

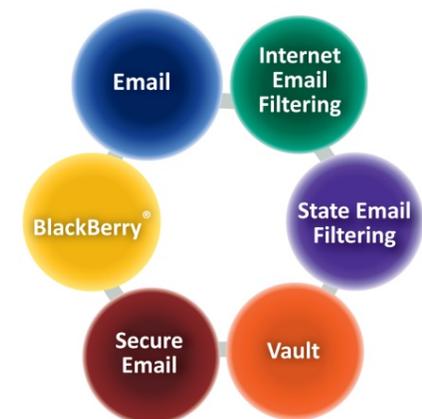
Project Status Report as of April 27, 2011

Project	Owner	Status	Status Description
Project Management	Heidi Brownell	G	<p>Finalized Investment Plan for Executive/Project Sponsor review. Preparing ISB Presentation for May 12th. Finalizing Project Management Plan. Finishing review of RFQQ responses for Vault design. Will review QA responses next week. Finalizing RFP for Secure Email.</p>
Implementation Team	Laura Parma	G	<p>Finalized and distributed Pre-Cutover Readiness Guide, End User Training Guide and the New User Experience one page summary. Meeting with 20 agencies who have indicated their interest in migrating in the “early” group. Monthly Agency Implementation Coordinator meetings are underway and are scheduled through July. Twice monthly agency technical meetings are underway and scheduled through July. Working on next 2 deliverables: Agency Cutover & Post Cutover Guide, Version 1.0 and the Agency Delegated Administrator Guide. Agency walk through of the Cutover process is scheduled for May 16.</p>
Technical Team	Heidi Brownell	G	<p>Exchange 2010</p> <ul style="list-style-type: none"> Reconfigured messaging network. Prepping to install final hardware. <p>BlackBerry</p> <ul style="list-style-type: none"> Current Service – no current technical project activity <p>Secure Email</p> <ul style="list-style-type: none"> Supporting procurement process <p>Vault</p> <ul style="list-style-type: none"> Evaluation of RFQQ responses underway. Prepping to install hardware. <p>Service</p> <ul style="list-style-type: none"> Supporting development of SLA Working on Staffing Plan Working on Transition and Training 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 Installation:**
Facilities team needs to add power capacity to data center outside of Olympia.

