

Agenda

Email Project Steering Committee Meeting

January 11, 2012

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

1500 Jefferson – 2nd floor

Room 2330

Agenda Topics

- Project Status Update – Heidi Brownell/Laura Parma
- Secure Email Update – Laura Parma
- Rate Review – Laura Parma
- Vault Issues – Heidi Brownell
- Sunset Date for Exchange 2003 - Heidi Brownell
- QA Report – Porsche Everson

Shared Services Email Project Steering Committee

Meeting Minutes

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Steering Committee Attendees: Christy Ridout (CTS), Sue Langen (DSHS), Mika O’Shea, (OIC), Mark Glenn (MIL), Dave Marty (OIC), Lyle Tillett (DRS), Jim Henly (DOL), Doug Hoffer (DOC), Debbie Kendall (OCIO) and Vikki Smith (DOR)

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

Agenda Item	Discussion
Project Status Update – Heidi Brownell/Laura Parma	<p>Heidi Brownell provided an update on the status of ActiveSync. The workgroup is scheduled to meet on January 12, 2012 to review the suite of documentation templates which include: a policy, end user training, delegated administration guide, and a supported device list.</p> <p>Project status highlights included:</p> <ul style="list-style-type: none"> • Over 33,000 mailboxes have been migrated. • The migrations of both WaServ and Exchange mailboxes continue. • Secure Email contract has been signed and a schedule is being developed. <p>Heidi provided the current “Top 5” project issues:</p> <ul style="list-style-type: none"> • Public Folder Replication: CTS continues to work with agencies to correct errors as they surface. • Agency Vault Migration Schedule: The implementation team is working with agencies to identify their commitments. • Agency Consolidation: The technical approach taken to support consolidations delays further work until later in the project. CTS now have points of contacts with each of the agencies. • Secure Email offering behind schedule: The contract is completed and implementation planning has begun with a target implementation of Q1 2012. • Vault Stability Issues: The technical team has been working IBM, EMC, Symantec, and US Analytics to identify and resolve to stabilize the environment. <p>Laura Parma provided an Implementation Team update:</p> <ul style="list-style-type: none"> • The implementation team continues to plan with agencies for email migrations. The current status of the planned migration dates for agencies is found on the Implementation Order Sheet updated in January. http://cts.wa.gov/projects/shared_email/docs/implementation_order_v18.pdf • Continued planning in underway with agencies that are

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	<p>scheduled for Vault migrations. Additional follow up phone calls with agency CIOs to solidify vault migration schedules are needed. Laura is making these follow up phone calls.</p> <ul style="list-style-type: none">• The implementation team will be working with agency implementation coordinators regarding ActiveSync rollout as well as Secure Email.
Secure Email Update- Laura Parma	<ul style="list-style-type: none">• The contract was signed with M86 on Friday, December 30, 2011.• Initial planning is underway with vendor regarding initiation activities including internal kick off, acceptance testing for system based upon the RFP, deployment readiness tasks, documentation to support implementation planning, etc.• The focus in January includes schedule development, system set up, and the development of the approach to support agency implementation planning.• Laura anticipates a session in January for agencies to meet with the vendor to see a demonstration of the service as well as scheduled time to answer questions.• Laura provided a review of the workflow of the service. Agency readiness planning is similar to the Vault in that agencies will work with their business leads to understand and document the business requirements that translate into policy/rules implementation for their agency with the Secure Email tool.• The SSEP Implementation Order Sheet will be updated in March to reflect Secure Email deployment planning.
Rate Review – Laura Parma	<ul style="list-style-type: none">• Laura reviewed that at the preliminary rate discussion for the Shared Services Email project, it was projected that the Secure Email projected fee was estimated to be \$.83. The supporting committee concluded that the approach for Secure Email was a fee per mailbox would be established.• With the final contract now in place the fee will be \$.56 per mailbox. This includes the service fee and FTE support at CTS for administration. This assumes a rate spread across 63,000 mailboxes for licensing 50,000 mailboxes (licensing for people, not resource boxes).• Laura also reviewed that a more comprehensive review is underway for the other Shared Services Email charges including the current vault storage fee and \$4.90 per mailbox per month fee. The original fee was build assuming 75,000 mailboxes. The current projection between now and June for project duration assumes 63,000 mailboxes.

