

Agenda

Email Project Steering Committee Meeting

October 12, 2011

9:00 am to 10:00 am

Conference Center-Room 2330

Agenda Topics

- QA Report - Porsche Everson
- Migration Update – Laura Parma
- Project Update – Heidi Brownell
- SLA Metrics – Heidi Brownell
- Customer Feedback – Heidi Brownell
- Request for Review of EAD Federation – Laura Parma

Shared Services Email Project Steering Committee Meeting Minutes October 12, 2011

Steering Committee Attendees: Bob Deshaye, (ESD); Debbie Stewart, (ECY); Sue Langen (DSHS), Tom Muehleisen (MIL), Vikki Smith (DOR), Lyle Tillett (DRS), Ron Seymour (DFI), Marcus Bailey (DOL)

Other Attendees: Heidi Brownell, Project Manager (CTS), Laura Parma, Project Implementation Manager (CTS), Jim Hammond (OCIO), Project Implementation Team – Small Agency Client Liaison; Bob Micielli (OCIO), Glenn Briskin (Briskin Consulting), Porsche Everson (Briskin Consulting), and Christie Turner (CTS)

Agenda Item	Discussion
QA Report	<p>Porsche Everson provided the second QA Report to the Steering Committee members.</p> <ul style="list-style-type: none"> • The first two monthly QA reporting cycles have been completed. • The project status is green and virtually all of the technical issues have been resolved. There are no significant issues with this project. • See the “October 2011 Briskin Consulting Project Quality SCORE Dashboard” for additional information.
Migration Update	<p>Laura Parma provided an update to the migration plan.</p> <ul style="list-style-type: none"> • The team is meeting with agencies that are planning for migrations during the months of October/November and December. • Customer weekly planning meetings include discussions for both Email migrations and Vault migrations. • Email Pre-Cutover V4 and Email Cutover & Post-Cutover Guide V3 have been published. • Monthly Agency Implementation Coordinator meetings continue. • The Post Migration Feedback form has been published for gathering agency feedback to facilitate continuous improvement. • The next version of the Implementation Order will reflect Vault migration plans as agencies determine their schedules.
Project Update	<p>Heidi Brownell provided a Project Status Report.</p> <ul style="list-style-type: none"> • Secure Email vendor has been selected. M86 with Zix product was selected. • The ActiveSync workgroup will meet on October 12, 2011 to continue to define the requirements adding the ActiveSync feature to the scope of the offering. • The migration of the 2003 WaServ to 2010 WaServ was completed on September 24, 2011. • The ingestion of the first 2010 WaSERV customer completed on October 6, 2011. • The latest GMAP status report displayed the project’s schedule status as red, stating that planning migration numbers are under target. CTS and agencies continue to work together to plan for agency migrations. It was requested that a differentiation of issues causing agencies to delay be used,

Shared Services Email Project Steering Committee

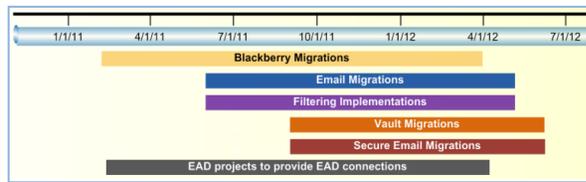
Meeting Minutes

October 12, 2011

	<p>because, there are differences between issues that are resource constraints and those that are of a technical nature.</p> <ul style="list-style-type: none">• In the Milestone report it was noted that the Secure Email is 94 days behind schedule.• It was requested that a milestone be added to reflect the completion of DR. **• Heidi will be following up regarding the rate impacts for Secure Email.**
SLA Metrics	<p>Heidi presented the Service Level Agreement reports to the Committee members.</p> <ul style="list-style-type: none">• The only update requested was to add the time when an incident occurred which would indicate if an outage was during prime time hours or off of prime time shift.**• Heidi will be following up with the technical team regarding improvement of time of response to open tickets. **
Customer Feedback	<p>There will be a quarterly customer satisfaction survey that will be sent out to agency Helpdesk staff, exchange administrators and CIO's.</p> <ul style="list-style-type: none">• Heidi will add an additional definition of the term "SPAM" in the customer survey. **
Request for Review of EAD Federation	<p>Laura shared that some analysis will be completed to document the requests made by WSDOT and WSP to the Enterprise Architecture Committee. They expressed interest in consideration for federation to Enterprise Active Directory. Both WSDOT and WSP are summarizing any additional requirements they have for email that are not currently met by the current offering. This analysis will be conducted and document in early November.</p>
Next meeting	<p>November 9, 2011 1500 Jefferson Conference Center, Room 2330</p>

