

# Agenda

## Email Project Steering Committee Meeting

November 9, 2011

9:00 am to 10:30 am

Conference Center-Room 2330

### Agenda Topics

- Project Status Update – Heidi Brownell
- Secure Email – Heidi Brownell
- ActiveSync – Heidi Brownell
- Project Documentation – Laura Parma
- Blackberry Lessons Learned – Laura Parma
- Microsoft Engagement Update – Laura Parma
- Monthly QA Report – Porsche Everson

## Shared Services Email Project Steering Committee Meeting Minutes November 9, 2011

**Steering Committee Attendees:** Christy Ridout, Chair; Mark Glenn, (MIL); Debbie Frost, (DSHS); Bob DeShaye, (ESD); Debbie Kendall, (OCIO); Tom Muehleisen,(MIL); Mike Shea, (OIC); Dan Seavezze, (ECY); Melissa Rohwedder, (DOL); Doug Hoffer, (DOC)

**Other Attendees:** Heidi Brownell, Project Manager; Laura Parma, Project Implementation Manager; Porsche Everson, QA; Christie Turner

Agenda Item	Discussion
Project Status Update	<p>Heidi Brownell provided a project status update as of November 9, 2011.</p> <p>The top five project issues for November 2011 are:</p> <ul style="list-style-type: none"> <li>• Public Folder Replication</li> <li>• Agency Migration Schedule</li> <li>• Agency Consolidation</li> <li>• Secure Email offering schedule</li> <li>• Time to initial response for customer tickets</li> </ul>
Secure Email	The CTS legal team is working to finalize the Secure Email contract with M86.
ActiveSync	<p>The next ActiveSync meeting scheduled for December 2, 2011 will focus on delegated administration and what it will look like. The Workgroup has been meeting to define the requirements. The service offering is tentatively targeted for January 2012.</p> <p>Heidi shared that some of the conversation at the last workgroup meeting centered around concerns about the OCIO Security Standards for passwords. Debbie Kendall (OCIO), will follow-up with Judy Sweet (the OCIO Workgroup participant) with regards to possible remedies concerning passwords/policy.**</p>
Project Documentation	<p>Laura Parma provided an update on project documentation. The implementation team is meeting with agencies that are planning for migrations during the months of November/December 2011.</p> <p>A new web page has been added to the project site to assist technical resources. The link is:  <a href="http://cts.wa.gov/projects/shared_email/technical_resources.aspx">http://cts.wa.gov/projects/shared_email/technical_resources.aspx</a></p>
Blackberry Lessons Learned	Laura reviewed key lessons learned from the DSHS Blackberry migrations. These lessons are being used to update procedures in support of other agencies migrating to the Blackberry offering.
Microsoft Engagement Update	Microsoft is completing the analysis of WSDOT/WSP requirements documents and the proposed federated active directory. Additional information will be made available at next month's meeting.

## Shared Services Email Project Steering Committee

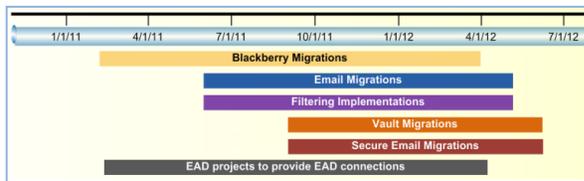
### Meeting Minutes

November 9, 2011

Monthly QA Report	<p>Porsche Everson provided a QA report update. Customer issues are being resolved in a timely manner. Implementation is straightforward in most instances. DSHS has started their pilot and initial waves of mailbox migrations. A total of twenty-three agencies and 7,308 mailboxes have been migrated to date.</p> <p>There is still an issue with replicating legacy calendar items in public folders. Overall, the project status is green.</p> <p>The complete QA Report is posted at: <a href="http://cts.wa.gov/projects/shared_email/project_documentation.aspx">http://cts.wa.gov/projects/shared_email/project_documentation.aspx</a></p>
Next Meeting	<p>December 14, 2011 1500 Jefferson Street Conference Center Room 2330 Olympia, WA</p>