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	<ul style="list-style-type: none">• This will be reviewed at an upcoming steering committee meeting. **
Vault Issues – Heidi Brownell	<p>Heidi provided a summary of current vault issues.</p> <ul style="list-style-type: none">• At 10:30 Sunday, January 8, 2012 the team began to make system enhancements recommended by the vendor that performed the Health Check. After making a page file change and a registry edit, several servers rebooted to blue screen. Tickets were opened with IBM and Emulex. New hardware was shipped and IBM was called onsite. IBM rebuilt our setup in their lab to help identify the issue which appeared to be related to firmware/drivers. A workaround was identified (disabling ports allowed a successful reboot) and IBM and Emulex identified a sequence for updates to be applied. This update scheduled for this weekend.• The impacted machines are the Enterprise Vault servers, not the Centera storage servers where data is stored. The application servers in Spokane will be implemented as part of the project, but are budgeted to be virtual, so DR access would be at a degraded state.
Sunset Date for Exchange 2003 – Heidi Brownell	<p>Heidi announced that CTS would be decommissioning the Exchange 2003 environment at the end of the 2012 year. ESD has one service mailbox left and has requested that CTS host the mailbox so they can decommission their environment.</p> <p>Documentation is being written to support the decommissioning of Exchange 2003 environments.</p>
QA Report – Porsche Everson	<p>Porsche Everson provided the December 2011 QA update. Overall, the project is doing well. Of the 5,801 scheduled email migrations for December – 2,739 mailboxes were migrated. DOL and DOR did not complete migrations as anticipated but are scheduled to complete in January 2012. Vault scheduling is underway, and about half the agencies who have not already updated their existing Vault service have committed to an implementation date. Incident response time averaged approximately 315 minutes (5.25 hours) in December, based on preliminary results. A discussion about how the average is calculated was discussed. The ticketing system has limitations so it would be a manual process to remove off-hours for non-critical tickets.</p> <p>Project costs are trending about 18% below budget and this is due to a number of factors, including 4 Operations FTEs that have not been hired and virtual machines that have also not been added.</p>

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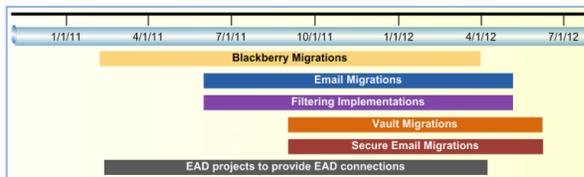
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	<p>This month's QA report focused on the significant work on SMTP relay and application integration planning and implementation that will occur in January. A review of the project technical documentation found that it was comprehensive and met the needs of the end users. Microsoft completed a study evaluating the potential for integrating non-EAD agencies in the project. While limited integration exists, the agencies and project team will need to evaluate the cost-benefit of participation.</p> <p>The current Vault issues are not address in this report – note the report is as of December 31, 2011.</p>
Next Meeting	February 8, 2012 1500 Jefferson SE Conference Center, Room 2330

