Agenda

Shared Services Email Steering Committee Meeting

March 23, 2011
9:00 am – 11:00 am
DIS Forum Building – 1st floor
Conference room

TOPICS

- Public Disclosure Problem Statement – Farrell Presnell
- Project Status Reports – Heidi Brownell
- Agency Kick-off Meeting Update – Laura Parma
- Secure Email Requirements/Response Update – Heidi Brownell
- Technical Team - Melissa Rohwedder
    - Multi-Mailbox Search
    - Delegation Model
    - Disaster Recovery

Public Disclosure

Problem statement:

Agencies want to respond to public disclosure requests even when the request is submitted to DIS. The current process is for DIS to contact the owner of the record and coordinate a response.

Considerations:

Who "owns" records originated and used by another agency (DIS customer) but in DIS "custody"? What does Public Records Act (PRA) require DIS to do upon receiving a request for such records? If notice by DIS to record "owner" is not required by law, should it be required by contract (e.g., SLA)? Or, can DIS declare (e.g., via rule) that it is merely a custodian, and refer the requester to the agency that "owns" the record(s)? See WAC 143-06-160.

Approach:

Once legally supportable options have been identified, what vehicle should be used to address this issue:

- WAC
- Policy – identifying DIS as the repository or custodian of agency of origin's records
- SLA (reference policy or lay out procedures). Should also include transfer of risk for liability arising out of litigation
- Other

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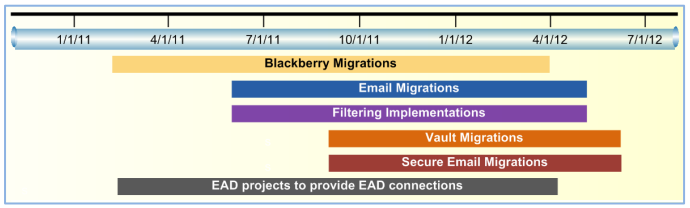


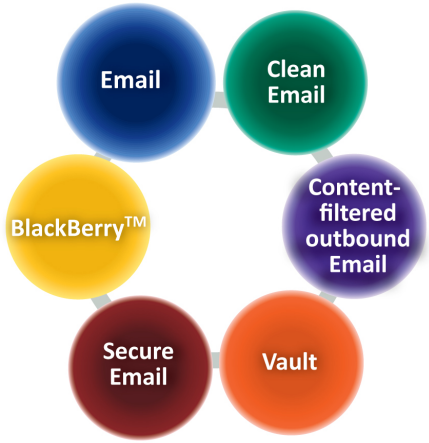
Project Status Report as of March 23, 2011

Project	Owner	Status	Status Description
Project Management	Heidi Brownell	G	Received signature on Project Charter. Formalizing Project Management processes: Milestone and status reports presented to steering committee IT Transformation project pages redesigned SharePoint site in place for collaborating and tracking issues Published RFQQ for Vault design. Working on RFI for Secure Email. Finalizing OFM exemption request for hardware purchases.
Implementation Team	Laura Parma	G	Finalized and distributed Agency Re-engagement Plan. Completed outreach to all ninety-three agencies. Small agency kick-off meeting occurred on 3/21. Kick-off for remaining agencies is scheduled for 3/25. Distributed the Application Integration Readiness Template. Working to finalize the Pre-cutover Readiness Guide.
Technical Team	Melissa Rohwedder	G	Exchange 2010 • Confirmed server architecture with HP • Worked through load balancing with CISCO • Prepared Technical Update BlackBerry • Current Service – no current technical project activity Secure Email • Gathered business requirements for Secure Email. Vault • Provided input for RFQQ. Now readying for RFQQ response evaluation • Performed review and analysis for hardware purchase Service • Documented disaster recovery strategy • Preparing Staffing Plan

"Top 5" Current Project Issues

1. **Public Disclosure:**
   The staffing requirements for public disclosure requests need to be determined.
2. **Application Integrations:**
   Need agency responses in order to develop a clear picture of the size and complexity of integrated applications.
3. **Test Environments:**
   Agencies have expressed a need for various levels of testing. Not all test scenarios can be accommodated with current environments.
4. **Agency Consolidations:**
   Analysis and work for agency consolidations is impacting (and will continue to impact) project resources.
5. **Hardware Purchases:**
   Remaining purchases need to quickly be submitted to and approved by OFM in order to meet project timelines.

