



Business Driver

The Cloud Based Email and Collaboration (CBEC) Business Case was concluded in October of 2012. During the evaluation conducted as part of CBEC, agencies conducted a review of the functions provided by SharePoint. There was positive input received regarding the use of this tool.

In the CBEC Business Case one of the identified *Immediate Next Steps* was:

Determine whether there is a business case to implement SharePoint on-line to reduce or improve productivity.

The Service Inquiry process was identified as the process to follow to review with customer agencies and determine agency interest in this service offering. The Service Inquiry process will be leveraged to assess if CTS should proceed with the current or modified on-premises SharePoint deployment, a cloud based deployment, a hybrid deployment or no deployment.

CTS currently provides a service offering for SharePoint. As of November 2012 it is based upon SharePoint 2007. CTS is in the process of upgrading the service so that it is deployed using SharePoint 2010. This is targeted for completion December 2012. The current SharePoint service provided by CTS is deployed to 16 agencies. The SharePoint service provides an option for secured access by external users.

A number of agencies also have their own deployments of SharePoint in their agencies. It is assumed that many of these deployments are based on SharePoint 2010.

Unlike Lync, the state can and does have multiple SharePoint deployments. It is not limited to one deployment per Active Directory (AD).

The option of considering a cloud based deployment assumes: use of Active Directory Federation Services (ADFS) to support authentication, the establishment and management of a tenant for the Enterprise Active Directory (EAD) agencies and consideration of relationship of cloud SharePoint, CTS on-prem SharePoint and agency deployed SharePoint. Review of Internet bandwidth usage would need to be considered.

The benefits to the state would include a common tool used by state agencies who have membership in EAD. All agencies would need to confirm their user based licenses to confirm their ability to consume SharePoint services.



Overview and Potential Benefits

The SharePoint on-premises offering is available today. Agencies also have their own deployments. Different from Lync, there can be multiple SharePoint deployments in the EAD enterprise.

SharePoint 2010 on-premises will provide a local offering including:

- Will be implemented with Enterprise Features
 - Access for external users via a secured authentication
 - Support for data that needs to be secured (category 3 & 4 data)
 - Standard site collection and site support for agency sites
 - Increased back end performance
 - Business Intelligence and Search offerings
 - Smoother transition for existing 2007 customers
 - Annual CTS security assessments to ensure compliance
 - Improved document/records management
 - Enables “no-code” solution deployment for customers
 - Improved application integration
 - Future ADFS Support
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- NOTE: cloud deployments do not support unique agency application modification, app servers.

CTS assumes that the agencies currently consuming the SharePoint service would continue to use the SharePoint 2010 offering. Other agencies would need to evaluate their SharePoint requirements, use cases and determine if the CTS offering, an agency deployment and/or a cloud deployment would meet their requirements.

CTS Effort to Deploy and Support:

CTS has current 2007 SharePoint deployment. Notes below refer to upgrade to 2010 and additional features as requested by agencies:

- SharePoint 2010 on premises December 2012
- SharePoint 2010 supporting Category 3 & 4 data December 2012
- CTS will coordinate with agencies to migrate existing customers from 2007 to 2010 in January 2013



- Inquiry with agencies December 2012 to understand additional requirements and migration interest from agency deployments to CTS deployment
- CTS would consider upgrading to SharePoint 2013 after SP1 sometime in mid-2013.

Deployment:

By December 2012, SharePoint 2010 on-premise will be available with SharePoint Enterprise function. Agencies can choose to consume this service from CTS.

The roadmap from CTS for SharePoint assumes upgrade to SharePoint 2013 post SP1.

Support and Maintenance: currently in place and included in fee.

Agency Support Responsibilities include:

- Adding new users to the service
- Managing client access licenses for their employees
- Training staff on new functionality of SharePoint
- Tier 1 support to agency users

Processes and Custom Templates: N/A

Agency Support Responsibilities:

Agencies would have requirement to review user or device licensing with Microsoft to confirm they have the licensing to support the functionality required.

Client Installation and Troubleshooting

Agencies would sign SLA, confirm appropriate licensing and become ready to consume the service. Agencies would provide Tier 1 support to users, just like with SSE.

User Training:

CTS would provide basic user training documentation like was provided by SSE. Agencies can then tailor that training to best meet their agency deployment and training needs. Examples are typically shared within the enterprise so that agencies can take advantage of materials developed by others.



Developing and Testing Custom Templates: N/A

Estimated Cost:

CTS currently provides a service that has the associated fees:

Description	Fee
Set up fee	\$100 (one-time)
Site Collection	\$100 per month
Site Collection External Connection	\$50 per month
Web Application set up fee	\$500 (one-time)
Web Application	\$1,500 per month
Web Application External Connection	\$250 per month
Storage costs over 1 GB	\$15 per GB, per month

Note: These fees will be reviewed based upon agency usage. Storage fees will be reviewed upon consumption and changes in storage technology.

Support Costs: Support costs are included in the fees stated above.

Total Cost Estimate: Fees are noted above

Additional Technical Detail:

Consideration of an option to the cloud for deployment would mean additional review with the vendor to confirm assumptions as well as confirming with agencies. Questions to be answered include:

- Is there a business driver to drive to cloud vs on-premise? Are there any features that are different based upon deployment approach?
- Assumption is that cloud deployment would have users authenticating using ADFS to use SharePoint in the cloud
- CTS would need to establish the tenant to support the cloud and review the staffing.
- Assumes conclusion on EA to support the required licensing available to agencies
- Like with the on-premise deployment, a review of the OCIO Security compliance will be conducted for cloud offering.