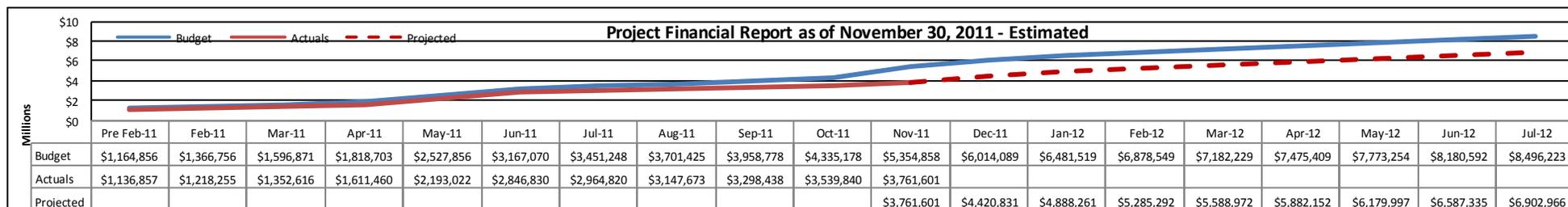
Minutes prepared by Christie Turner

** Indicates Action Items



Project Status Report as of January 11, 2012			
Project	Owner	Status	Status Description
Project Management	Heidi Brownell	G	<ul style="list-style-type: none"> Over 33,000 mailboxes have been migrated!! The migrations of both WaSERV and Exchange mailboxes continue. Secure Email contract has been signed and a schedule is being developed. The ActiveSync workgroup will review template documents this week. The December QA report was finalized and will be presented to Steering Committee.
Implementation Team	Laura Parma	G	<ul style="list-style-type: none"> The Implementation Team is meeting with agencies that are planning for migrations during January/February. The customer weekly planning meetings include discussions for both Email migrations and Vault migrations. The implementation planning activities have launched for Secure Email. Project documentation to assist agencies with implementation is in the works. Monthly Agency Implementation Coordinator meetings continue.
Technical Team	Heidi Brownell	G	<p>Exchange 2010</p> <ul style="list-style-type: none"> Supporting migrations and prepping for additional migrations. Providing support to customers that have already migrated. Supporting agencies to decommission their Exchange 2003 environments. <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"> Supporting contract finalization and implementation planning. <p>WaSERV (Vault)</p> <ul style="list-style-type: none"> Preparing for migrations. Providing support to customers that have already migrated. <p>SMTP Relay</p> <ul style="list-style-type: none"> Piloting will begin in January. Documentation will be tested and released. <p>Disaster Recovery</p> <ul style="list-style-type: none"> Vault DR planning underway. TMG/IronPort DR activities are underway.

"Top 5" Current Project Issues	
For January 2012	
1. Public Folder Replication:	Public folder replication uncovered files with "bad" properties that throw errors preventing folders from replicating. CTS and DSHS worked through the issues and completed migration. DOC began replication this week. Action: CTS continues to work with agencies to correct errors as they surface.
2. Agency Vault Migration Schedule:	NEW - Work has not completed to plan with agencies to identify their commitments to Vault ingestion. Action: The implementation team is working with agencies to identify their commitments.
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 behind schedule:	Requirements gathering and procurement for Secure Email took longer than expected and contract negotiations added to the delay. Action: The contract was signed on Dec 30 th and implementation planning has begun with a target implementation of Q1 2012.
5. Vault stability issues:	NEW - Recently the WaSERV environment has experienced a several outages. Action: The technical team has been working with IBM, EMC, Symantec, and US Analytics to identify and resolve issues to stabilize the environment.