Minutes prepared by Christie Turner

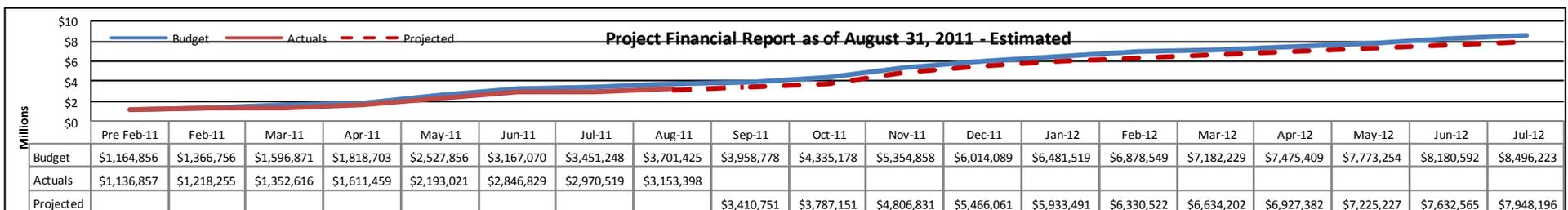
** Indicates Action Items



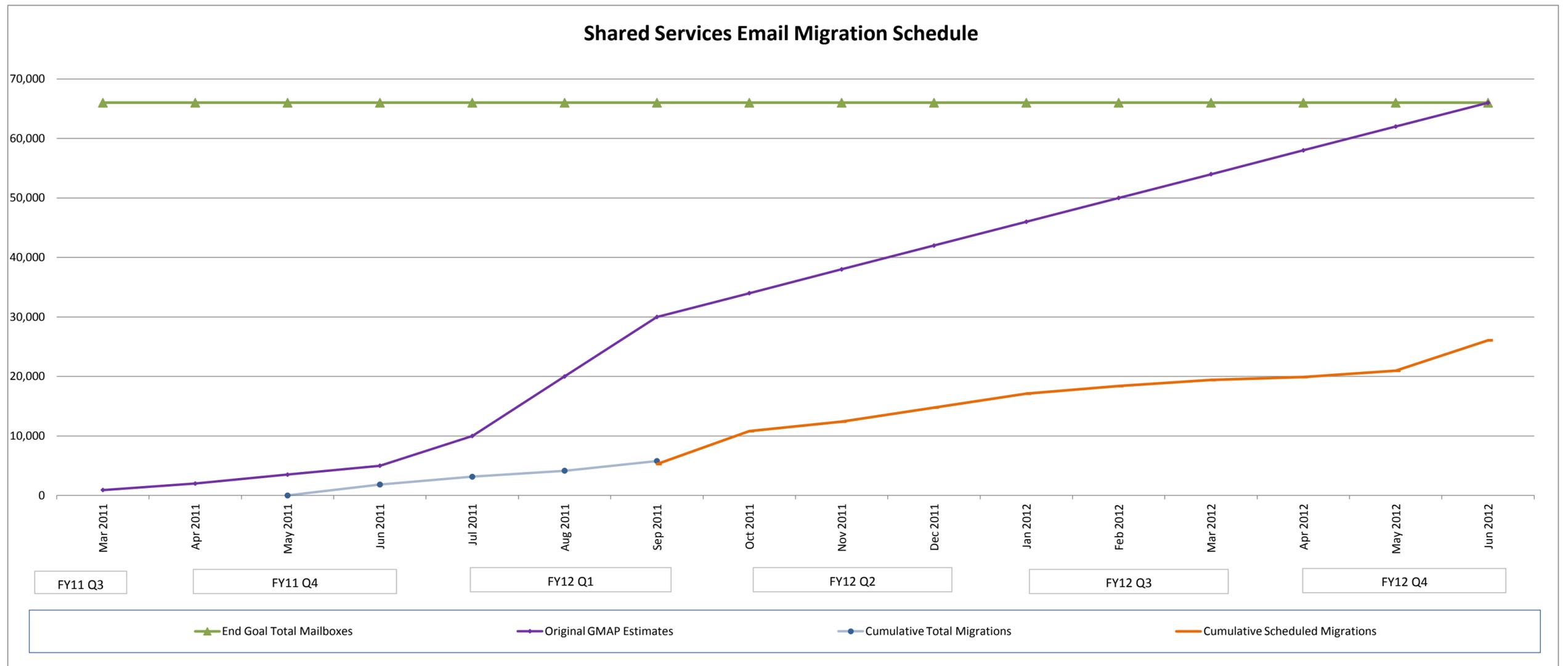
Project Status Report as of October 12, 2011

