediate these applications as well as have the CSD or DML updated with the solution information.

Contact IITB's Microsoft 365 Apps for Enterprise Project team if you have questions regarding the migration and/or potential incompatibilities: edsc.dgiit.renforcementdem365-m365enhancement.iitb.esdc@hrsdc-rhdcc.gc.ca

# What is the timeline of Microsoft Enterprise Rollout?

Phase 1 Employees who are deemed safe to migrate (their device does not contain any known incompatible products or solutions) will be migrated to MAFE beginning in fall 2022.

Phase 2Employees using known incompatible products or solutions will be migrated to the new desktop suite once their relevant incompatibility has been remediated, or otherwise accepted and acknowledged as low risk and impact.

Remediation of known incompatible products or solutions will likely span the rest of 2022 into early 2023 to provide some product managers and solution owners with additional required time.