

Shared Services Email Project Steering Committee
Meeting Minutes
December 14, 2011

Steering Committee Attendees: Debbie Stewart (ECY), Sue Langen (DSHS), Mika O’Shea, (OIC), Tom Muehleisen (MIL), Dave Marty (OIC), Lyle Tillett (DRS), Jim Henly (DOL), Doug Hoffer (DOC), Debbie Kendall (OCIO), Michael Marty (DOR)

Other Attendees: Heidi Brownell, Project Manager (CTS), Laura Parma (CTS), Project Implementation Manager (CTS), Porsche Everson and Christie Turner (CTS)

Agenda Item	Discussion
SLA Update to include Vault	<p>Heidi Brownell provided an overview of the feedback received for the Shared Services Email SLA. The responses were few but the feedback was good. Feedback and comments included:</p> <ul style="list-style-type: none"> • Add the definition of Shared Services Email • Add pre-production test support • Define WaSERV as included in overall offering • Indicate the cost of the discovery accelerator client is included • Remove the rate table and replace with CTS website link • Add new verbiage that CTS will provide initial notification and daily resolution status updates until resolution. • Hold Secure Email for future update
ActiveSync	<p>Heidi reported that the ActiveSync rate assessment work is completed – with no impact to the rate. The ActiveSync reviewed the policy configuration spreadsheet and found mostly consensus across agencies. Policy and Request Form templates are being created. Our initial launch will include a defined list of devices to be supported. Future device/platform support will be reviewed and posted on a quarterly basis.</p> <p>Each agency will need to refine/finalize the templates based on their agency policies. The Office of the Chief Information Office (OCIO) and the Department of Enterprise Services (DES) are working to create a statewide policy on global cell phone usage. CTS is targeting initial pilots in January 2012.</p>
Secure Email	<p>Heidi noted that the requirements gathering and procurement for Secure Email took longer than expected and contract negotiations are nearing completion. The vendor is M86, providing the Zix product. Implementation planning has begun with a target implementation of Q1 2012.</p>
Vault Issues & Health Check	<p>Heidi provide a review of some of the current “known issues” for The Vault:</p> <ul style="list-style-type: none"> • Vault users who access OWA and who are not on the SGN receive a “this message has been achieved and the link to “view original item” does not work. The message can be retrieved by double clicking. One option would be to remove the weblink so folks outside the SGN do not click on it, however , DFW (which has 800 users outside the SGN) would like to keep the link. • When trying to access Archive Explorer in OWA’s Web App Lite returns an error message that a user must have “internet

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	<p>explorer 6.0 or later” even if they are using 6.0 or later – this issue is also being worked on.</p> <ul style="list-style-type: none">• The Discovery Accelerator Reports is not available to end users – but CTS has a current work around – call us and will provide users with the report.• Two small agencies are having problems with installing The Vault client. <p>Additional information on the vault issues will be finalized and posted on the technical help page.</p> <p>US Analytics provided a design, tested it, and returned post implementation to perform a health check. They made some recommendation that will be implemented Jan 8th. A technical bulletin will be posted.</p>
Load Balancer Issue Update	<ul style="list-style-type: none">• The issues experienced last month (users being asked for credentials and Outlook freezing) were caused by setting on the load balancer. We upped the licensing and ramped up the settings and are ready for full user base.• The notifications that went out reminded agencies that OWA remained available. However, it was noted that OWA is not an option for all users. <p>** DOL would like a follow-up from Eric Hartley to confirm that they are on the list to receive phone notification if email is unavailable.</p>
Project Status	<p>Heidi provided an overview of SLA Dashboard for November 2011.</p> <ul style="list-style-type: none">• Exchange availability was 93.12% based on three incidents. It was noted that the incident that was resolved late afternoon on November 23rd had several tickets that were not updated and closed once the restoration notice was sent, leaving them in the queue for the long weekend, therefore impacting the response time metric.• Message Filtering – volume of traffic 16,004,464; blocked messages from internet 13,075,921, viruses detected 546. <p>Questions were asked about the recent SPAM email message that was not caught by IronPort, what agencies should do when they discover such a message and what the process is when a call is made alerting Service Desk. ** Follow-up will be done to confirm the process.</p> <p>The original milestone date for the TMG/DR work was December 16, 2011 but has been moved out two weeks.</p> <p>Questions were asked regarding when SMTP relay services will be available. Documents will be available in January 2012. There is an existing service, and the new service is being piloted.</p> <p>The team is also working to provide guidance to agencies with regards to decommissioning.</p>

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	<p>The issues with replicating public folders had an impact on the project, because it diverted attention from other activities. The project is still scheduled to be completed in June 2012.</p>
CIO Calls Regarding Vault	<p>Laura Parma reported that she and Jim Hammond are following up with agencies to confirm schedule plans for migration to the Vault. Jim is working with the small agencies to schedule joint meetings in December and January to complete readiness for testing/piloting in January and vault migration in February.</p> <p>Laura is contacting CIOs regarding vault migration scheduling. The two indicators to readiness are completion of the Vault Retention Policy Form and the Pre-Vault Checklist. Laura will be meeting with DSHS this week to regroup on planning for DSHS Vault. Steve Lovaas is coordinating a meeting to begin Friday for 5 agencies currently in exchange who are not yet in the Vault (DRS, HCA, LOT, UTC, ECY). Michelle Tuscher is joining all customer agency meetings to include Vault planning in the weekly meetings for those agencies currently working through email migration preparation. Laura shared the importance of finalizing the schedule for Vault migrations.</p>
Quality Assurance	<p>Porsche Everson provided the November 2012 QA report update. The project team and collaborating agencies have migrated over 23,000 mailboxes in November. Many technical issues have been resolved, although end users experienced some service disruptions due to high transaction volumes and issues with the load balancing on the servers. Overall, the project status is green; however there were two findings reported this month regarding: issue response time and the delay in the Secure Email contract.</p>
Next Meeting	<p>January 14, 2012 1500 Jefferson SE Conference Center, Room 2330</p>

Minutes prepared by Christie Turner

** Indicates Action Items