Project	Owner	Status	Status Description
Project Management	Heidi Brownell		<ul style="list-style-type: none"> The first two monthly QA reporting cycles have completed. Secure Email vendor has been selected. M86 with the Zix product was selected. The migration of the 2003 WaSERV to 2010 WaSERV completed on Sept 24th. The migration of the first 2010 WaSERV customer completed on Oct 6th. The ActiveSync workgroup has been meeting to define the requirements.
Implementation Team	Laura Parma		<ul style="list-style-type: none"> The Implementation Team is meeting with agencies that are planning for migrations during this October/November/December months. These customer weekly planning meetings include discussions for both Email migrations and Vault migrations. Email Pre-Cutover V4 and Email Cutover & Post-Cutover Guide V4 have been published. Vault Pre-Vault Readiness Guide V1 has been published. The Vaulting Guide and Post Vaulting Guides are being developed. Monthly Agency Implementation Coordinator meetings continue. Twice monthly agency technical meetings continue. The Post Migration Feedback form has been published for gathering agency feedback to facilitate continuous improvement.
Technical Team	Heidi Brownell		<p>Exchange 2010</p> <ul style="list-style-type: none"> Continue to install hardware and configure (servers and storage) in both data centers. Supporting migrations and prepping for additional migrations. Providing support of customers that have already migrated. <p>IronPort</p> <ul style="list-style-type: none"> Migrating agencies in preparation for mailbox moves. <p>Secure Email</p> <ul style="list-style-type: none"> Providing technical expertise in support of development of the contract. <p>WaSERV (Vault)</p> <ul style="list-style-type: none"> Preparing for additional migrations. Supporting implementation preparation activities. <p>Disaster Recovery</p> <ul style="list-style-type: none"> Network change scheduled to for data center outside Olympia.

"Top 5" Current Project Issues	
For October 2011	
1. Secure Email RFP: To be closed	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. Action: To be Closed.
2. Application Integrations: To be closed	Only a few 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. Action: To be closed.
3. Agency Consolidations:	Analysis and work for agency consolidation (CTS/DES/OCIO) is impacting and will continue to impact project resources. Action: The technical approach taken to support consolidations delays further work until later in the project. We now have points of contact with each of the agencies.
4. Public Folder Migrations:	DSHS public folder migration has uncovered files with "bad" properties that throw errors preventing their folders from replicating. This problem may also occur for DOC (given their large volume of public folders). This would have a major impact on the migration schedule. Action: DSHS, CTS, and Microsoft are actively working the issue.
5. Agency Migration Schedule:	The latest GMAP status report displayed the project's overall status as red, stating that planning migration numbers are under target. Action: CTS and the agencies need to work together in weekly implementation planning meetings to be pro-active in addressing issues with migrations.