Shared Services Email Project

As of January 11, 2011

ID	Task Name	Finish	Status	Status	Status	11		Qtr 2, 2011				Qtr 3, 2011			Qtr 4, 2011			Qtr 1, 2012			Qtr 2, 2012			Qtr 3, 2012	
						10/31/11	11/30/11	1/11/12	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
1201	MILESTONE REPORT	6/30/12																							
1202	TARGET DATES	6/30/12																							
1204	✓ PAUSE Lifted	3/4/11					3/4																		
1205	✓ Project Charter Approved	3/22/11					3/22																		
1206	✓ Investment Plan Approved	5/12/11																							
1208	✓ QA Work to Begin	5/27/11																							
1210	✓ SLA Finalized	7/13/11																							
1212	Agency Implementation Complete	6/30/12																							
1214	IMPLEMENTATION	6/3/11																							
1215	✓ Re-engagement Plan Complete	3/4/11					3/4																		
1216	✓ Re-engagement Kick Off Meetings	3/25/11																							
1218	✓ Pre-Cutover Readiness Materials Complete	3/25/11																							
1220	✓ Cutover Readiness Materials Complete	4/27/11																							
1222	✓ Post-Cutover Readiness Materials Complete	4/27/11																							
1224	✓ End User Training Guide Complete	4/11/11																							
1225	✓ Training Plan Complete	4/11/11																							
1227	✓ Delegated Administrator Guide Complete	5/12/11																							
1228	✓ Phase 1 Readiness Complete	5/23/11																							
1231	TECHNICAL READINESS	4/16/12																							
1232	✓ Blackberry	2/1/11																							
1233	✓ Blackberry Ready for 1st Agency	2/1/11																							
1234	Exchange 2010	11/18/11																							
1235	✓ Exchange 2010 Ready for 1st Agency	5/16/11																							
1237	✓ Exchange 2010 Olympia Site Full Build Out Complete	11/18/11																							
1239	Secure Email	3/30/12																							
1240	✓ RFP Published	7/8/11																							
1242	✓ RFP Re-Published	8/30/11																							
1244	✓ Vendor Selected	9/30/11																							
1246	Secure Email Ready for 1st Agency	3/30/12	-94 d	-94 d	-159 d																				
1248	Vault	9/30/11																							
1249	✓ Vault Design RFQQ Published	3/22/11																							
1250	✓ Hardware Installed	6/20/11																							
1252	✓ Symantec Design Complete	7/8/11																							
1254	✓ System Validated and Tested	9/23/11																							
1256	✓ Migrate Existing WaSERV/Vault Customers	9/24/11																							
1258	✓ System Ready for New Customers	9/24/11																							
1260	DR Site Build Out	4/16/12																							
1261	✓ Exchange Build Out	12/2/11																							
1263	Filtering Build Out	2/10/12	-39d	-39 d																					
1265	Gateway Build Out	2/10/12	-39d	-39 d																					
1267	Vault Build Out	4/16/12																							
1269	AGENCY READINESS	5/1/12																							
1270	✓ Dept of Retirement Services Migration Begins	5/22/11																							
1272	✓ Wash St Commission on Asian Pac American Affairs Migration t	5/31/11																							
1274	✓ Wash St Commission on African American Affairs Migration Beg	5/31/11																							
1276	✓ Wash St Commission on Hispanic Affairs Migration Begins	5/31/11																							
1278	✓ Gov's Office of Indian Affairs Migration Begins	5/31/11																							
1280	✓ WA Citizen's Comm on Salaries for Elected Officials Migration B	5/31/11																							
1282	✓ Growth Mgt Hearings Board Migration Begins	5/31/11																							
1284	✓ Transportation Improvement Board Migration Begins	5/31/11																							

