



Consolidated Technology Services • WA

# Email Project Steering Committee Meeting

April 11, 2012

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

1500 Jefferson – 2<sup>nd</sup> floor

Room 2330

## Agenda Topics

- Project Status – Heidi Brownell
- ExRAP Results – Heidi Brownell
- SLA Update – Heidi Brownell
- Secure Email Update – Laura Parma
- QA Report – Porsche Everson
- O365 – Christy Ridout/Rob St. John

**Shared Services Email Project Steering Committee  
Meeting Minutes  
April 11, 2012**

**Steering Committee Attendees:** Christy Ridout (CTS), Mark Glenn(MIL), Mike Shea (OIC), Dave Marty (OIC), Dan Scavezze (ECY), Bob Micielli (DNR), Ron Seymour (DFI), Sue Langen (DSHS), Debbie Kendall (OCIO), Doug Hoffer (DOC), Marcus Bailey (DOL), and Carol Gravatt (DNR)

**Other Attendees:** Heidi Brownell, Project Manager (CTS), Laura Parma (CTS), Project Implementation Manager (CTS), Christy Turner (CTS), Glen Briskin (QA), and Porsche Everson (QA)

Agenda Item	Discussion
Project Status Update – Heidi Brownell	<p>Heidi Brownell provided a project status update as of April 11, 2012.</p> <p>Project status highlights included:</p> <ul style="list-style-type: none"> <li>• Over 45,000 mailboxes have been migrated and over 18,000 mailboxes have been vaulted.</li> <li>• The migrations of both WaServ and Exchange mailboxes continue.</li> <li>• SLA updates have been published to support ActiveSync and Secure Email.</li> <li>• Department of Corrections has finished their migration to Exchange 2010.</li> </ul> <p>Heidi provided the current “Top 5” project issues:</p> <ul style="list-style-type: none"> <li>• <b>O365 Evaluation:</b> The OCIO Strategic Plan calls for analysis of cloud email solutions (O365) which will impact completion of original scope of the project.</li> <li>• <b>Agency Vault Migration Schedule:</b> Work has not completed to plan with agencies to identify their commitments for Vault ingestion.</li> <li>• <b>Secure Email Implementation Schedule:</b> The late readiness of the Secure Email solution reduces the amount of time before the end of the project to get agency implementations complete.</li> <li>• <b>IronPort resources have multiple high priorities:</b> IronPort resources are spread between supporting production requests, issues, the launch of Secure Email and SMTP rollout. In addition, a key resource had extended leave. IronPort has been redesigned and submitted for review to Security.</li> </ul> <p>Heidi provided the Technical Team update:</p> <ul style="list-style-type: none"> <li>• <b>Exchange 2010</b> – Supporting 45,000 production mailboxes.</li> <li>• <b>Disaster Recovery</b> – Vault DR design was proposed and is being reviewed by service owners. Remaining activities are pending approval.</li> </ul>

## Shared Services Email Project Steering Committee

### Meeting Minutes

April 11, 2012

<p>Exchange Risk Assessment Program (ExRAP) Results</p>	<p>Gilbert Nickelson from Microsoft Services completed a Risk and Health Assessment for Microsoft Exchange Server. He concluded that the Washington State CTS messaging team has done an outstanding job on the management of the Exchange 2010 server environment. For the most part, there are only minor configuration and operational issues that need to be addressed in order to enable the environment to operate even better. In addition, the messaging team has done a great job in following prescriptive guidance for Exchange 2010 and being proactive in managing Exchange 2010. This is not commonplace for environments of this size and complexity.</p> <p>The most significant issue identified is that there are no defined Operating Level Agreement (OLAs) between IT groups who own the services that support the Messaging/Email service. The detailed report will be posted on the website.</p> <p>The Enterprise Active Directory (EAD) version of this assessment will be completed in May 2012.</p>
<p>Service Level Agreement (SLA) Update – Heidi Brownell</p>	<p>Heidi provided the SLA update. Agencies provided minor edits to the sections to add ActiveSync and Secure Email. These changes are represented in the Version 1.2 now available on the website.</p>
<p>Secure Email Update – Laura Parma</p>	<p>Laura provided the Secure Email update.</p> <ul style="list-style-type: none"><li>• The Secure Email system is ready for agency migrations.</li><li>• CTS is currently using the system to confirm readiness at the CTS Service Desk and Implementation Team to complete documentation support for Secure Email.</li><li>• The customer weekly planning meetings include discussions for Email migrations, Vault ingestions, and Secure Email implementation.</li><li>• Secure Email early adopter meetings occurred at the end of March. The next customer planning meetings will be held April 24 – 27 when the vendor is back on site. Eight agencies are interested in being early adopters for Secure Email.</li><li>• Secure Email Readiness materials have been published including:<ol style="list-style-type: none"><li>1. Secure Email Readiness Guide</li><li>2. Secure Email Policy/Rules Form</li><li>3. End User Training Guide</li><li>4. Help Information on the Secure Email portal</li></ol></li><li>• Version 21 of the Implementation Order has been published which reflects the addition of Secure Email.</li></ul>