	3/31/2011	4/30/2011	5/31/2011	6/30/2011	7/31/2011	8/31/2011	9/30/2011	10/31/2011	11/30/2011	12/31/2011	1/31/2012	2/29/2012	3/31/2012	4/30/2012	5/31/2012	6/30/2012
End Goal Total Mailboxes	66,000	66,000	66,000	66,000	66,000	66,000	66,000	66,000	66,000	66,000	66,000	66,000	66,000	66,000	66,000	66,000
Original GMAP Estimates	925	2,000	3,500	5,000	10,000	20,000	30,000	34,000	38,000	42,000	46,000	50,000	54,000	58,000	62,000	66,000
Cumulative Total Migrations			-	1,837	3,147	4,159	5,791									
Monthly Total			867	1,837	1,310	1,012	1,429	-	-	-	-	-	-	-	-	-
Cumulative Scheduled Migrations							5,281	10,809	12,420	14,775	17,100	18,392	19,398	19,911	20,958	26,071
Monthly Scheduled Migration.							255	5,528	1,611	2,355	2,325	1,292	1,006	512	1,047	5,112





Shared Services Email Project

As of October 13, 2011

ID	Task Name	Finish	Status 8/24/11	Status 9/28/11	Status 10/13/11	Qtr 1, 2011			Qtr 2, 2011			Qtr 3, 2011			Qtr 4, 2011			Qtr 1, 2012			Qtr 2, 2012			Qtr 3, 2012
						Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
1308	MILESTONE REPORT	6/30/12																						
1309	TARGET DATES	6/30/12																						
1311	✓ PAUSE Lifted	3/4/11							3/4															
1312	✓ Project Charter Approved	3/22/11							3/22															
1313	✓ Investment Plan Approved	5/12/11								5/12														
1315	✓ QA Work to Begin	5/27/11								5/27														
1317	✓ SLA Finalized	7/13/11									7/13													
1319	Agency Implementation Complete	6/30/12																						
1321	IMPLEMENTATION	6/3/11																						
1322	✓ Re-engagement Plan Complete	3/4/11							3/4															
1323	✓ Re-engagement Kick Off Meetings	3/25/11							3/25															
1325	✓ Pre-Cutover Readiness Materials Complete	3/25/11							3/25															
1327	✓ Cutover Readiness Materials Complete	4/27/11								4/27														
1329	✓ Post-Cutover Readiness Materials Complete	4/27/11								4/27														
1331	✓ End User Training Guide Complete	4/11/11								4/11														
1332	✓ Training Plan Complete	4/11/11								4/11														
1334	✓ Delegated Administrator Guide Complete	5/12/11								5/12														
1335	✓ Phase 1 Readiness Complete	5/23/11								5/23														
1338	TECHNICAL READINESS	12/30/11																						
1339	✓ Blackberry	2/1/11																						
1340	✓ Blackberry Ready for 1st Agency	2/1/11							2/1															
1341	Exchange 2010	10/7/11																						
1342	✓ Exchange 2010 Ready for 1st Agency	5/16/11								5/16														
1344	Exchange 2010 Olympia Site Full Build Out Complete	10/7/11																						
1346	Secure Email	12/30/11																						
1347	✓ RFP Published	7/8/11										7/8												
1349	✓ RFP Re-Published	8/30/11	-100 d										8/30											
1351	✓ Vendor Selected	9/30/11	-75 d	-85 d										9/30										
1353	Secure Email Ready for 1st Agency	12/30/11	-74 d	-94 d	-94 d																			
1355	Vault	10/6/11																						
1356	✓ Vault Design RFQQ Published	3/22/11							3/22															
1357	✓ Hardware Installed	6/20/11											6/20											
1359	✓ Symantec Design Complete	7/8/11											7/8											
1361	✓ System Validated and Tested	9/23/11	13 d											9/23										
1363	✓ Migrate Existing WaSERV/Vault Customers	9/24/11	4 d											9/24										
1365	✓ System Ready for 2003 Customers	9/24/11	2 d	5d										9/24										
1367	✓ System Ready for 2010 Customers	10/6/11												10/6										
1369	AGENCY READINESS	5/1/12																						
1370	✓ Dept of Retirement Services Migration Begins	5/22/11												5/22										
1372	✓ Wash St Commission on Asian Pac American Affairs Migration Begins	5/31/11												5/31										
1374	✓ Wash St Commission on African American Affairs Migration Begins	5/31/11												5/31										
1376	✓ Wash St Commission on Hispanic Affairs Migration Begins	5/31/11												5/31										
1378	✓ Gov's Office of Indian Affairs Migration Begins	5/31/11												5/31										
1380	✓ WA Citizen's Comm on Salaries for Elected Officials Migration Begins	5/31/11												5/31										
1382	✓ Growth Mgt Hearings Board Migration Begins	5/31/11												5/31										
1384	✓ Transportation Improvement Board Migration Begins	5/31/11												5/31										
1386	✓ WA Traffic Safety Comm Migration Begins	5/31/11												5/31										
1388	✓ Office of Minority & Women's Bus Ent Migration Begins	5/31/11												5/31										
1390	✓ State Board of Accountancy Migration Begins	5/31/11												5/31										
1392	✓ Office of Civil Legal Aid Migration Begins	5/31/11												5/31										
1394	✓ Washington State Fire Commissioners Association Migration Begins	5/31/11												5/31										