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

@Target Milestone



@Scheduled Finish Ahead of Target



@Actual Finish



@Scheduled Finish Behind Target

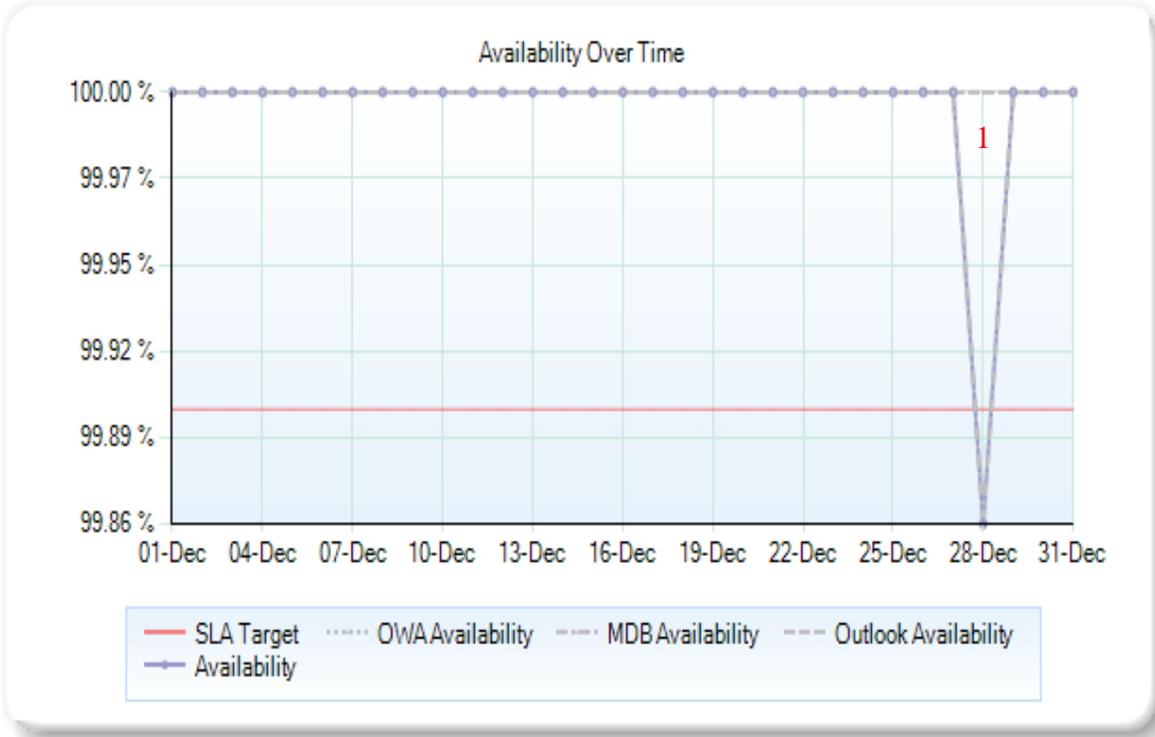




Service Level Agreement Dashboard December 2011

Availability

Exchange 2010



**Exchange 2010
Availability
100%**

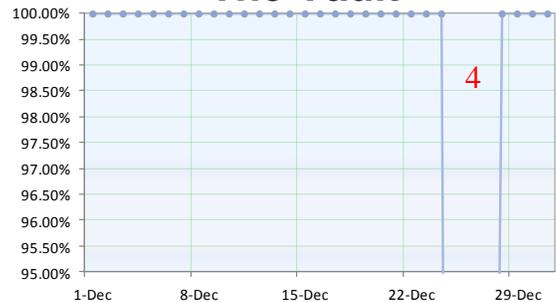
1. 12/28 11:20PM - 10 minutes total. Several databases were down for a few minutes each.

Message Filtering

Category	Items
Volume of email traffic	14,773,767
Blocked messages from internet	11,821,337
Viruses detected	193

**IronPort Availability
100%**

The Vault



1. 12/6 - Could not access vaulted items in OWA outside SGN.
2. 12/14 - ESD down - Exceeding error threshold
3. 12/22 - 12/28 - Suspended Automatic Archiving
4. 12/25 - 12/27 - 3 servers down after scheduled maintenance was performed.