Service Description



Shared Services Email Project Steering Committee
Meeting Minutes
March 23, 2011

Steering Committee Attendees: Christy Ridout, Chair; Vikki Smith, (DOR); Ron Seymour, (DFI); Bob Deshaye, (ESD); Debbie Stewart, (ECY); Rob St. John, (DSHS); Lyle Tillett, (DRS);and Mary-Jane Arnold, (DOC)

Other Attendees: Heidi Brownell, Project Manager; Melissa Rohwedder, Project Technical Manager; Laura Parma, Project Implementation Manager; Baird Miller; Jim Hammond, Project Implementation Team – Small Agency Client Liaison, Bob Micielli (DIS); Farrell Presnell ,(DIS); and Christie Turner

Agenda Item	Discussion
Public Disclosure Problem Statement	• Farrell Presnell provided additional information as a follow-up from the February 9, 2011 meeting. Farrell reviewed and discussed the problem statement which states, "Agencies want to respond to public disclosure requests when the request is submitted to DIS. The current process is for DIS to contact the owner of the record and coordinate a response". • A discussion on how to move forward was discussed. It was determined that agency records officials/managers or staff recommended by their agency should meet to discuss the public disclosure issues prior to adding this topic on the CAB agenda. • A request was made to the Steering Committee to provide Farrell Presnell names of the staff who should be attending the discussion on public disclosure.

Project Status Reports	• Heidi provided a status update – the pause has been lifted – charter has been signed by the executive sponsor. The "Agency Kick-Off" meetings have been scheduled for the week of March 21st.
	• The Project Milestone Report was reviewed. Heidi asked the committee members to provide her any additional changes to the report.
	• Heidi presented the "Project Status Report" as of March 23, 2011. She touched based on the top 5 current project issues:
	  ○ **Public Disclosure:** The staffing requirements for public disclosure requests are uncertain until ownership is clearly defined.
	  ○ **Application Integrations:** There is currently no clear picture of the size and complexity of integrated applications.
	  ○ **Test Environments**: Agencies have expressed a need for various levels of testing. Not all test scenarios can be accommodated with current environments.
	  ○ **Agency Consolidations**: Analysis of agency consolidations is/will impact project resources.
	  ○ **Hardware Purchases:** Remaining purchases need to quickly be submitted to and approved by OFM in order to meet project timelines.
	• For the hardware purchases, a number of small changes need to

	be made but it is close to the original estimate. • Heidi noted that all materials, including agendas, minute meeting notes for the Shared Services Email Project can be found at the new site: http://ittransformation.wa.gov/sharedservices/ss_emailProjectMeetings.aspx
Agency Kick-Off Meeting Update	• Laura provided an update on the "Agency Kick-Off" meetings. The first meeting was held on March 21, 2011. The participants for the first meeting were mostly small agencies representatives and the turnout was good. The next meeting is scheduled for March 25, 2011 – with audience will be mostly made up of medium and large agency representatives. • Jim Hammond and Steve Lovaas conducted an outreach to all 93 agencies, updating their contact information as well as their agency profile. • Laura will be sending out the Pre-Cutover Readiness Document and checklist with additional details next week. ** • Copies of the handouts can be found at http://ittransformation.wa.gov/sharedservices/ss_emailProjectMeetings.aspx
Secure Email Requirements/Response Update	• At this time there are no new requirements. Currently working on the language for the RFI and subsequent RFP.