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

@Target Milestone ★
@Actual Finish ●

@Scheduled Finish Ahead of Target ←
@Scheduled Finish Behind Target →



Shared Services Email Project

As of October 13, 2011

ID	Task Name	Finish	Status 8/24/11	Status 9/28/11	Status 10/13/11	Qtr 1, 2011			Qtr 2, 2011			Qtr 3, 2011			Qtr 4, 2011			Qtr 1, 2012			Qtr 2, 2012			Qtr		
						Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		Jul	
1396	Office of Administrative Hearings Migration Begins	6/3/11									6/3															
1398	Health Care Authority Migration Begins	6/9/11									6/9															
1400	Dept of Ecology Migration Begins	6/15/11									6/15															
1402	Utilities and Transportation Commission Migration Begins	6/15/11									6/15															
1404	DSHS/MPA Migration Begins	6/21/11									6/21															
1406	State Lottery Commission Migration Begins	9/7/11	0 d										9/7													
1408	DSHS Migration Begins	9/22/11	0 d										9/22													
1410	Dept of Agriculture Begins	10/6/11	0 d										10/6													
1412	Dept of Revenue Begins	10/10/11	0 d										10/10													
1414	Dept of Early Learning Migration Begins	10/13/11	0 d										10/13													
1416	Economic & Revenue Forecast Begins	10/10/11	0 d										10/10													
1418	Employ Sec Dept Migration Begins	10/12/11	0 d										10/12													
1420	Caseload Forecast Council Migration Begins	10/26/11	0 d										10/26													
1422	Human Rights Commission Begins	10/26/11	0 d										10/26													
1424	Law Enforcement Off, Firefighters & Reserve Off Begins	10/26/11	0 d										10/26													
1426	School Directors Association Begins	10/26/11	0 d										10/26													
1428	Dept of Licensing Migration Begins	11/14/11	0 d										11/14													
1430	BVFFRO Migration Begins	11/14/11	0 d										11/14													
1432	Dept of Corrections Migration Begins	11/15/11	0 d										11/15													
1434	Rec & Consv Funding Board Begins	11/30/11	0 d										11/30													
1436	Dept of Labor & Industries Begins	11/30/11	0 d										11/30													
1438	Dept of Fish & Wildlife Begins	11/30/11	0 d										11/30													
1440	Dept of Arch & Hist Pres Begins	11/30/11	0 d										11/30													
1442	Military Begins	11/30/11	0 d										11/30													
1444	Dept of Commerce Begins	11/30/11	0 d										11/30													
1446	Office of Insurance Commissioner Begins	12/30/11	0 d										12/30													
1448	Dept of Srvc for Blind Begins	12/30/11	0 d										12/30													
1450	State Investment Board Begins	12/30/11	0 d										12/30													
1452	Dept of Enterprise Services Begins	1/9/12	0 d										1/9													
1454	Office of the Governor Begins	1/9/12	0 d										1/9													
1456	Office of Financial Management Begins	1/9/12	0 d										1/9													
1458	Dept of Health Migration Begins	1/16/12	0 d										1/16													
1460	Dept of Veterans Affairs Begins	1/31/12	0 d										1/31													
1462	Dept of Veterans Affairs	1/31/12	0 d										1/31													
1464	Dept of Financial Institutions Begins	3/30/12	0 d																							
1466	Attorney Generals Office Begins	4/30/12	0 d																							
1468	Office of the State Treasurer Begins	4/30/12	0 d																							
1470	State Parks & Rec Commission Begins	4/30/12	0 d																							