Shared Services Email Project Service Description



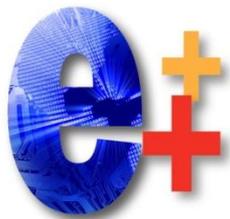


Shared Services Email Project

As of April 27, 2011

ID	Task Name	Finish	Status 03/23/11	Status 04/13/11	Status 04/27/11	Status 05/11/11	Qtr 1, 2011			Qtr 2, 2011			Qtr 3, 2011			Qtr 4		
							E	B	M	E	B	M	E	B	M	E	B	M
1918	MILESTONE REPORT	9/30/11																
1919	TARGET DATES	5/27/11																
1921	✓ PAUSE Lifted	3/4/11	0 d	0 d	0 d			3/4										
1922	✓ Project Charter Approved	3/22/11	0 d	0 d	0 d			3/22										
1923	Investment Plan Approved	5/12/11	0 d	0 d	0 d					5/12								
1925	QA Work to Begin	5/27/11	0 d	0 d	-3 d					5/24	5/27							
1927	SLA Finalized	5/26/11	0 d	1 d	1 d					5/26	5/27							
1929	IMPLEMENTATION	6/3/11																
1930	✓ Re-engagement Plan Complete	3/4/11	0 d	0 d	0 d			3/4										
1931	✓ Re-engagement Kick Off Meetings	3/25/11	0 d	0 d	0 d				3/25									
1933	✓ Pre-Cutover Readiness Materials Complete	3/25/11	0 d	0 d	0 d				3/25									
1935	Cutover Readiness Materials Complete	4/27/11	0 d	-13 d	-13 d			4/7	4/27									
1937	Post-Cutover Readiness Materials Complete	4/27/11	0 d	3 d	0 d				4/27									
1939	✓ Training Plan Complete	4/11/11	0 d	-2 d	0 d				4/11									
1941	Phase 1 Readiness Complete	5/25/11	0 d	1 d	0 d						5/25							
1944	TECHNICAL READINESS	9/30/11																
1945	✓ Blackberry	2/1/11																
1946	✓ Blackberry Ready for 1st Agency	2/1/11	0 d	0 d	0 d			2/1										
1947	Exchange 2010	5/26/11																
1948	Exchange 2010 Ready for 1st Agency	5/16/11	0 d	0 d	8					5/16	5/26							
1950	Secure Email	9/20/11																
1951	RFP Published	5/3/11	0 d	-9 d	-20 d			4/4	5/3									
1953	Vendor Selected	5/27/11	0 d	13 d	1 d				5/27	5/31								
1955	Secure Email Ready for 1st Agency	9/20/11	0 d	-5 d	-20 d								8/22	9/20				
1957	Vault	9/30/11																
1958	✓ Vault Design RFQQ Published	3/22/11	0 d	0 d	0 d				3/22									
1959	Hardware Installed	5/11/11	0 d	21 d	17 d					5/11	6/6							
1961	Symantec Design Complete	7/21/11	0 d	0 d	0 d								7/21					
1963	System Validated and Tested	9/30/11	0 d	18 d	0 d												9/30	
1965	AGENCY READINESS	5/31/11																
1966	< First Agency > Migration Begins	5/31/11	0 d	1 d	0 d						5/31							





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Shared Services Email Project

Steering Committee Meeting

April 27, 2011

Agenda

- Public Disclosure Update – Farrell Presnell
- SLA Update – Farrell Presnell
- Project Status Reports – Heidi Brownell
- Agency Implementation Update – Laura Parma
- Technical Discussion – Heidi Brownell



Public Disclosure

- Workgroup Update by Farrell Presnell



Service Level Agreement

- SLA Update by Farrell Presnell



Project Status

- Project Status Update by Heidi Brownell
 - Dashboard Handout
 - Milestone Report Handout