Technical Team
• Multi-Mailbox Search
• Delegation Model
• Disaster Recovery
	• Multi-Mailbox Search
	  ○ Issue: Search criteria are visible/changeable by anyone granted the discovery role. This means agency A can see what agency B is searching for. Search criteria and results can be deleted (but not actual mail items). Agency A cannot see agency B's actual search results.
	  ○ Requires the agency to upgrade the CALS of any mailbox searched to the Exchange Enterprise CAL (or Enterprise CAL Suite)
	  ○ Questions were asked, such as: Can an agency opt out? If so, what will the risks be? Is this a feature for all agencies or delegates, or for a few folks within an agency? If ECAL is required, using this feature would require some agencies to expend additional monies. Can the search function be limited to a specific role? Answer: Need to have additional discussion on this topic. A cost analysis needs to be completed.
	  ○ Request to add Multi-Mailbox Search Topic to the next CAB meeting scheduled for April 13, 2011 for a (informational) discussion/conversation . **
	
	• Delegation Model
	  ○ The Delegation roles were presented and

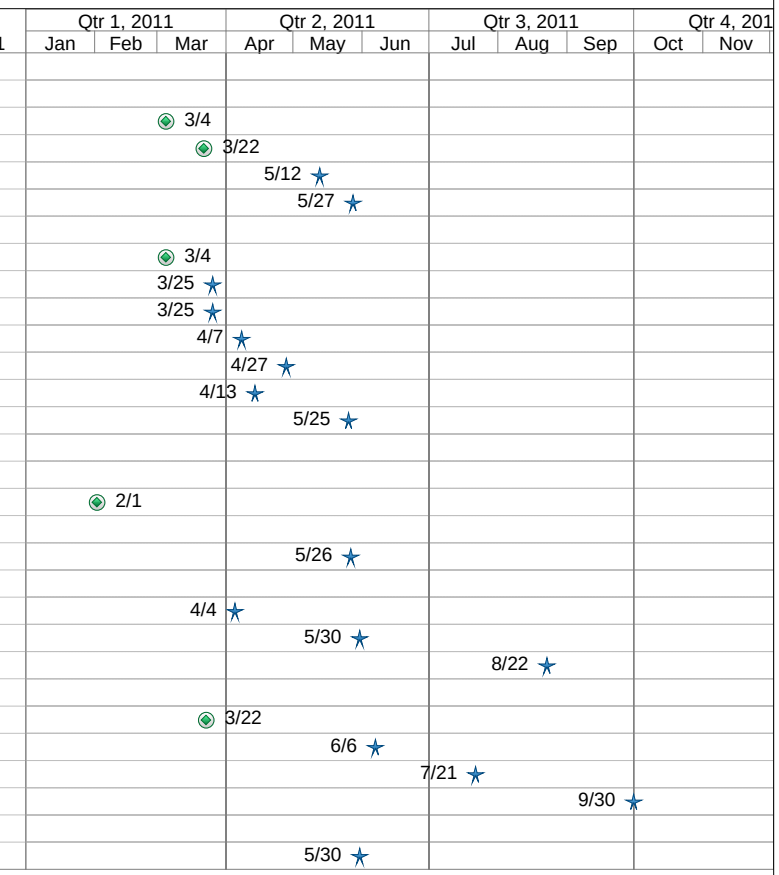
	discussed. There are currently two delegated roles, but based on the discussion regarding multi-mailbox search, a third role will be evaluated. ○ A decision of what basic roles agencies would like use is needed soon. A delay in the decision could potentially hold up the progress. Feedback from agencies was requested to be provided by Friday, March 25. ** • Disaster Recovery ○ Recovery Strategy - Email - During the discussion it was suggested by the committee members that the Recovery Time Objective (RTO) be stated to reflect a range of "less than 8 hours – up to 14 days". The Committee requested additionally that the team describe the scenario that would require 14 days for recovery. ○ Recovery Strategy – Blackberry – The RTO for the Blackberry service of 30 – 45 days and does meet agency requirements. The committee requested a review of the BlackBerry offering to improve the recovery objective. ○ Action Item: Additional follow up with the BlackBerry Service offering team regarding next steps in review of options. **
Next Meeting	TBD