**WaSERV Availability
91.02%**



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)
Board for Volunteer Firefighters and Reserve Officers	1	1				
Caseload Forecast Council	8	427				
Commission on African American Affairs	6	323				
Commission on Asian Pacific American Affairs	6	1859				
Commission on Hispanic Affairs	6	810				
Commission on Salaries	4	31				
Department of Agriculture	838	54318	900	425	1	
Department of Archaeology and Historic Preservation	35	2514	36	102	1	
Department of Corrections	3	8	2069	1322	1	1
Department of Early Learning	259	34261	354	322		
Department of Ecology	1900	329245			1	
Department of Enterprise Services	79	29941				
Department of Financial Institutions			452	827		
Department of Fish and Wildlife	1750	247740	2174	2814	4	3
Department of General Administration						
Department of Health						
Department of Information Services	796	266779	710	539		
Department of Labor & Industries			3956	1505		3
Department of Licensing	2116	87793			2	
Department of Personnel						
Department of Revenue	1177	385473				
Department of Retirement Systems	361	50732			2	
Department of Services for the Blind	1		91	75		
Department of Social and Health Services	18606	1497351	568	911	12	
Department of Veterans Affairs			678	84		
Economic and Revenue Forecast Council	5	3198				
Employment Security Department	3320	165088	3531	602	1	2
Environmental Hearings Office						
Environmental and Land Use Hearings Office	23	4499				
Fire Commissioner's Association	7	1880				
Governor's Office of Indian Affairs	7	994				
Health Care Authority	1442	194727			1	
Human Rights Commission			46	21		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	6	223	8	2	1	



