

# Agenda

## Email Project Steering Committee Meeting

August 24, 2011

9:00 a.m. to 11:00 a.m.

1500 Jefferson – 2<sup>nd</sup> floor

Room 2208

### Agenda Topics

- QA Plan and Schedule – Porsche Everson
- Project Update – Heidi Brownell
  - Secure Email RFP
  - Vault Migration
  - ActiveSync Workgroup
- Agency Migration Status – Laura Parma
  - Progress to date
  - Agency Commitments

**Shared Services Email Project Steering Committee  
Meeting Minutes  
August 24, 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); Doug Hoffer, (DOC); Dave Marty, (OIC); Mike Shea, (OIC); Melissa Rohwedder, (DOL);

**Other Attendees:** Heidi Brownell, Project Manager; Laura Parma, Project Implementation Manager; Porche Everson (Brisken & Associates), Bob Micielli (DIS); and Christie Turner (DIS)

Agenda Item	Discussion
Quality Assurance (QA) Plan and Schedule	<p>Heidi introduced Porsche Everson, QA vendor, to the Committee.</p> <p>Porshe Everson will provide the Steering Committee members the first monthly QA report by mid-September. The report will include initial observations as well as analysis focused on three categories: baseline performance factors, organization success factors, and project execution.</p> <ul style="list-style-type: none"> <li>• The draft QA Plan and Schedule have been completed.</li> <li>• A change request for ActiveSync is pending sponsor signature.</li> </ul>
Project Update	<ul style="list-style-type: none"> <li>• Heidi provided a status update – “Project Status Report” as of August 24, 2011. <ul style="list-style-type: none"> <li>○ <b>Secure Email RFP:</b> The RFP will be republish by end of this week (August 26).</li> <li>○ <b>Application Integration:</b> Approximately eight agencies have not submitted information regarding their applications.</li> <li>○ <b>Agency Consolidations:</b> Analysis and work for agency consolidation will continue to impact project resources.</li> <li>○ <b>Hardware Purchases:</b> Facilities team needs to add power capacity to data center that resides outside of Olympia. (This has been resolved – to be closed).</li> <li>○ <b>Agency Migration Issues:</b> Migration issues have been minor, most could have been prevented by validation of completed checklist steps. Major re-write of guides should assist agencies better. (This issue to be closed).</li> </ul> </li> <li>• Heidi is creating a workgroup and is looking for volunteers that will develop recommendations regarding the delivery of ActiveSync. Please contact Heidi by August 26, 2011. **</li> <li>• Heidi will send the link to the Delaware documents and the recent article in the government technology’s website on ActiveSync.**</li> </ul>

## Shared Services Email Project Steering Committee

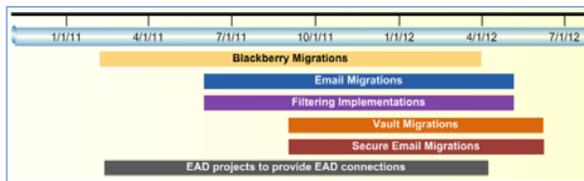
### Meeting Minutes

August 24, 2011

Technical Team Update	<ul style="list-style-type: none"><li>• Configuration and testing of the Vault continues.</li><li>• Technical bulletins have been published for the changes to the Vault environment.</li><li>• Agencies currently using the Vault will be migrating September 24 for the new Vault environment. Agencies who are not yet using the Vault will continue their planning with the Client Liaisons. Agencies continue to work on their policy preparation tasks.</li></ul>
Implementation Team Update	<ul style="list-style-type: none"><li>• Laura provided an update on the implementation schedule solidification. The Agency Implementation Order V10 has been posted and was shared at the meeting .</li><li>• There are currently 20 weekly one-on-one meetings with agencies to plan for and assist with upcoming migrations.</li><li>• The <b><i>Pre-Cutover Guide</i></b> and <b><i>Post-Cutover Guide</i></b> were reviewed in customer meetings and published. V4 of the documents are pending.</li><li>• The Post Migration Feedback form has been published for gathering agency feedback facilitate continuous improvement.</li><li>• Implementation activities are underway to document and plan for Vault migration.</li></ul>
	September 28, 2011 1500 Jefferson Building – Conference Room TBD