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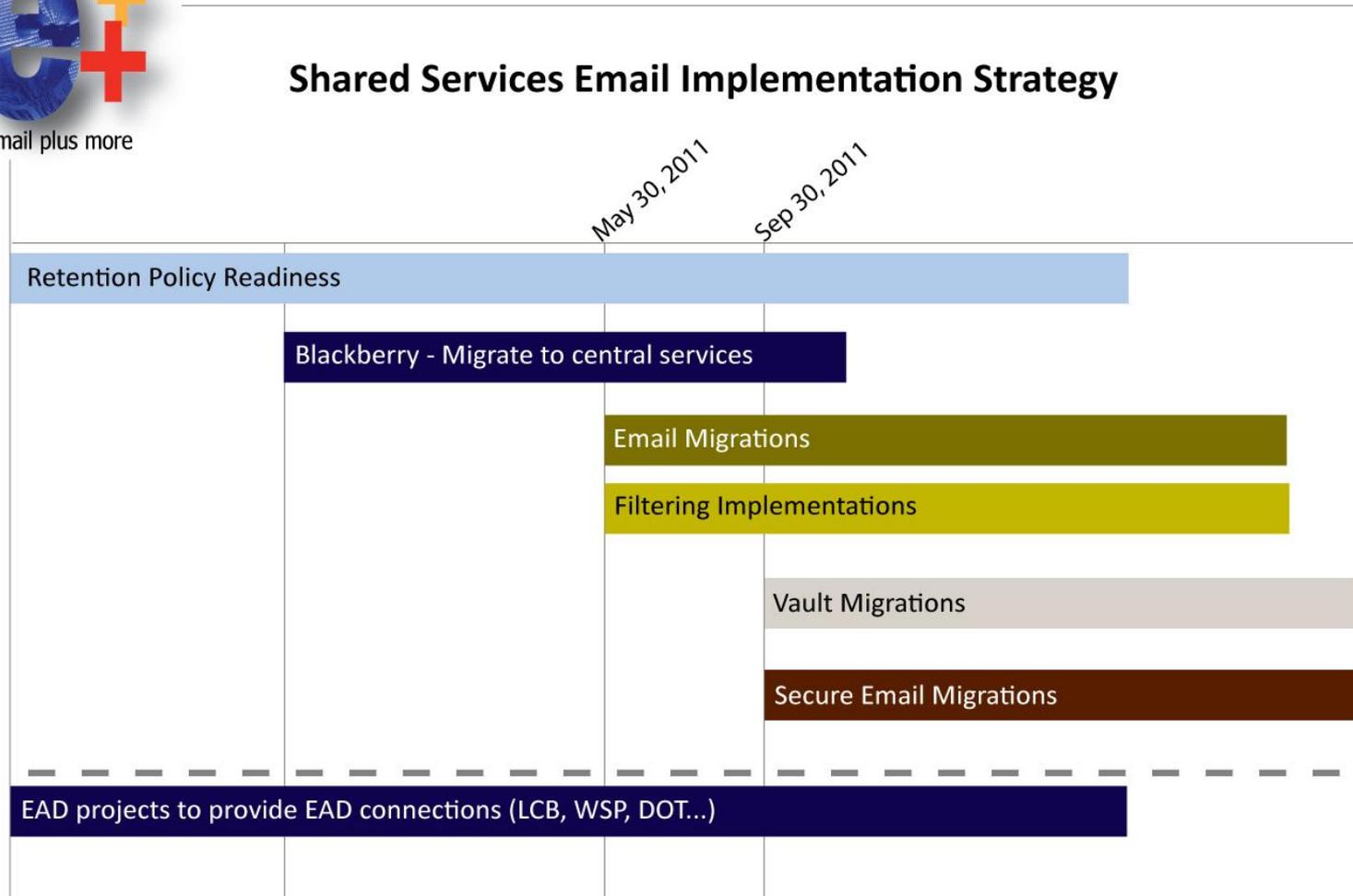
Shared Services Email Project

Agency Implementation Update

Implementation Strategy



Shared Services Email Implementation Strategy



Note: Implementations are staggered within each bar on the chart

April 15, 2011



Agency Order Version 5

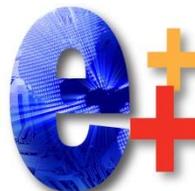
Implementation Order by Agency

Group	AGENCY NAME	Timing
Email Only (Secure) [18]	Department of Natural Resources	Early
	Governor's Office of Indian Affairs	Early
	Growth Management Hearings Board **	Early
	Office of Administrative Hearings	Early
	Office of Civil Legal Aid	Early
	Office of Minority and Women's Business Enterprises	Early
	State Board of Accountancy	Early
	Transportation Improvement Board	Early
	Utilities and Transportation Commission	Early
	Washington Citizens' Commission on Salaries for Elected Officials	Early
	Washington State Commission on African-American Affairs	Early
	Washington State Commission on Asian Pacific American Affairs	Early
	Washington State Commission on Hispanic Affairs	Early
	Washington State Fire Commissioners Association	Early
	Washington Traffic Safety Commission	Early
	Department of Ecology	Early
	State Conservation Commission	Early
	Department of Retirement Systems **	Early
	State Lottery Commission	Early
	Washington State Health Care Authority *	Early
	Board for Volunteer Firefighters and Reserve Officers **	Middle
	Caveford Forest Council	Middle
	Department of Licensing **	Middle
	Military Department **	Middle
	Department of Personnel	Later
Public Printer	Later	
Department of Commerce	Later	
Department of General Administration **	Later	
Department of Health **	Later	
Department of Revenue **	Later	
Economic and Revenue Forecast Council	Later	
Office of the Attorney General **	Later	
Office of the State Treasurer *	Later	
State Parks and Recreation Commission	Later	
Department of Corrections **	Middle / Later	
Indeterminate Sentence Review Board	Middle / Later	
Department of Employment Security	Middle / Later	
Department of Social and Health Services *	Middle / Later	
Department of Early Learning **	Middle / Later	
Group 4 - Current State [15]	Department of Agriculture	
	Department of Archaeology and Historic Preservation	
	Department of Financial Institutions **	
	Department of Fish and Wildlife	
	Department of Information Services	
	Department of Labor and Industries **	
	Department of Services for the Blind **	
	Department of Veterans' Affairs	
	Human Rights Commission	
	Law Enforcement Officers' and Fire Fighters' Plan 2 Retirement Board	
	Office of Financial Management	
	Office of the Governor	
	Office of the Insurance Commissioner	
	Recreation and Conservation Funding Board	
	State Investment Board **	
	State School Director's Association	