Minutes prepared by Christie Turner
** Indicates Action Items

Shared Services Email Project

As of March 23, 2011

ID		Task Name	Finish	Status 03/23/11	Status 04/13/11	Status 04/27/11	Status 05/11/11
1852		**PROJECT MILESTONE REPORT**					
1853		**TARGET DATES**					
1854	✓	PAUSE Lifted	3/4/11	0 d			
1856	✓	Project Charter Approved	3/22/11	0 d			
1857		Investment Plan Approved	5/12/11	0 d			
1858		SLA Finalized	5/27/11	0 d			
1859		**IMPLEMENTATION**					
1860	✓	Re-engagement Plan Complete	3/4/11	0 d			
1861		Re-engagement Kick Off Meetings	3/25/11	0 d			
1862		Pre-Cutover Readiness Materials Complete	3/25/11	0 d			
1863		Cutover Readiness Materials Complete	4/7/11	0 d			
1864		Post-Cutover Readiness Materials Complete	4/27/11	0 d			
1865		Training Plan Complete	4/13/11	0 d			
1866		Phase 1 Readiness Complete	5/25/11	0 d			
1868		**TECHNICAL READINESS**					
1869	✓	**Blackberry**					
1870	✓	Blackberry Ready for 1st Agency	2/1/11	0 d			
1871		**Exchange 2010**					
1872		Exchange 2010 Ready for 1st Agency	5/26/11	0 d			
1873		**Secure Email**					
1874		RFP Published	4/4/11	0 d			
1875		Vendor Selected	5/30/11	0 d			
1876		Secure Email Ready for 1st Agency	8/22/11	0 d			
1877		**Vault**					
1878	✓	Vault Design RFQQ Published	3/22/11	0 d			
1879		Hardware Installed	6/6/11	0 d			
1880		Symantec Design Complete	7/21/11	0 d			
1881		System Validated and Tested	9/30/11	0 d			
1882		**AGENCY READINESS**					
1883		<First Agency> Migration Begins	5/30/11	0 d			



Project: Shared Services Email Project
View: *Project Milestone Report View

@Target Milestone ★ @Actual Finish ◈

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Shared Services Email Project

NEW MULTI MAILBOX SEARCH

What is it?

- Allows agencies to search tens, hundreds or thousands of mailboxes as a single transaction.
- Uses Exchange indexes
- Aggregates results into a single mailbox automatically (for export)
- Automatic de-duplication of search results

Requires the agency to upgrade all CALs to Exchange Enterprise CAL (or Enterprise CAL Suite)

Issue

- **Search criteria** are visible/changeable by anyone granted the discovery role. This means agency A can see what agency B is searching for. Search criteria and results can be deleted (but not actual mail items). Agency A cannot see agency B's actual search results.

Steering Committee Input:

Do we…

1. Assume the risk of search objects visible across agencies?
2. Centralize the feature?
3. Disable the feature for everyone?

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MULTI MAILBOX SEARCH

Discovery - Microsoft Exchange - Windows Internet Explorer

https://webmail/ecp/

Favorites | Suggested Sites | Web Slice Gallery

Discovery - Microsoft Exchange

Page | Safety | Tools

Microsoft Exchange Server

sign out | Dougherty, Mark

Mail > Options: Manage My Organization

Users & Groups
Roles & Auditing
Mail Control
Phone & Voice

Rules | Journaling | **Discovery** | Delivery Reports

Multi-Mailbox Search

Search the mailboxes in your organization for e-mail and other message types that contain specific keywords. You can create a new search, or edit and restart an existing one. To update the search list, click Refresh below.

New... | Details

Status	Search Name	Date	Size
Search partially s...	DIS Search for bad people	3/1/2011 3:46 PM	5.75 KB
Search partially s...	created by chris dist scope	11/3/2010 9:52 AM	266.2 KB
Search partially s...	Created by Chris	11/2/2010 3:44 PM	263.37 KB
Search partially s...	search 10-25-10	10/25/2010 1:13 PM	93.65 KB
Search partially s...	Search 10-22-10	10/22/2010 8:34 AM	26.29 MB

1 selected of 5 total

DIS Search for bad people

Status: Search partially succeeded
User: Dougherty, Mark
Date: 3/1/2011 3:46 PM
Size: 5.75 KB
Items: 2 (0 unsearchable)
Results: disdiscovery@wat.tst [open]
Errors: An error occurred when searching Ryerse, Mike (DIST). The message is 'Search Failed on mailbox 'dist\Ryerse, Mike (DIST)\ae419285-8ab0-41a8-820f-17e328d84d19'. If the search query
Keyword statistics: (Duplicates not excluded)

Keyword	Hits	Mailboxes
test	2	1

Trusted sites | Protected Mode: Off | 100%

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MULTI MAILBOX SEARCH

https://webmail/?pwmcid=2&id=525e7b02-e763-4020-858c-4cf8de930769&ReturnObjectType=1 - Mailbox - Windows I...