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

@Target Milestone
@Actual Finish



@Scheduled Finish Ahead of Target
@Scheduled Finish Behind Target



Service Level Agreement Dashboard August 2011

Availability

Exchange 2010



1. August 7 – Scheduled maintenance
2. August 22 – Campus wide power outage
3. August 25 – Lost Fault Tolerance – brought up Fault Tolerance group. (Note: August 28 - Fault Tolerance link installed)
4. August 30 – Scheduled maintenance

Message Filtering

Message Category	Messages
Volume of email traffic	9,047,796
Blocked messages from internet	7,268,812
Viruses detected	84

**IronPort
Availability
100%**

The Vault

**WaSERV
Availability
N/A**



Agency Information

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Mailbox Size (MB)	Incidents (INFRA)
Commission on African American Affairs	3	40			
Commission on Asian Pacific American Affairs	4	587			
Commission on Hispanic Affairs	4	587			
Commission on Salaries	2	60		N/A for Aug 2011	
Department of Ecology	1,839	212,888			2
Department of General Administration					1
Department of Information Services	837	274,211			1
Department of Labor & Industries					1
Department of Retirement Systems	349	41,269			8
Department of Revenue					1
Environmental Hearings Office	22	1,125			
Fire Commissioner's Association	6	745			
Governor's Commission on Early Learning					1
Governor's Office of Indian Affairs	5	522			
Health Care Authority	1355	126,392			5
Office of Administrative Hearings	257	16,900			1
Office of Civil Legal Aid	3	823			2
Office of Minority and Women's Business Enterprises	17	2,273		Agency Readiness Related Tickets	
State Board of Accountancy	15	928			
Traffic Safety Commission	30	3,070			
Transportation Improvement Board	14	1,660			
Utilities and Transportation Commission	243	45,199			1
Total	5,005	729,279			24

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	878 minutes	234 minutes
Time from email/call to ticket generation	66 minutes	45 minutes
Number of tickets closed within 24 hours	5	
Percentage of tickets closed within 24 hours	21%	
Continuous Improvement		
Number of requests for change	17	
Number of approved requests for change	17	
Number of successfully completed requests for change	11	

*INFRA Ticket anomalies removed to reflect more accurate average.

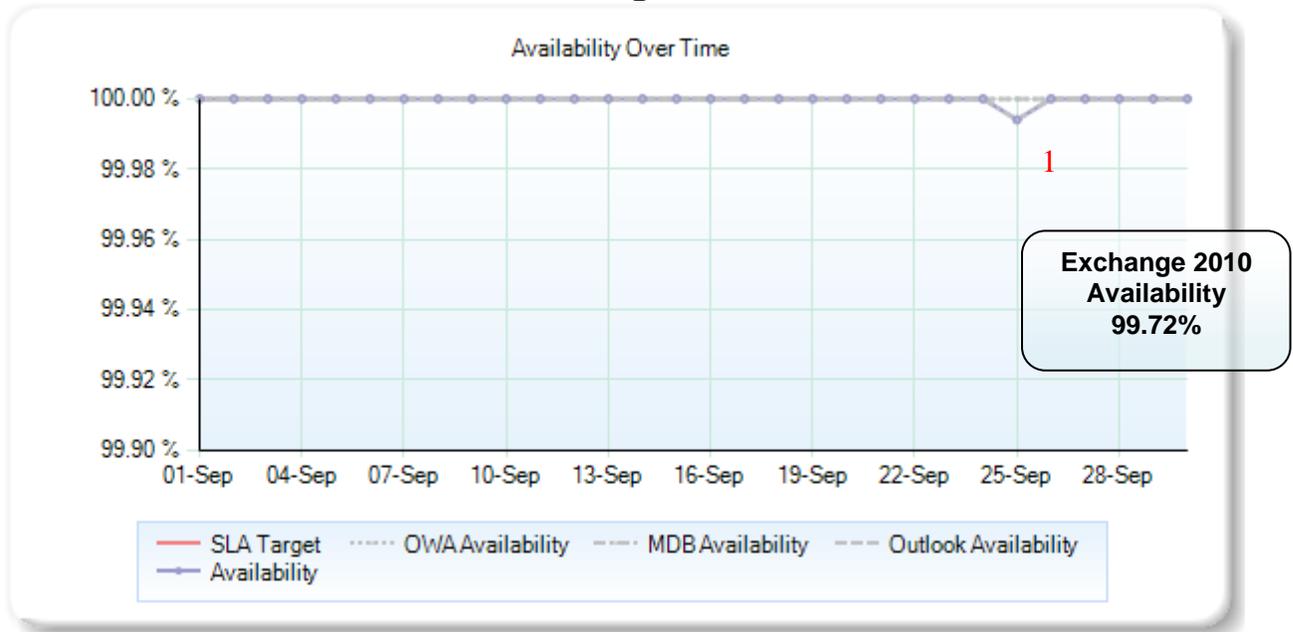
Quarterly customer satisfaction survey results reported separately