Minutes prepared by Christie Turner

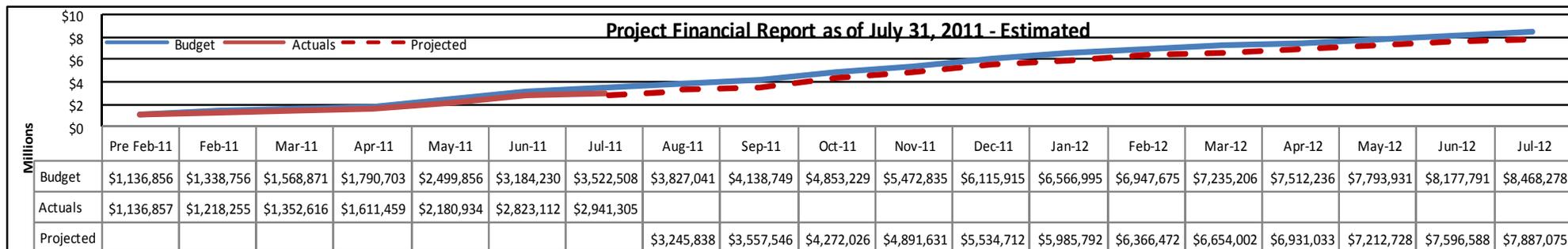
\*\* Indicates Action Items



### Project Status Report as of August 24, 2011

Project	Owner	Status	Status Description
Project Management	Heidi Brownell	<b>G</b>	<ul style="list-style-type: none"> <li>The Draft QA Plan and Schedule has been completed. The first Monthly QA report will be delivered next month.</li> <li>The Secure Email RFP was cancelled and will be republished.</li> <li>The project has completed a change request for ActiveSync pending Sponsor signature.</li> <li>The project team moved to the new building.</li> </ul>
Implementation Team	Laura Parma	<b>G</b>	<ul style="list-style-type: none"> <li>The Implementation Team has made good progress contacting the remaining agencies to identify their anticipated migration schedule. Calls continue to the last few agencies.</li> <li>We currently have 20 one-on-one meetings to assist agencies with upcoming migrations.</li> <li>The <i>Pre-Cutover Guide v3</i> and the <i>Cutover and Post-Cutover Guide v3</i> were reviewed in customer meetings, and published. v4 of the documents are pending.</li> <li>Monthly Agency Implementation Coordinator meetings continue.</li> <li>Twice monthly agency technical meetings continue.</li> <li>The <i>Post Migration Feedback</i> form has been published for gathering agency feedback to facilitate continuous improvement.</li> <li>Implementation activities are underway to document and plan for Vault migration.</li> </ul>
Technical Team	Heidi Brownell	<b>G</b>	<p><b>Exchange 2010</b></p> <ul style="list-style-type: none"> <li>Installing hardware (servers and storage) in both data centers.</li> <li>Supporting migrations and prepping for additional migrations.</li> </ul> <p><b>IronPort</b></p> <ul style="list-style-type: none"> <li>Migrating agencies in preparation for mailbox moves.</li> </ul> <p><b>Secure Email</b></p> <ul style="list-style-type: none"> <li>Provide technical assistance updating the RFP.</li> </ul> <p><b>WaSERV (Vault)</b></p> <ul style="list-style-type: none"> <li>Configuration and testing of the Vault continues.</li> <li>Tech Bulletins published for updates to client and migration from 2003 to 2010.</li> <li>Supporting implementation preparation activities.</li> </ul> <p><b>Disaster Recovery</b></p> <ul style="list-style-type: none"> <li>Prepping to make additional enhancements to data center outside Olympia.</li> </ul>