Minutes prepared by Christie Turner

\*\* Indicates Action Items



### Project Status Report as of November 9, 2011

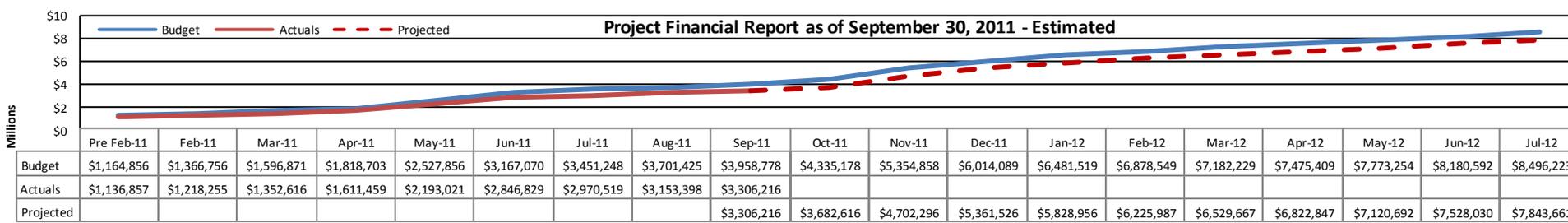
Project	Owner	Status	Status Description
Project Management	Heidi Brownell		<ul style="list-style-type: none"> <li>The CTS legal team is working to finalize the Secure Email contract with M86.</li> <li>The ActiveSync workgroup has been meeting to define the requirements.</li> <li>The October SLA Metrics were published and will be presented to Steering Committee.</li> <li>The October QA report was published and will be presented to Steering Committee.</li> </ul>
Implementation Team	Laura Parma		<ul style="list-style-type: none"> <li>The Implementation Team is meeting with agencies that are planning for migrations during this November/December months.</li> <li>These customer weekly planning meetings include discussions for both Email migrations and Vault migrations.</li> <li>A website and document refresh included updates to Email Cutover &amp; Post-Cutover Guide V5, new technical resource information, additional WaSERV documents.</li> <li>Monthly Agency Implementation Coordinator meetings continue.</li> <li>Twice monthly agency technical meetings continue.</li> <li>Laura will be reaching out to agencies to get a commitment on Vault migration timing.</li> </ul>
Technical Team	Heidi Brownell		<p><b>Exchange 2010</b></p> <ul style="list-style-type: none"> <li>Hardware installed. Configuration nearing completion in both data centers.</li> <li>Supporting migrations and prepping for additional migrations.</li> <li>Providing support of customers that have already migrated.</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>Providing technical expertise in support of development of the contract.</li> </ul> <p><b>WaSERV (Vault)</b></p> <ul style="list-style-type: none"> <li>Preparing environment for additional migrations.</li> <li>Supporting customer agency implementation preparation activities.</li> </ul> <p><b>Disaster Recovery</b></p> <ul style="list-style-type: none"> <li>Exchange, IronPort, and TMG upgrades scheduled to complete in December.</li> <li>WaSERV DR build-out scheduled to complete in April.</li> </ul>

### "Top 5" Current Project Issues

#### For November 2011

- 1. Public Folder Replication:**  
 DSHS public folder replication uncovered files with "bad" properties that throw errors preventing their folders from replicating. This problem will also occur for DOC (given their large volume of public folders). This impacted DSHS migration schedule and will impact DOC's as well. **Action:** CTS and Microsoft met with DOC to discuss approach for proactively addressing the issues prior to replication.
- 2. 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 to keep migration schedules on schedule.
- 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. Secure Email offering being schedule:**  
 Requirements gathering and procurement for Secure Email took longer than expected, pushing that part of the offering behind schedule. **Action:** A vendor was selected and contract negotiations are underway. Once the contract is finalized an updated schedule will be published.
- 5. Time to initial response:**  
 Average response time continues to be slower than desired. The project team is working through process kinks and using the INFRA tool. **Action:** The role of "Queue Monitor" is being assigned to the M&O team to allow the project team to focus on the project.