**Shared Services Email Project Steering Committee**

**Meeting Minutes**

**April 11, 2012**

<p>QA Report – Porsche Everson</p>	<p>Porsche Everson provided the March 31, 2012 QA Update. Overall the project did very well in all measures. The project experienced a strong month in March, reaching a total of 41,777 migrated mailboxes. Post-project support is strong. Proactive training is occurring.</p> <p>The impact of the change in strategic direction from hosted email services to an Office 365 platform continues to be an issue for the project, in terms of reducing the anticipated number of hosted mailboxes from the original plan. CTS and OCIO are working on detailed plans for the Office 365 pilot project and to identify potential transitions for the current project.</p> <p>The top issues listed in the QA report are:</p> <ol style="list-style-type: none"><li>1) There is a shift in strategic direction related to share services email which reduces the number of hosted mailboxes and potentially impacts the original project objectives related to cost recovery.</li><li>2) Confidence in the Vault system is low among most agencies, but is improving now that the environment has been stable.</li><li>3) Remaining work on SMTP Relay and BC/DR solution is not clearly defined in the project schedule.</li></ol>
<p>O365 – Christy Ridout</p>	<p>Christy Ridout provided an overview of Office 365 (O365) Project. The Shared Services Email Steering Committee members agreed to continue participation as the O365 Steering Committee members and some new members may need to be added. Christy will bring a proposed list of participants to the next Committee meeting for review.**</p> <p>The O365 Steering Committee will meet on the 4<sup>th</sup> Wednesday of each month – with the first meeting scheduled for May 23, 2012. A meeting invite will be sent to the Committee members.**</p> <p>Questions surrounding OCIO Strategy and O365 were asked by Committee members. Concerns were raised regarding what the impact would be to the rates if agencies choose to move to the O365 solution. Committee members also asked what the benefit of O365 is and what issue it will solve. Agencies are concerned about fatigue after just completing one email migration.</p> <p>A framework is being established and a Charter is being drafted. Updates on the status of O365 will be communicated at the CIO Forum and through the O365 Steering Committee Group. An RFI is being drafted and will be sent to the Committee members.</p>

**Shared Services Email Project Steering Committee**

**Meeting Minutes**

**April 11, 2012**

Next Meeting	May 9, 2012 1500 Jefferson SE Conference Center, Room 2330
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\*\* Indicates Action Items



# Shared Services Email Project

As of March 31, 2012

Task Name	Finish	Status 1/11/12	Status 02/29/12	Status 3/30/12	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		
<b>MILESTONE REPORT</b>	<b>6/30/12</b>																							
<b>TARGET DATES</b>	<b>6/30/12</b>																							
PAUSE Lifted	3/4/11				3/4																			
Project Charter Approved	3/22/11				3/22																			
Investment Plan Approved	5/12/11					5/12																		
QA Work to Begin	12/16/11											12/16												
SLA Finalized	7/13/11									7/13														
Agency Implementation Complete	6/29/12																					6/29		
<b>IMPLEMENTATION</b>	<b>6/3/11</b>																							
Re-engagement Plan Complete	3/4/11				3/4																			
Re-engagement Kick Off Meetings	3/25/11				3/25																			
Pre-Cutover Readiness Materials Complete	3/25/11				3/25																			
Cutover Readiness Materials Complete	4/27/11					4/27																		
Post-Cutover Readiness Materials Complete	4/27/11					4/27																		
End User Training Guide Complete	4/11/11					4/11																		
Training Plan Complete	4/11/11					4/11																		
Delegated Administrator Guide Complete	5/12/11					5/12																		
Phase 1 Readiness Complete	5/23/11					5/23																		
<b>TECHNICAL READINESS</b>	<b>4/30/12</b>																							
<b>Blackberry</b>	<b>2/1/11</b>																							
Blackberry Ready for 1st Agency	2/1/11																							
<b>Exchange 2010</b>	<b>11/18/11</b>																							
Exchange 2010 Ready for 1st Agency	5/16/11					5/16																		
Exchange 2010 Olympia Site Full Build Out Complete	11/18/11											11/18												
<b>Secure Email</b>	<b>4/2/12</b>																							
RFP Published	7/8/11									7/8														
RFP Re-Published	8/30/11										8/30													
Vendor Selected	9/30/11											9/30												
Acceptance Testing Complete	4/2/12																				4/2			
Secure Email Ready for 1st Agency	3/30/12	-159d	-159d																		3/30			
<b>Vault</b>	<b>9/30/11</b>																							
Vault Design RFQQ Published	3/22/11				3/22																			
Hardware Installed	6/20/11									6/20														
Symantec Design Complete	7/8/11									7/8														
System Validated and Tested	9/23/11											9/23												
Migrate Existing WaSERV/Vault Customers	9/24/11											9/24												
System Ready for New Customers	9/24/11											9/24												
<b>DR Site Build Out</b>	<b>4/30/12</b>																							
Exchange Build Out	12/2/11												12/2											
Filtering Build Out	4/30/12	-39 d	-95 d	-95 d									12/16	★	→	→	→	→	→	→	→	→	→	4/30
Gateway Build Out	4/30/12	-39 d	-95 d	-95 d									12/16	★	→	→	→	→	→	→	→	→	→	4/30
Vault Build Out	4/16/12																					4/16		
<b>AGENCY READINESS</b>	<b>6/29/12</b>																							
Dept of Retirement Services Migration Begins	5/22/11										5/22													
Wash St Commission on Asian Pac American Affairs Migration Begins	5/31/11										5/31													
Wash St Commission on African American Affairs Migration Begins	5/31/11										5/31													
Wash St Commission on Hispanic Affairs Migration Begins	5/31/11										5/31													
Gov's Office of Indian Affairs Migration Begins	5/31/11										5/31													
WA Citizen's Comm on Salaries for Elected Officials Migration Begins	5/31/11										5/31													
Growth Mgt Hearings Board Migration Begins	5/31/11										5/31													