Group	AGENCY NAME
Group 5 - Non-SAP [38]	Board of Industrial Insurance Appeals
	Board of Tax Appeals
	Columbia River Gorge Commission
	County Road Administration Board
	Department of Transportation
	Board of Portage Commissioners
	Freight Mobility Strategic Investment Board
	Transportation Commission
	Eastern Washington State Historical Society
	Environmental Hearings Office
	Life Sciences Discovery Fund Authority
	Liquor Control Board
	Marine Employees' Commission
	Office of the Lieutenant Governor
	Office of the Secretary of State
	Office of the State Auditor
	Public Disclosure Commission
	Public Employment Relations Commission
	Puget Sound Partnership
	State School for the Blind
	Superintendent of Public Instruction **
	Washington Health Care Facilities Authority
	Washington Horse Racing Commission
	Washington Materials Management and Financing Authority
	Washington Pollution Liability Insurance Program
	Washington State Arts Commission
	Washington State Center for Childhood Deafness and Hearing Loss
	Washington State Criminal Justice Training Commission
	Washington State Gambling Commission **
	Sentencing Guidelines Commission
	Washington State Historical Society
	Washington State Housing Finance Commission
	Tobacco Settlement Authority
Washington Economic Development Finance Authority	
Washington Higher Education Facilities Authority	
Washington State Patrol	
Forensic Investigations Council	
Work Force Training and Education Coordinating Board **	

Group 3 - Secure Email

* Indicated that a Secure Email solution is currently being used. [1]
 ** Indicated a potential future need for a Secure Email solution. [18]



Implementation Status

- Agency Order
 - Continuing Schedule Development for First 20 Agencies
- Working with 20 Early Agencies on Pre-Cutover Tasks
- Next 2 Deliverables In Progress
 - Agency Cutover & Post Cutover Guide Version 1
 - Agency Delegated Administrator Guide
- Paper Cutover Review Scheduled May 16, 2011



Implementation Status cont.

- Early Adopter Agency DRS
 - Continued planning with DRS team for first cutover
- Target Administrator Training in June and July



Upcoming Technical Meetings

- May 3 – Exchange Technical Advisory Group (ETAG)
- May 16 – Customer Technical Meeting: *Cutover Walk-through*
- June 7 – ETAG
- June 20 - Customer Technical Meeting
- July 5 – ETAG
- July 20 - Customer Technical Meeting



Upcoming Monthly Implementation Coordinator Meetings

- **May 23 – Forum Boardroom**
 - Small Agency Implementation Coordinator Meeting: 1:30pm – 2:30pm
 - Agency Implementation Coordinator Meeting: 3pm – 4pm
- **June 22 – Forum Boardroom**
 - Small Agency Implementation Coordinator Meeting: 1:30pm – 2:30pm
 - Agency Implementation Coordinator Meeting: 3pm – 4pm
- **July 26 – Forum Boardroom**
 - Small Agency Implementation Coordinator Meeting: 1:30pm – 2:30pm
 - Agency Implementation Coordinator Meeting: 3pm – 4pm



Upcoming Vault Basics

- Sessions have been scheduled to provide some basics about the Vault (WaSERV). They are scheduled:
 - April 27
 - May 4, 11, 18





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Shared Services Email Project

Technical Discussion

Cached Mode

What is it?