Service Level Agreement Dashboard September 2011

Availability

Exchange 2010



1. September 25 – OIR 933 Hub Transport Server in the Exchange 2010 Environment no longer registered in DNS.

Message Filtering

Message Category	Messages
Volume of email traffic	12,713,061
Blocked messages from internet	10,348,537
Viruses detected	111

**IronPort
Availability
100%**

The Vault

**WaSERV
Availability
N/A**



Shared Services Email Project

Agency Information

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Mailbox Size (MB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Commission on African American Affairs	4	59				
Commission on Asian Pacific American Affairs	4	984				
Commission on Hispanic Affairs	4	981				
Commission on Salaries	1	27				
Department of Agriculture			870	358		
Department of Archaeology and Historic Preservation			36	96		
Department of Corrections			1,962	1,137		3
Department of Early Learning			342	286		
Department of Ecology	1,858	255,553			4	
Department of Financial Institutions			439	765		2
Department of Fish and Wildlife			2,068	2,431		
Department of General Administration					1	
Department of Information Services	851	279,260	709	345		
Department of Labor & Industries			3,815	1,355		
Department of Licensing	2	193				
Department of Personnel					1	
Department of Revenue	21	429				
Department of Retirement Systems	354	44,358			4	
Department of Services for the Blind			91	70		
Department of Social and Health Services	417	32,175	547	897		
Department of Veterans Affairs			644	79		
Employment Security Department	21	1,313	250	75		
Environmental Hearings Office	21	1,313				
Fire Commissioner's Association	6	1,077				
Governor's Office of Indian Affairs	5	768				
Health Care Authority	1,431	147,520			5	
Human Rights Commission			45	19		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board			8	2		
Office of Administrative Hearings	262	19,094				
Office of Civil Legal Aid	3	921				
Office of Financial Management			520	463		
Office of the Insurance Commissioner			333	206		
Office of Minority and Women's Business Enterprises	17	2,738				



Shared Services Email Project

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Mailbox Size (MB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Recreation and Conservation Funding Board			72	149		
State Board of Accountancy	16	930				
State Investment Board			9	13		
Traffic Safety Commission	30	4,115				
Transportation Improvement Board	14	2,022				
Utilities and Transportation Commission	244	47,855			2	
Washington State School Directors Association			27	9		
Washington State Lottery	205	22,585			1	
Total	5,791	866,180	12,787	8,755	18	5

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	879 minutes	
Time from email/call to ticket generation	39 minutes	
Number of tickets closed within 24 hours	3	
Percentage of tickets closed within 24 hours	13%	
Continuous Improvement		
Number of requests for change	21	
Number of approved requests for change	21	
Number of successfully completed requests for change	14	

Quarterly customer satisfaction survey results reported separately