"Top 5" Current Project Issues	
For August 2011	
<b>1. Secure Email RFP:</b>	RFP was published and responses were received, however the RFP was cancelled to allow for reevaluating the State's requirements and needs, and reissuing the solicitation document. <b>Action:</b> The RFP will be re-published.
<b>2. Application Integrations:</b>	Approx. eight agencies have not submitted information regarding their integrated applications, delaying the project's ability to develop a complete picture of the size and complexity of integrated applications. <b>Action:</b> Continue to work with agencies.
<b>3. Agency Consolidations:</b>	Analysis and work for agency consolidation is impacting (and will continue to impact) project resources. <b>Action:</b> The technical approach currently planned has the least impact on the team, but there is still an impact.
<b>4. Hardware Installation: To be Closed</b>	Facilities team needs to add power capacity to the data center outside of Olympia. <b>Action:</b> This has been resolved.
<b>5. Agency Migration Issues: To Be Closed</b>	Although migration issues have been minor, most could have been prevented by validation of completed checklist steps. <b>Action:</b> Project team shared at Steering Committee, CAB, and customer meetings the need to ensure checklist items are complete. Major re-write of guides should help agencies better understand the intent and process.





# Shared Services Email Project

As of August 24, 2011

ID	Task Name	Finish	Status 6/22/11	Status 7/13/11	Status 8/24/11	1, 2011		Qtr 2, 2011			Qtr 3, 2011			Qtr 4, 2011			Qtr 1, 2012		Qtr 2, 2012		Qtr 3, 2012		
						Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
2029	<b>MILESTONE REPORT</b>	<b>6/30/12</b>																					
2030	<b>TARGET DATES</b>	<b>6/30/12</b>																					
2032	✓ PAUSE Lifted	3/4/11					3/4																
2033	✓ Project Charter Approved	3/22/11					3/22																
2034	✓ Investment Plan Approved	5/12/11								5/12													
2036	✓ QA Work to Begin	5/27/11								5/27													
2038	✓ SLA Finalized	7/13/11	-19 d	-30 d							7/13												
2040	Agency Implementation Complete	6/30/12																					★ 6/30
2042	<b>IMPLEMENTATION</b>	<b>6/3/11</b>																					
2043	✓ Re-engagement Plan Complete	3/4/11					3/4																
2044	✓ Re-engagement Kick Off Meetings	3/25/11					3/25																
2046	✓ Pre-Cutover Readiness Materials Complete	3/25/11					3/25																
2048	✓ Cutover Readiness Materials Complete	4/27/11								4/27													
2050	✓ Post-Cutover Readiness Materials Complete	4/27/11								4/27													
2052	✓ End User Training Guide Complete	4/11/11					4/11																
2053	✓ Training Plan Complete	4/11/11					4/11																
2055	✓ Delegated Administrator Guide Complete	5/12/11								5/12													
2056	✓ Phase 1 Readiness Complete	5/23/11								5/23													
2059	<b>TECHNICAL READINESS</b>	<b>12/8/11</b>																					
2060	✓ <b>Blackberry</b>	<b>2/1/11</b>																					
2061	✓ Blackberry Ready for 1st Agency	2/1/11					2/1																
2062	<b>Exchange 2010</b>	<b>10/7/11</b>																					
2063	✓ Exchange 2010 Ready for 1st Agency	5/16/11								5/16													
2065	Exchange 2010 Olympia Site Full Build Out Complete	10/7/11																					★ 10/7
2067	<b>Secure Email</b>	<b>12/8/11</b>																					
2068	✓ RFP Published	7/8/11	-38 d	-66 d							7/8												
2070	RFP Re-Published	8/25/11	-38 d	-66 d	-100 d		4/4																8/25
2072	Vendor Selected	9/16/11	-24 d	-54 d	-75 d					5/31													9/16
2074	Secure Email Ready for 1st Agency	12/8/11	-28 d	-65 d	-74 d																		12/8
2076	<b>Vault</b>	<b>9/30/11</b>																					
2077	✓ Vault Design RFQQ Published	3/22/11					3/22																
2078	✓ Hardware Installed	6/20/11									6/20												
2080	✓ Symantec Design Complete	7/8/11	13 d	9 d							7/8												
2082	System Validated and Tested	9/13/11	0 d	0 d	13 d						9/13												9/30
2084	Migrate Existing WaSERV/Vault Customers	9/26/11			4 d							9/26											9/30
2086	System Ready for New Customers	9/28/11			2 d							9/28											9/30
2088	<b>AGENCY READINESS</b>	<b>10/10/11</b>																					
2089	✓ Dept of Retirement Services Migration Begins	5/22/11									5/22												
2091	✓ Wash St Commission on Asian Pac American Affairs Migr	5/31/11									5/31												
2093	✓ Wash St Commission on African American Affairs Migratio	5/31/11									5/31												