- A copy of your mailbox is stored on your computer. If you work offline your data is still available to you.
- Cached mode clients are designed to:
 - increase scalability of a consolidated solution
 - support mobile users.
 - provide a more balanced experience and better resiliency for large network implementations.

Issue

- Users currently in on-line mode may have a perception of a change in performance.
- Some scenarios do not work with cached mode, including virtual type solutions, specific implementations of shared mailboxes, and a few rare user/machine/shift scenarios.

Action required...

- Your Implementation Coordinator should work with your Implementation Liaison to prepare users and identify exceptions.



.pst Files

What is it?

- A .pst file is an Outlook data file that stores your messages and other items on your computer.
- In the previous versions, when a user wanted to create archives or back up Outlook folders and items, including Exchange accounts, .pst files were created and used.

Issue

- .pst files are not impacted at the time of mailbox migration, however it is an important planning activity to review .pst files prior to Vault migration.
- Vault ingestion of a large volume of .pst files will be time consuming and storage in the Vault has an associated cost.

Action required...

- Your Implementation Coordinator should try to identify which .pst files are truly necessary for migration.



Public Folders

What is it?

- Public Folders provide a way to share files.
- Any file or folder you put in the Public folder is automatically shared with the people who have access to your Public folder.
- Microsoft is not mandating that public folders no longer be used, though they do warn that they are a deprecated feature.

Issue

- The infrastructure to support public folders is being put in place, however, their use is discouraged.
- Public folder data will be Vaulted, so there will be associated costs.

Action required...

- Your Implementation Coordinator should try to identify which public folders are truly necessary for migration.
- Public folder/calendar settings allowing everyone access may need to be reviewed.



Updated Delegation Roles

DIS – TIER 3 & ARCHITECTURE



DIS – TIER 2



AGENCY DELEGATION

Recipient Admin Role



Security Admin Role



Discovery Admin Role



ENVIRONMENT MGT: MANAGEMENT OF ALL ASPECTS OF THE ENVIRONMENT

SERVER MGT: Mailbox performance, settings, server mgt, public folders. Administration, legal hold, records (journaling, Exchange message tracking), policies, & high availability

RECIPIENT : Recipient Creation, Message Tracking, Public Folders, Distribution Groups, Migration, Mailbox Moves, User Options, View-only Recipients

SECURITY: AD Permissions, Audit Logs, Security Mail Recipients, Mailbox Import/Export, Security Group Creation & Membership

DISCOVERY: Mailbox Search



Audit Logs

What is it?

- All Exchange activity is logged in a SINGLE administrative mailbox for such things like:
 - adding a user
 - changing a name
 - enabling an out of office message
- This mailbox is only accessible through PowerShell cmdlets
- Only those in the delegated “Security Admin” role can view the log.

Issue

- Administrators in each agency will be able to see the changes made in the enterprise system across agencies.
- Unlike Multi-mailbox search, opting to not use the feature does not prevent information from being visible across agencies.

Input needed...

- Are there requirements regarding:
 - what needs to be logged?
 - how long we keep the log?