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

@Target Milestone ★  
@Actual Finish ●

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



# Shared Services Email Project

As of March 31, 2012

Task Name	Finish	Status	1/11/12	02/29/12	3/30/12	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	
✓ Transportation Improvement Board Migration Begins	5/31/11							5/31																
✓ WA Traffic Safety Comm Migration Begins	5/31/11							5/31																
✓ Office of Minority & Women's Bus Ent Migration Begins	5/31/11							5/31																
✓ State Board of Accountancy Migration Begins	5/31/11							5/31																
✓ Office of Civil Legal Aid Migration Begins	5/31/11							5/31																
✓ WA State Fire Commissioners Association Migration Begins	5/31/11							5/31																
✓ Office of Administrative Hearings Migration Begins	6/3/11							6/3																
✓ Health Care Authority Migration Begins	6/9/11							6/9																
✓ Dept of Ecology Migration Begins	6/15/11							6/15																
✓ Utilities and Transportation Commission Migration Begins	6/15/11							6/15																
✓ DSHS/MPA Migration Begins	6/21/11							6/21																
✓ State Lottery Commission Migration Begins	9/7/11											9/7												
✓ DSHS Migration Begins	9/23/11											9/23												
✓ Dept of Agriculture Begins	10/6/11											10/6												
✓ Dept of Early Learning Migration Begins	10/10/11											10/10												
✓ Dept of Revenue Begins	10/10/11											10/10												
✓ Economic & Revenue Forecast Begins	10/10/11											10/10												
✓ Employ Sec Dept Migration Begins	10/12/11											10/12												
✓ School Directors Association Begins	10/27/11											10/27												
✓ Rec & Consv Funding Board Begins	10/27/11											10/27												
✓ Dept of Licensing Migration Begins	11/14/11											11/14												
✓ Dept of Fish & Wildlife Begins	11/16/11											11/16												
✓ Law Enforcement Off, Firefighters & Reserve Off Begins	12/9/11											12/9												
✓ Department of Arch & Hist Preservation Begins	12/12/11											12/12												
✓ Caseload Forecast Council Migration Begins	12/12/11											12/12												
✓ Dept of Srvc for Blind Begins	1/27/12																			1/27				
✓ Military Begins	2/9/12																			2/9				
✓ BVFFRO Migration Begins	2/28/12																			2/28				
✓ Dept of Veterans Affairs Begins	3/15/12																			3/15				
✓ Dept of Financial Institutions Begins	3/21/12																			3/21				
✓ Dept of Corrections Migration Begins	3/30/12																			3/30				
Office of the Governor Begins	4/30/12																				★ 4/30			
Human Rights Commission Begins	4/30/12																				★ 4/30			
State Investment Board Begins	4/30/12																				★ 4/30			
Office of the State Treasurer Begins	5/15/12																					★ 5/15		
Dept of Enterprise Services Begins	5/31/12																					★ 5/31		
Office of Financial Management Begins	5/31/12																					★ 5/31		
State Parks & Rec Commission Begins	5/31/12																					★ 5/31		
Dept of Labor & Industries Begins	6/1/12																					★ 6/1		