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

@Target Milestone



@Scheduled Finish Ahead of Target



@Actual Finish



@Scheduled Finish Behind Target





# Shared Services Email Project

As of August 24, 2011

ID	Task Name	Finish	Status 6/22/11	Status 7/13/11	Status 8/24/11	1, 2011		Qtr 2, 2011			Qtr 3, 2011			Qtr 4, 2011			Qtr 1, 2012			Qtr 2, 2012			Qtr 3, 2012	
						Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
2095	✓	Wash St Commission on Hispanic Affairs Migration Begins	5/31/11							5/31														
2097	✓	Gov's Office of Indian Affairs Migration Begins	5/31/11							5/31														
2099	✓	WA Citizen's Comm on Salaries for Elected Officials Migra	5/31/11							5/31														
2101	✓	Growth Mgt Hearings Board Migration Begins	5/31/11							5/31														
2103	✓	Transportation Improvement Board Migration Begins	5/31/11							5/31														
2105	✓	WA Traffic Safety Comm Migration Begins	5/31/11							5/31														
2107	✓	Office of Minority & Women's Bus Ent Migration Begins	5/31/11							5/31														
2109	✓	State Board of Accountancy Migration Begins	5/31/11							5/31														
2111	✓	Office of Civil Legal Aid Migration Begins	5/31/11							5/31														
2113	✓	Washington State Fire Commissioners Association Migrati	5/31/11							5/31														
2115	✓	Office of Administrative Hearings Migration Begins	6/3/11							6/3														
2117	✓	Health Care Authority Migration Begins	6/9/11							6/9														
2119	✓	Dept of Ecology Migration Begins	6/15/11							6/15														
2121	✓	Utilities and Transportation Commission Migration Begins	6/15/11							6/15														
2123	✓	DSHS/MPA Migration Begins	6/21/11							6/21														
2125		TENTATIVE Caseload Forecast Council Migration Begins	8/31/11		0 d	0 d																		
2127		TENTATIVE State Lottery Commission Migration Begins	9/7/11		0 d	0 d																		
2129		TENTATIVE BVFFRO Migration Begins	9/12/11		0 d	0 d																		
2131		TENTATIVE DSHS Migration Begins	9/22/11		0 d	0 d																		
2133		TENTATIVE Dept of Licensing Migration Begins	9/23/11		0 d	0 d																		
2135		TENTATIVE Dept of Corrections Migration Begins	9/26/11		0 d	0 d																		
2137		TENTATIVE Dept of Early Learning Migration Begins	10/10/11		0 d	0 d																		
2139		TENTATIVE Employ Sec Dept Migration Begins	10/3/11		0 d	0 d																		
2141		TENTATIVE Dept of Health Migration Begins	10/10/11		0 d	0 d																		