Sample Audit Log

```
<?xml version="1.0" encoding="utf-8"?>
<SearchResults>
  <Event Caller="Wally14.extest.microsoft.com/Users/Administrator" Cmdlet="Set-Mailbox"
ObjectModified="Wally14.extest.microsoft.com/Users/David" RunDate="3/5/2010 11:59:12 PM"
Succeeded="true" Error="None">
  <CmdletParameters>
    <Parameter Name="Identity" Value="david" />
    <Parameter Name="ProhibitSendReceiveQuota" Value="1.727 GB (1,854,030,822 bytes)" />
  </CmdletParameters>
  <ModifiedProperties>
    <Property Name="ProhibitSendReceiveQuota" OldValue=" 523.4 MB (548,845,001 bytes) "
NewValue="1.727 GB (1,854,030,822 bytes)" />
    <Property Name="ObjectState" OldValue="Unchanged" NewValue="Changed" />
  </ModifiedProperties>
</Event>
</SearchResults>
```



Message Tracking

What is it?

- Exchange 2010 contains a feature for tracking messages.
- The message tracking information shows information such as:
 - Sender, recipient(s)
 - time stamp
 - subject line
 - attachment name.

Issue

- In the enterprise system, each agency administrator will be able to access this information across agencies.
- Unlike Multi-mailbox search, opting to not use the feature does not prevent information from being visible across agencies.

Input needed...

1. Do we assume the risk of message information being visible across agencies?
2. Do we centralize the feature?



< Received Time: 17 Feb 2011 08:14:50 (GMT -08:00)
MID: 3143995
Message Size: 12.8 (KB)
Subject: Webcast: **Strategies for Protecting Virtual Environments**
Envelope Sender: sophos@web.sophos.com
Envelope Recipients: markd@dis.wa.gov
Message ID Header: <NMID-105-39600783-680464863-sophos-AA==@web.sophos.com>
IronPort Host: WAMSG01 (198.238.87.147)
SMTP Auth User ID: N/A
Sending Host Summary
Reverse DNS Hostname: r65.web.sophos.com (verified)
IP Address: 207.211.34.65
SBRS Score: 5.3
Processing Details
MAIL POLICY "DOMAIN:DIS" MATCHED THESE RECIPIENTS: markd@dis.wa.gov
17 Feb 2011 08:14:49 (GMT -08:00) Protocol SMTP interface Data 1 (IP 198.238.87.132) on incoming connection (ICID 10478721) from sender IP 207.211.34.65. Reverse DNS host r65.web.sophos.com verified yes.
17 Feb 2011 08:14:49 (GMT -08:00) (ICID 10478721) ACCEPT sender group UNKNOWNLIST match sbrs[-1.0:10.0] SBRS 5.3
17 Feb 2011 08:14:50 (GMT -08:00) Start message 3143995 on incoming connection (ICID 10478721).
17 Feb 2011 08:14:50 (GMT -08:00) Message 3143995 enqueued on incoming connection (ICID 10478721) from sophos@web.sophos.com.
response '2.6.0
<NMID-105-39600783-680464863-sophos-AA==@web.sophos.com> Queued mail for delivery'.
Bottom of Form
RunspaceId : 3f7ae9c7-8cd4-4c57-8887-500f76315730
Timestamp : 2/17/2011 8:15:04 AM
ClientIp :
ClientHostname : WAXMXOLYHT02
ServerIp :
ServerHostname : WAXMXOLYMB001
SourceContext : 08CD7436EDBC2A7B;2011-02-17T16:15:04.751Z;0
ConnectorId :
Source : STOREDRIVER
EventId : DELIVER
InternalMessageId : 2965058
MessageId : <NMID-105-39600783-680464863-sophos-AA==@web.sophos.com>
Recipients : {MarkD@DIS.WA.GOV}
RecipientStatus : {}
TotalBytes : 14822
RecipientCount : 1
RelatedRecipientAddress :
Reference :
MessageSubject : **Webcast: Strategies for Protecting Virtual Environments**
Sender : Security411@sophos.com
ReturnPath : sophos@web.sophos.com
MessageInfo : 2011-02-17T16:15:04.325Z;SRV=WAXMXOLYHT02.WAX.wa.lcl:TOTAL=0
MessageLatency : 00:00:00.5350000
MessageLatencyType : EndToEnd
EventData : {[MailboxDatabaseName, mailboxdb0010]}