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

@Target Milestone



@Scheduled Finish Ahead of Target

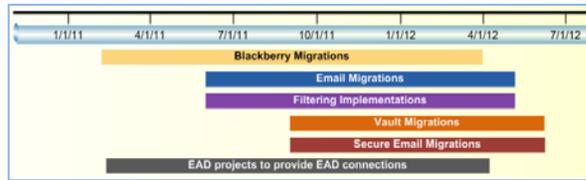


@Actual Finish



@Scheduled Finish Behind Target

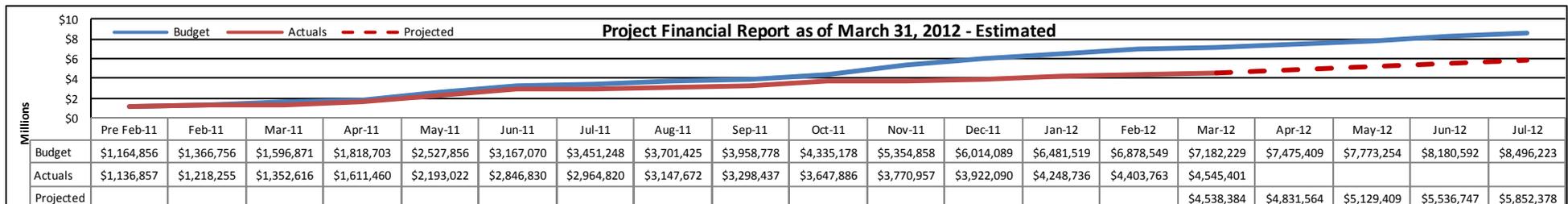




Project Status Report as of April 11, 2012

Project	Owner	Status	Status Description
Project Management	Heidi Brownell	<span style="background-color: green; color: white; padding: 2px;">G</span>	<ul style="list-style-type: none"> <li>Over 45,000 mailboxes have been migrated! Over 18,000 mailboxes have been vaulted!</li> <li>The migrations of both WaSERV and Exchange mailboxes continue.</li> <li>SLA updates have been published to support ActiveSync and Secure Email.</li> <li>The March QA report was finalized and will be presented to Steering Committee.</li> </ul>
Implementation Team	Laura Parma	<span style="background-color: green; color: white; padding: 2px;">G</span>	<ul style="list-style-type: none"> <li>The Implementation Team is meeting with agencies that are planning for migrations during April/May.</li> <li>The customer weekly planning meetings include discussions for Email migrations, Vault ingestions, and Secure Email implementation.</li> <li>Secure Email early adopter meetings occurred at the end of March.</li> <li>Monthly Agency Implementation Coordinator meetings continue.</li> </ul>
Technical Team	Heidi Brownell	<span style="background-color: green; color: white; padding: 2px;">G</span>	<p><b>Exchange 2010</b></p> <ul style="list-style-type: none"> <li>Supporting 45,000 production mailboxes.</li> <li>Supporting migrations and prepping for additional migrations.</li> <li>Finalized the Exchange 2003 decommission document to assist agencies.</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>Completed acceptance testing, initial configuration, and early adopter meetings.</li> </ul> <p><b>WaSERV (Vault)</b></p> <ul style="list-style-type: none"> <li>Preparing for ingestions.</li> <li>Providing support to customers that have already migrated.</li> </ul> <p><b>SMTP Relay</b></p> <ul style="list-style-type: none"> <li>Supporting production customers.</li> <li>Preparing for implementation with early adopters.</li> </ul> <p><b>Disaster Recovery</b></p> <ul style="list-style-type: none"> <li>Vault DR design proposed and being reviewed by service owners.</li> <li>Initial TMG/IronPort DR configuration complete. Awaiting implementation.</li> </ul>

"Top 5" Current Project Issues	
For April 2012	
<b>1. O365 evaluation:</b>	The OCIO Strategic Plan calls for analysis of cloud email solutions (O365) which will impact completion of original scope of the project. <b>Action:</b> Work with the OCIO to support efforts to develop the business plan and requirements.
<b>2. Agency Vault Migration Schedule:</b>	Work has not completed to plan with agencies to identify their commitments to Vault ingestion. <b>Action:</b> The implementation team is working with agencies to identify their commitments.
<b>3. Secure Email Implementation Schedule:</b>	The late readiness of the Secure Email solution reduces the amount of time before the end of the project to get agency implementations complete. <b>Action:</b> Work with agencies to implement with simple rules first and more complex rules later if necessary.
<b>4. Secure Email behind schedule: (To be replaced)</b>	Requirements gathering and procurement for Secure Email took longer than expected and contract negotiations added to the delay. <b>Action:</b> Implementation planning continues.
<b>5. IronPort resources have multiple high priorities:</b>	IronPort resources are spread between supporting production requests, issues, the launch of Secure Email, and SMTP rollout. In addition, a key resource had extended leave. <b>Action:</b> Continue progress working through tasks. Security team currently tasked with creation of new IPs for early adapters. All resources back on deck next week.