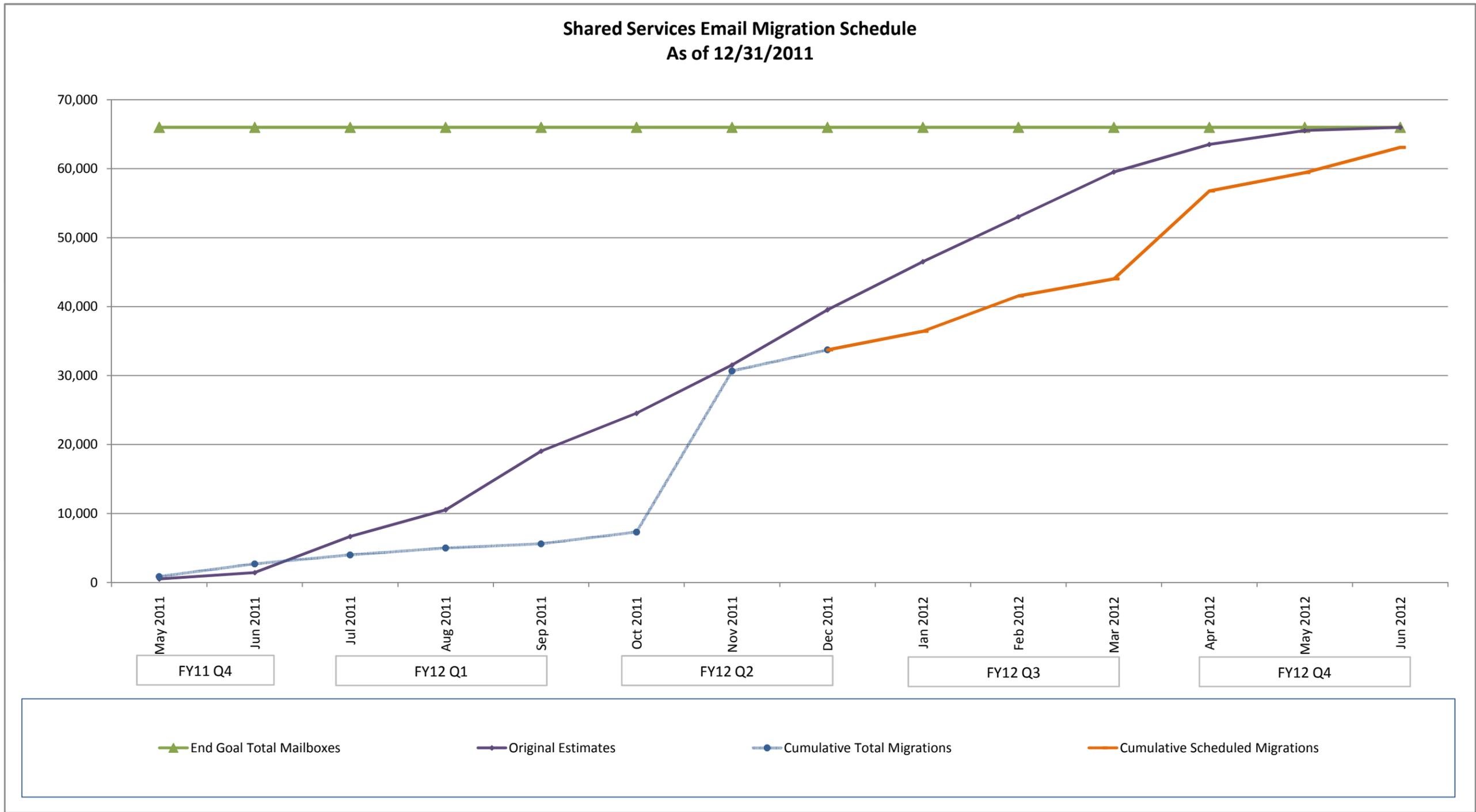
Shared Services Email Project

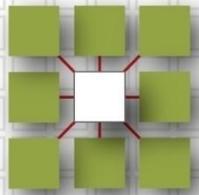
Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Office of Administrative Hearings	291	27942			1	
Office of The Attorney General						
Office of Civil Legal Aid	4	695				
Office of Financial Management	1	401	551	505	1	1
Office of the Insurance Commissioner			343	226		
Office of Minority and Women's Business Enterprises	20	3591				
Recreation and Conservation Funding Board	99	7324	74	156		1
State Board of Accountancy	17	1270				
State Conservation Commission	21	4339				
State Investment Board			9	13		
Traffic Safety Commission	31	4526				
Transportation Improvement Board	15	2114				
Utilities and Transportation Commission	246	61183				
Washington State Historical Society						
Washington State Commission on Hispanic Affairs						
Washington State School Directors	21	1543	30	10		1
Washington State Lottery	198	30274				
Total	33726	3505417	16580	10461	29	12

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	477	390
Number of tickets closed within 24 hours	3	
Percentage of tickets closed within 24 hours	7%	
Continuous Improvement		
Number of requests for change	37	
Number of approved requests for change	37	
Number of successfully completed requests for change	27	

*INFRA ticket anomalies removed to reflect more accurate average.

	A	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
1		FY11 Q3	FY11 Q4			FY12 Q1			FY12 Q2			FY12 Q3			FY12 Q4		
2		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
3	End Goal Total Mailbox	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
4	Original Estimates			497	1,413	6,653	10,529	19,029	24,529	31,529	39,529	46,529	53,029	59,529	63,529	65,529	66,000
5	Cumulative Total Migrations			867	2,704	3,991	5,003	5,596	7,308	30,664	33,726						
6	Monthly Total			867	1,837	1,287	1,012	593	1,712	23,356	3,062						
7	Cumulative Scheduled Migrations										33,726	36,439	41,546	44,030	56,781	59,438	63,105
8	Monthly Scheduled Migrations											2,713	5,107	2,484	12,751	2,656	3,667
107	Total NEEDED monthly			497	916	3949	3876	8500	5500	7000	8000	7000	6500	6500	4000	2800	1000





CTS

Washington State Consolidated Technology Services

Secure Email

Status Update

January 2012

Secure Email

Original “To Be” Requirements and Rate

Requirements captured in June 2010:

- Shared Service needs to provide secure email transmission, encryption and 3rd party certificates.
- Secure email is supported by:
 - encrypting the tunnel
 - providing optional encryption of messages at rest
 - gateway controls for external email
- Outbound blocking for SSN.