### Project Financial Report as of September 30, 2011 - Estimated





# Shared Services Email Project

As of October 31, 2011

ID	Task Name	Finish	Status 9/28/11	Status 10/13/11	Status 10/31/11	11 Mar	Qtr 2, 2011 Apr	Qtr 2, 2011 May	Qtr 2, 2011 Jun	Qtr 3, 2011 Jul	Qtr 3, 2011 Aug	Qtr 3, 2011 Sep	Qtr 4, 2011 Oct	Qtr 4, 2011 Nov	Qtr 4, 2011 Dec	Qtr 1, 2012 Jan	Qtr 1, 2012 Feb	Qtr 1, 2012 Mar	Qtr 2, 2012 Apr	Qtr 2, 2012 May	Qtr 2, 2012 Jun	Qtr 3, 2012 Jul	Qtr 3, 2012 Aug	
1201	<b>MILESTONE REPORT</b>	<b>Sat 6/30/12</b>																						
1202	<b>TARGET DATES</b>	<b>Sat 6/30/12</b>																						
1204	PAUSE Lifted	Fri 3/4/11				3/4																		
1205	Project Charter Approved	Tue 3/22/11				3/22																		
1206	Investment Plan Approved	Thu 5/12/11						5/12																
1208	QA Work to Begin	Fri 5/27/11						5/27																
1210	SLA Finalized	Wed 7/13/11								7/13														
1212	Agency Implementation Complete	Sat 6/30/12																					6/30	
1214	<b>IMPLEMENTATION</b>	<b>Fri 6/3/11</b>																						
1215	Re-engagement Plan Complete	Fri 3/4/11				3/4																		
1216	Re-engagement Kick Off Meetings	Fri 3/25/11					3/25																	
1218	Pre-Cutover Readiness Materials Complete	Fri 3/25/11					3/25																	
1220	Cutover Readiness Materials Complete	Wed 4/27/11						4/27																
1222	Post-Cutover Readiness Materials Complete	Wed 4/27/11						4/27																
1224	End User Training Guide Complete	Mon 4/11/11						4/11																
1225	Training Plan Complete	Mon 4/11/11						4/11																
1227	Delegated Administrator Guide Complete	Thu 5/12/11						5/12																
1228	Phase 1 Readiness Complete	Mon 5/23/11						5/23																
1231	<b>TECHNICAL READINESS</b>	<b>Mon 4/16/12</b>																						
1232	<b>Blackberry</b>	<b>Tue 2/1/11</b>																						
1233	Blackberry Ready for 1st Agency	Tue 2/1/11																						
1234	<b>Exchange 2010</b>	<b>Fri 11/18/11</b>																						
1235	Exchange 2010 Ready for 1st Agency	Mon 5/16/11						5/16																
1237	Exchange 2010 Olympia Site Full Build Out Complete	Fri 11/18/11												11/18										
1239	<b>Secure Email</b>	<b>Fri 12/30/11</b>																						
1240	RFP Published	Fri 7/8/11								7/8														
1242	RFP Re-Published	Tue 8/30/11									8/30													
1244	Vendor Selected	Fri 9/30/11	-85 d	-85 d								9/30												
1246	Secure Email Ready for 1st Agency	Fri 12/30/11	-94 d	-94 d	-94 d								8/22	→			12/30							
1248	<b>Vault</b>	<b>Fri 9/30/11</b>																						
1249	Vault Design RFQQ Published	Tue 3/22/11				3/22																		
1250	Hardware Installed	Mon 6/20/11							6/20															
1252	Symantec Design Complete	Fri 7/8/11								7/8														
1254	System Validated and Tested	Fri 9/23/11										9/23												
1256	Migrate Existing WaSERV/Vault Customers	Sat 9/24/11										9/24												
1258	System Ready for New Customers	Sat 9/24/11										9/24												
1260	<b>DR Site Build Out</b>	<b>Mon 4/16/12</b>																						
1261	Exchange Build Out	Fri 12/2/11												12/2										
1263	Filtering Build Out	Fri 12/16/11												12/16										
1265	Gateway Build Out	Fri 12/16/11												12/16										
1267	Vault Build Out	Mon 4/16/12																					4/16	
1269	<b>AGENCY READINESS</b>	<b>Tue 5/1/12</b>																						
1270	Dept of Retirement Services Migration Begins	Sun 5/22/11						5/22																
1272	Wash St Commission on Asian Pac American Affairs Migration Begins	Tue 5/31/11						5/31																
1274	Wash St Commission on African American Affairs Migration Begins	Tue 5/31/11						5/31																
1276	Wash St Commission on Hispanic Affairs Migration Begins	Tue 5/31/11						5/31																
1278	Gov's Office of Indian Affairs Migration Begins	Tue 5/31/11						5/31																
1280	WA Citizen's Comm on Salaries for Elected Officials Migration Begins	Tue 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 31, 2011