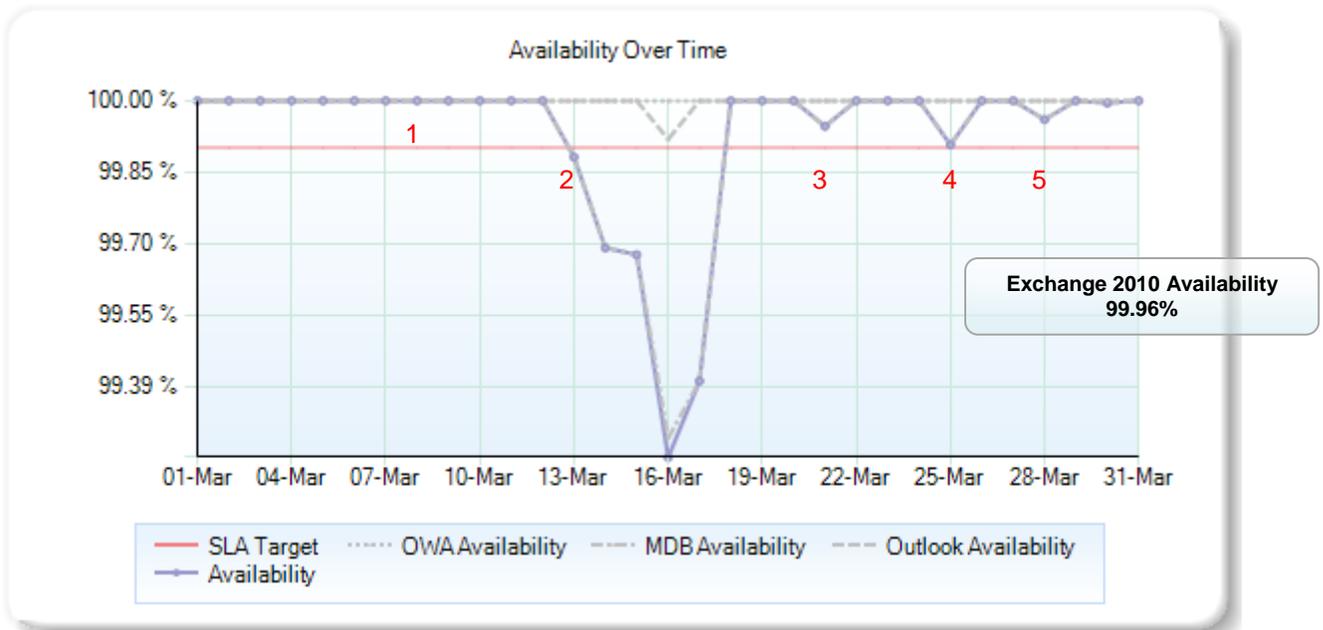




## Service Level Agreement Dashboard March 2012

### Availability

#### Exchange 2010



1. 3/8/2012 9:21am - 9:31am. INFRA 82961. Brief network interruption before a few DBs failed over to Spokane.
2. 3/13/2012 - 3/17/2012. INFRA 83684. Non-service impacting controller card failure.
3. 3/21/2012 1:06pm - 1:11pm. INFRA 83740. Brief network interruption before a few DBs failed over to Spokane.
4. 3/25/2012 Sunday - WSUS Updates
5. 3/28/2012 1:40pm - 1:45pm Brief network interruption. No customer impact.

#### Message Filtering

Category	Items
Volume of email traffic	21,007,585
Blocked messages from internet	16,838,191
Viruses detected	766

**IronPort Availability**  
100%

#### The Vault



1. 3/5/2012 6am -8:30am – Service unavailable for SCC only
2. 3/30/2012 6am -8:30am – Service unavailable for ESD only