DIS Search for bad people

*Required fields

Keywords

Type words to search for. Separate words with uppercase AND, OR, or NOT. Use double quotation marks to search for multi-word phrases. For wildcard searches, place an asterisk (*) after the word.

test

☑ Include items that can't be searched

Message types to search: E-mail

Select message types...

Messages To or From Specific E-Mail Addresses

Date Range

Mailboxes to Search

* Select mailboxes to search:

○ Search all mailboxes

◉ Search specific mailboxes or the mailboxes of members of distribution groups:

Add... Remove

Chris Ashton

Ryerse, Mike (DIST)

Search Name, Type, and Storage Location

The search name is applied to the folder in the destination mailbox where search results are stored.

* Search name:

DIS Search for bad people

* Results:

○ Estimate the search results

◉ Copy the search results to the destination mailbox

☑ Enable deduplication

☑ Enable full logging

Select a mailbox in which to store the search results:

DIS Discovery Mailbox Browse...

Save Cancel

Trusted sites | Protected Mode: Off 90%

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DELEGATION MODEL

DIS – TIER 3 & ARCHITECTURE

DIS – TIER 2

AGENCY DELEGATION – REGULAR MANAGEMENT

AGENCY DELEGATION – LEGAL/HR
(Optional – can have a single group performing both delegation functions)

ENVIRONMENT MGT: MANAGEMENT OF ALL ASPECTS OF THE ENVIRONMENT

SERVER MGT: MAILBOX PERFORMANCE SETTINGS, SERVER MGT, PUBLIC FOLDER ADMINISTRATION, LEGAL HOLD, RECORDS (JOURNALING, EXCHANGE MESSAGE TRACKING), POLICIES, & HIGH AVAILABILITY

RECIPIENT MGT: USERS, DLS, PUBLIC FOLDER EMAIL ADDRESSES, MAILBOXES

BASIC DISCOVERY MGT: MAILBOX EXPORT, SINGLE MB SEARCH, MULTI MAILBOX SEARCH (PENDING DECISION)

Steering Committee Input:

Please confirm that the two delegated management roles as presented to ETAG meet your need for controls and segregation of duties.

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DISASTER RECOVERY STRATEGY

Component	Recovery Strategy	Service	Notes
Email	High availability solution in Olympia. Disaster Recovery outside of Olympia. Warm Site Switchover Recovery Time Objective (RTO): 8 hours – 14 days dependent upon the impact of the disaster to primary systems. (Service may be degraded upon resumption.)	Email Service	Includes Exchange 2010, OWA, Threat Management Gateway (TMG).
Filtering	Redundant design in Olympia. Disaster Recovery outside of Olympia. RTO: 8 hours – 14 days dependent upon the impact of the disaster to primary systems. (Service is degraded upon resumption.)	Email Service	Includes clean Email and outbound content-filtering
Vault	Redundant design in Olympia. Disaster Recovery outside of Olympia. RTO: TBD	Email Service	Final solution not yet architected.
Secure Email	Expected: High availability design in Olympia, or Hosted Solution. Disaster Recovery outside of Olympia. RTO: Assumed to match Email.	Secure Email Service	Final solution not yet identified.
BlackBerry	Redundant design in Olympia. Recovery implementation geographically separate using backup tapes. RTO: 30 - 45 days.	BlackBerry Service	This is a companion service offering to support mobile devices with the Shared Services Email offering.

RTO Assumptions: All underlying components (e.g., network and internet connectivity, architectural independencies) are available. If a disaster impacts the underlying components, resumption of service(s) must occur prior to Disaster Recovery for Shared Services Email component offerings.