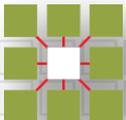
Rates added in September 2010:

Major Service Components and Rates

- | | |
|---|---------------|
| • Exchange 2010 | \$2.64 |
| • Filtering Gateway | \$.44 |
| • <u>Vault: Secure Retention and Search</u> | <u>\$1.82</u> |
| Shared Email Monthly Mailbox Rate | \$4.90 |

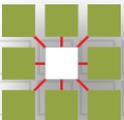
Other costs

- | | |
|--|------------|
| • Vault Storage - Monthly Rate
(Rate should decrease with planned acquisition) | \$4.27/ GB |
| • Optional Secure Email - Per user Monthly Rate
(Assumes 10,000 users. Rate could still decrease) | \$.83 |



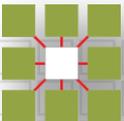
Requirements Clarification

- March 2011 Steering Committee reviewed the clarified secure email requirements. DSHS presented information.
- It is difficult to determine actual user base
 - End users may not identify themselves as needing encryption because they may not realize they are sending category 3/4 data.
 - End Users who “rarely” send category 3/4 data may not want to pay for an annual license if they only need it “this one time”.
- Decision made to not “de-incent” usage by enabling the functionality for all mailboxes.



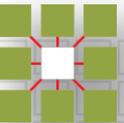
RFI / RFP Published

- An RFI was published to further clarify the requirements gathered from agencies.
- A Workgroup was formed to review the RFI responses.
- Results of the RFI and advice from agencies currently using Secure Email, led to an RFP for a hosted solution.
- Workgroup re-convened to review and select Apparently Successful Vendor (ASV)



M86 with Zix

- Agency requirements are met with a bundling of two products in a hosted solution:
 - Data Loss Prevention (DLP)
 - Filters based on both standard and customized rules looking for:
 - SSN
 - HIPPA
 - SOX
 - Etc
 - Encryption
 - Automatically applied based on filter
 - Manually applied



Worldwide Customers

Professional Services



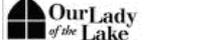
Government



Banking/Insurance



Education



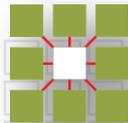
Manufacturing



Healthcare



Other



Cost

Original estimates used in the project budget were based on an early quote.

Secure Email	Estimate: Encryption Appliance, Standard Configuration Production Unit			\$14,950
Secure Email	Estimate: Rapid Rails for Four Post, Round Hole Racks			\$250
Secure Email	Estimate: RSA Data Loss Prevention Government 1 Year License Key			\$129,150
Secure Email	Estimate: PXE Encryption for ESA Government, 1 Year License Key			\$191,450
Secure Email	Estimate: Installation Services for Encryption Appliances, 1 Year			\$31,625
Secure Email	Estimate: Supplemental Support Services for IEA, 1 Year			\$13,800
Secure Email	Estimate: Platinum Support for Encryption Appliance, 1 Year			\$2,700

Total

\$383,925

First year cost to vendor.

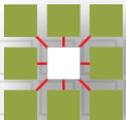
Secure Email & DLP Costs (Licensing Only)				
Actual Users	MailMarshal SendSecure	Hosting Fees	Total Cost Per User	Total Cost
5,000	15.33	1.67	17.00	85,000.00
10,000	10.00	1.57	11.57	115,700.00
15,000	8.15	1.52	9.67	145,050.00
20,000	7.60	1.52	9.12	182,400.00
25,000	7.05	1.52	8.57	214,250.00
30,000	6.75	1.52	8.27	248,100.00
35,000	6.45	1.52	7.97	278,950.00
40,000	6.35	1.52	7.87	314,800.00
45,000	6.25	1.52	7.77	349,650.00
50,000	6.15	1.52	7.67	383,500.00
55,000	6.05	1.52	7.57	416,350.00
60,000	5.90	1.52	7.42	445,200.00
65,000	5.80	1.52	7.32	475,800.00

Negotiated First Year Cost

191,750**

Partner licenses are free

** does not include any CTS or FTE costs



Secure Email

Questions?