**WaSERV Availability**  
100%



## 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	6	108	4			
Caseload Forecast Council	12	1849			1	
Commission on African American Affairs	3	282	2			
Commission on Asian Pacific American Affairs	4	718	4		1	
Commission on Hispanic Affairs	4	799	2	1		
Commission on Salaries	2	54	2			
Consolidated Technology Services	383	59873			5	3
Department of Agriculture	850	62725	930	487	3	
Department of Archaeology and Historic Preservation	37	4224	40	111	1	
Department of Corrections	5616	468440	2184	1495	17	
Department of Early Learning	286	46038	369	351	2	1
Department of Ecology	1899	407110	3		4	
Department of Enterprise Services	164	15822	108		5	
Department of Financial Institutions	317	40382	468	895	2	2
Department of Fish and Wildlife	1769	232891	2257	3150	4	4
Department of General Administration						1
Department of Health			1		1	
Department of Information Services	223	40090	782	338		
Department of Labor & Industries	12	3	4066	1664	2	3
Department of Licensing	3008	139901			6	1
Department of Natural Resources					3	
Department of Personnel						
Department of Revenue	1214	360004	621	5	1	
Department of Retirement Systems	363	58243			1	
Department of Services for the Blind	146	10485	89	80	1	1
Department of Social and Health Services	18723	2028449		929	7	4
Department of Veterans Affairs	601	21358	723	93	1	
Economic and Revenue Forecast Council						
Employment Security Department	3203	198570	3704	969	2	1
Environmental and Land Use Hearings Office	24	5423				
Fire Commissioner's Association	7	2090			1	
Governor's Office of Indian Affairs	5	461	2	1		
Health Care Authority	1453	228704			3	
Human Rights Commission			47	23		1



## Shared Services Email Project

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	7	402	8	3	1	
Military Department	444	32058	354		3	
Office of Administrative Hearings	278	28424			1	
Office of the Chief Information Officer	21	15655				
Office of Civil Legal Aid	3	828				
Office of Financial Management	1	401	586	621	1	
Office of the Insurance Commissioner			355	246		2
Office of Minority and Women's Business Enterprises	20	6369			1	
Office of the State Treasurer	8	11				
Outside Party					1	
Recreation and Conservation Funding Board	98	10427	72	165	1	
State Board of Accountancy	17	1956				
State Conservation Commission	22	4871	573			
State Investment Board			9	13		1
Traffic Safety Commission	31	4676				
Transportation Improvement Board	15	2832				
Utilities and Transportation Commission	252	70008			1	
Washington State School Directors	27	2246	36	13	2	
Washington State Lottery	199	33092				
Whatcom County					1	
<b>Total</b>	<b>41777</b>	<b>4649352</b>	<b>18401</b>	<b>11653</b>	<b>87</b>	<b>25</b>

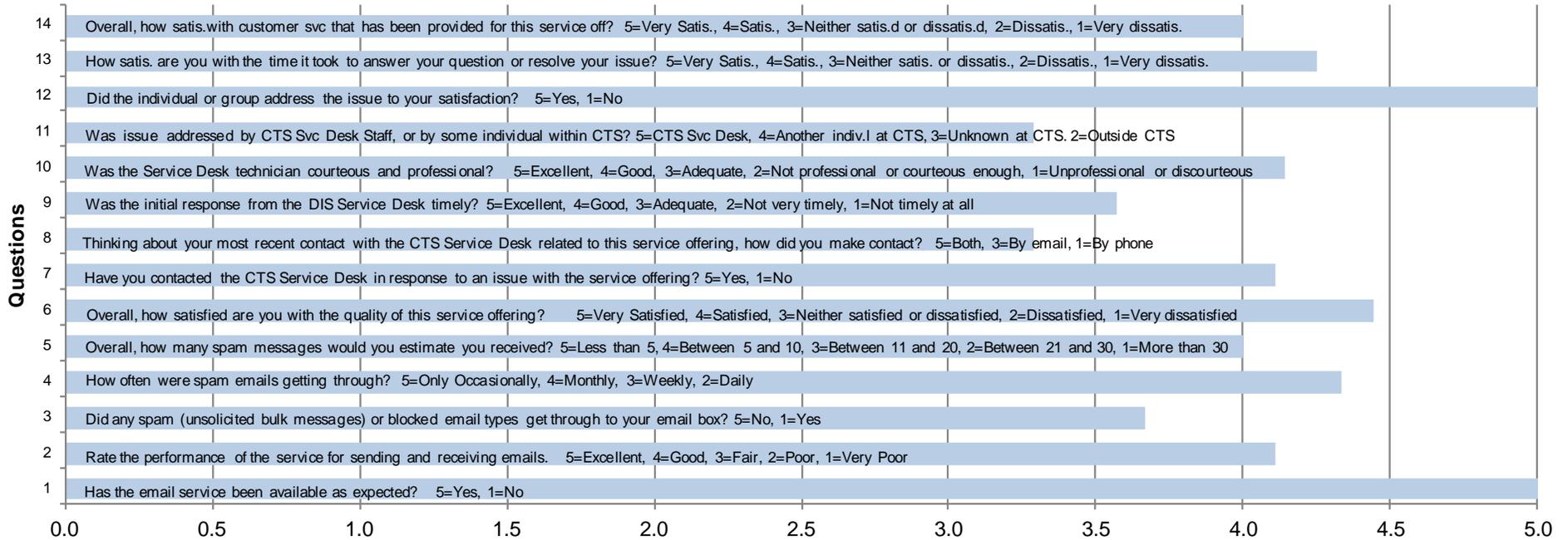
Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	112	105
Number of tickets closed within 24 hours	50	49
Percentage of tickets closed within 24 hours	45%	44%
<b>Continuous Improvement</b>		
Number of requests for change	47	
Number of approved requests for change	47	
Number of successfully completed requests for change	38	