ID	Task Name	Finish	Status 9/28/11	Status 10/13/11	Status 10/31/11	11				Qtr 2, 2011			Qtr 3, 2011			Qtr 4, 2011			Qtr 1, 2012			Qtr 2, 2012			Qtr 3, 2012			
						Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug					
1282	✓	Growth Mgt Hearings Board Migration Begins							5/31																			
1284	✓	Transportation Improvement Board Migration Begins							5/31																			
1286	✓	WA Traffic Safety Comm Migration Begins							5/31																			
1288	✓	Office of Minority & Women's Bus Ent Migration Begins							5/31																			
1290	✓	State Board of Accountancy Migration Begins							5/31																			
1292	✓	Office of Civil Legal Aid Migration Begins							5/31																			
1294	✓	Washington State Fire Commissioners Association Migration Begins							5/31																			
1296	✓	Office of Administrative Hearings Migration Begins							6/3																			
1298	✓	Health Care Authority Migration Begins							6/9																			
1300	✓	Dept of Ecology Migration Begins							6/15																			
1302	✓	Utilities and Transportation Commission Migration Begins							6/15																			
1304	✓	DSHS/MPA Migration Begins							6/21																			
1306	✓	State Lottery Commission Migration Begins												9/7														
1308	✓	DSHS Migration Begins												9/23														
1310	✓	Dept of Agriculture Begins												10/6														
1312	✓	Dept of Early Learning Migration Begins												10/10														
1314	✓	Dept of Revenue Begins												10/10														
1316	✓	Economic & Revenue Forecast Begins												10/10														
1318	✓	Employ Sec Dept Migration Begins												10/12														
1320	✓	School Directors Association Begins												10/27														
1322	✓	Rec & Consv Funding Board Begins												10/27														
1328		Dept of Licensing Migration Begins																										
1330		BVFFRO Migration Begins																										
1332		Dept of Health Migration Begins																										
1334		Dept of Fish & Wildlife Begins																										
1336		State Investment Board Begins																										
1338		Dept of Corrections Migration Begins																										
1340		Dept of Arch & Hist Pres Begins																										
1342		Dept of Commerce Begins																										
1344		Military Begins																										
1346		Dept of Labor & Industries Begins																										
1348		Office of Insurance Commissioner Begins																										
1350		TENTATIVE Caseload Forecast Council Migration Begins																										

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

@Target Milestone



@Scheduled Finish Ahead of Target



@Actual Finish



@Scheduled Finish Behind Target





## Service Level Agreement Dashboard October 2011

### Availability

#### Exchange 2010



1. October 16 –Sunday 7:00am – 11:30am. 4.5 hours. Scheduled Maintenance.
2. October 25 3:00pm – 4:21pm 81 minutes OIR 950 – Users intermittently get HTTP 403 error when attempting OWA login \*

#### Message Filtering

Category	Items
Volume of email traffic	18,936,601
Blocked messages from internet	15,825,337
Viruses detected	128

**IronPort Availability**  
100%

#### The Vault



1. Planned equipment upgrade, 10/25/2011 at 6pm

**WaSERV Availability**  
99.87%



## Shared Services Email Project

### Agency Information

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Commission on African American Affairs	4	127				
Commission on Asian Pacific American Affairs	4	1,399				
Commission on Hispanic Affairs	4	1,006				
Commission on Salaries	1	18				
Department of Agriculture	37	4,085	881	386	2	1
Department of Archaeology and Historic Preservation			36	97		1
Department of Corrections			1,981	1,200		3
Department of Early Learning	289	34,387	344	297	3	
Department of Ecology	1,887	295,155				
Department of Financial Institutions			441	809		2
Department of Fish and Wildlife			2,111	2,569		
Department of General Administration						
Department of Information Services	861	284,273	709	346	3	1
Department of Labor & Industries			3,870	1,396		
Department of Licensing	6	324			1	
Department of Personnel						
Department of Revenue	39	7,503		2	2	
Department of Retirement Systems	355	47,916		2	2	
Department of Services for the Blind			91	71		
Department of Social and Health Services	1,409	70,753	562	898	1	
Department of Veterans Affairs			655	82		
Employment Security Department	39	2,988	336	85	1	
Environmental Hearings Office	21	1,570				
Fire Commissioner's Association	6	1,278				
Governor's Office of Indian Affairs	5	876				
Health Care Authority	1,449	169,091				
Human Rights Commission			45	20		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board			8	2		
Office of Administrative Hearings	264	21,709			3	
Office of The Attorney General					1	
Office of Civil Legal Aid	3	740				
Office of Financial Management			528	478		1
Office of the Insurance Commissioner			337	214	1	1
Office of Minority and Women's Business Enterprises	17	3,040				



## 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	99	5,832	72	151	1	
State Board of Accountancy	16	999				
State Investment Board			9	13		
Traffic Safety Commission	30	4,066				
Transportation Improvement Board	14	1,905				
Utilities and Transportation Commission	245	55,290			2	
Washington State Historical Society						1
Washington State School Directors Association	19	1,174	27	9		2
Washington State Lottery	204	25,882				
<b>Total</b>	<b>7,327</b>	<b>1,043,386</b>	<b>13,043</b>	<b>9,127</b>	<b>24</b>	<b>13</b>

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	1,468	785
Number of tickets closed within 24 hours	7	
Percentage of tickets closed within 24 hours	19%	
<b>Continuous Improvement</b>		
Number of requests for change	61	
Number of approved requests for change	61	
Number of successfully completed requests for change	31	

\*INFRA ticket anomalies removed to reflect more accurate average.

**Quarterly customer satisfaction survey results reported separately**