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



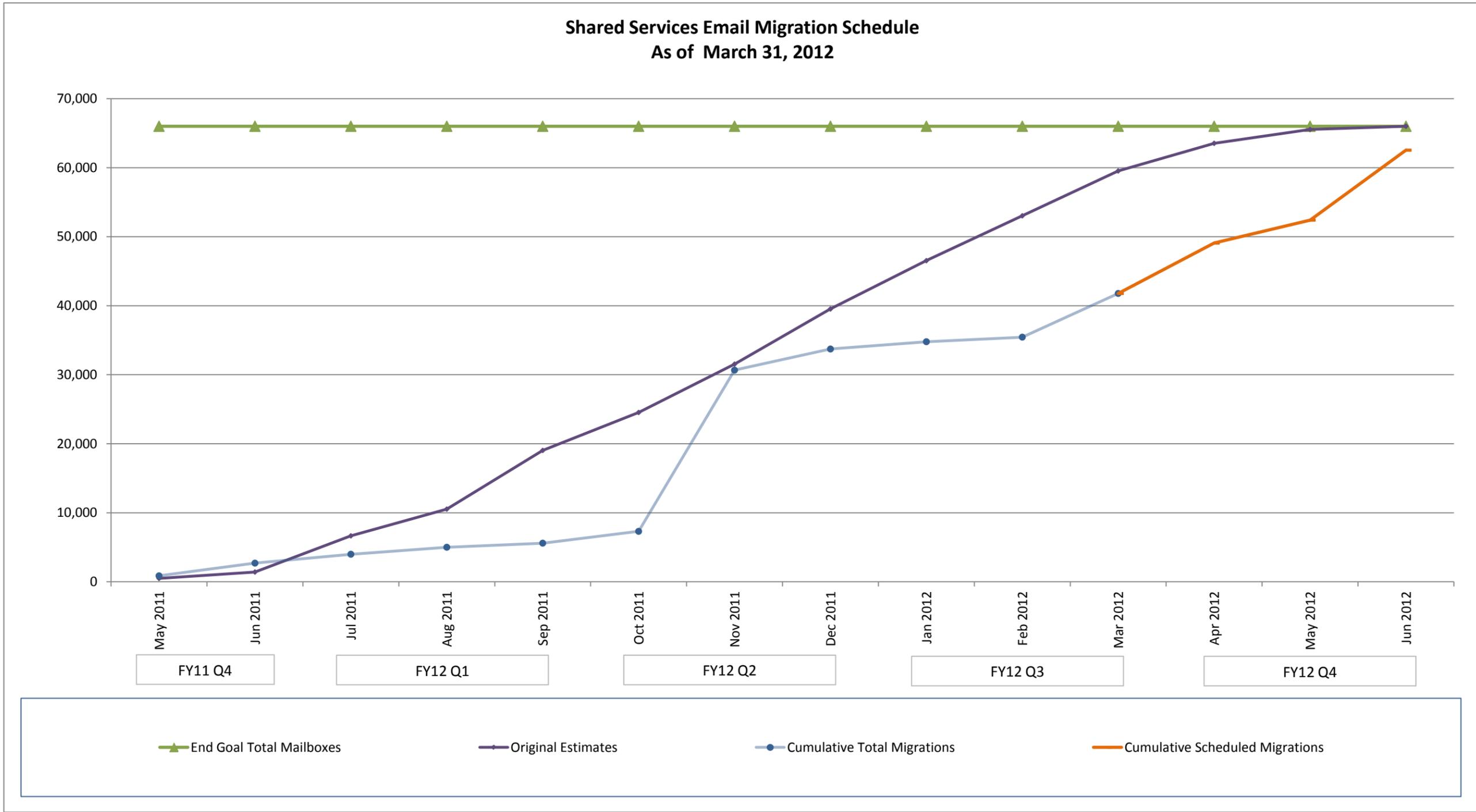
## Shared Services Email Project

### Customer Satisfaction Survey Winter 2012

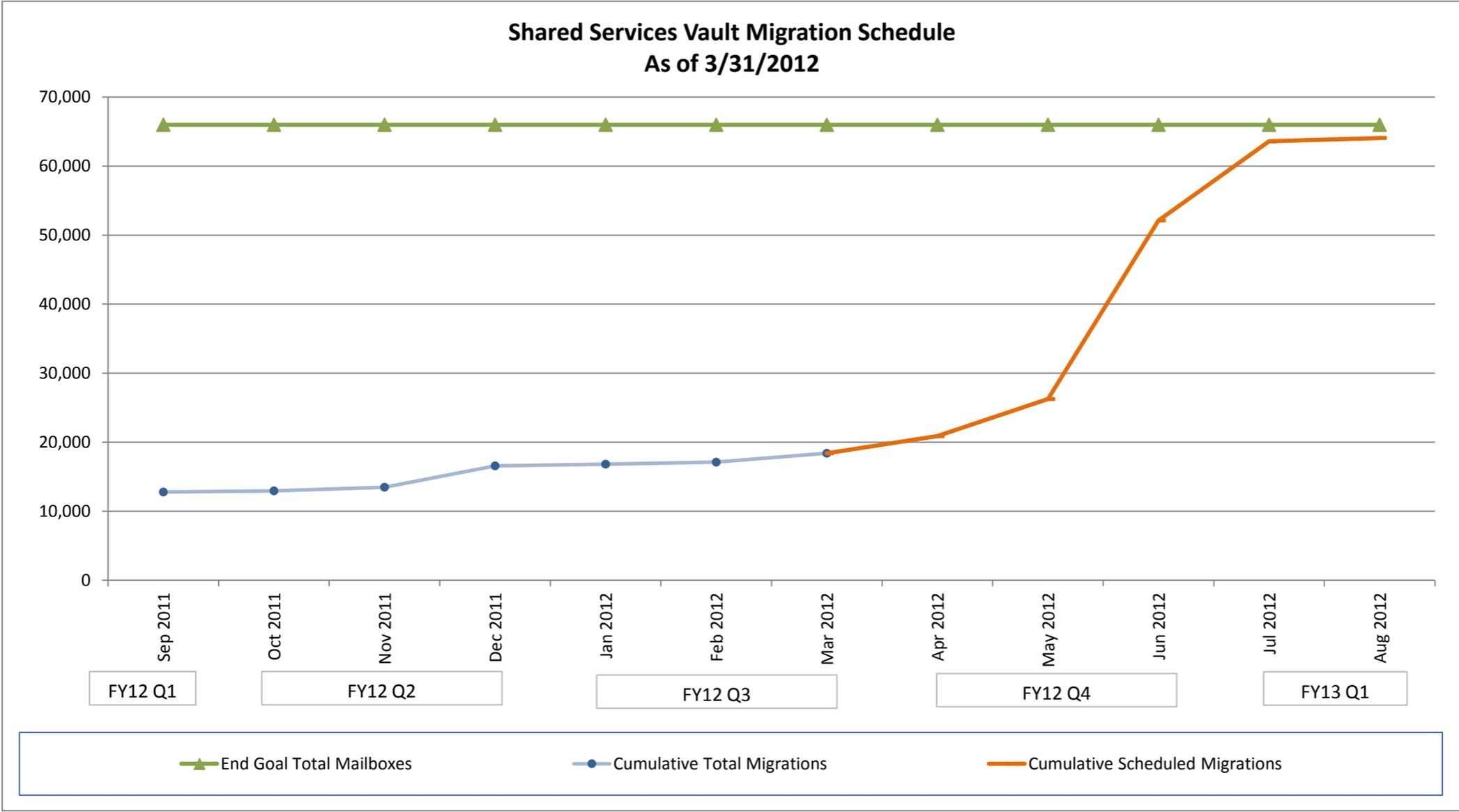


	A	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
1		FY11 Q3	FY11 Q4			FY12 Q1			FY12 Q2			FY12 Q3			FY12 Q4		
2		3/31/2011	4/30/2011	5/31/2011	6/30/2011	7/31/2011	8/31/2011	9/30/2011	10/31/2011	11/30/2011	12/31/2011	1/31/2012	2/29/2012	3/31/2012	4/30/2012	5/31/2012	6/30/2012
3	End Goal Total Mailbox	66,000	66,000	66,000	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	34,784	35,447	41,777			
6	Monthly Total			867	1,837	1,287	1,012	593	1,712	23,356	3,062	1,058	663	6,330			
7	Cumulative Scheduled Migrations													41,777	49,075	52,405	62,538
8	Monthly Scheduled Migrations														7,298	3,329	10,133
107	Total NEEDED monthly			497	916	3949	3876	8500	5500	7000	8000	7000	6500	6500	4000	2800	1000

**Shared Services Email Migration Schedule  
As of March 31, 2012**



	FY12 Q1		FY12 Q2		FY12 Q3			FY12 Q4			FY13 Q1	
	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	7/31/2012	8/31/2012
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
Cumulative Total Migrations	12,787	12,953	13,484	16,580	16,821	17,117	18,401					
Monthly Total	12,787	166	531	3,096	241	296	1,284	-	-	-	-	-
Cumulative Scheduled Migrations							18,401	20,884	26,252	52,125	63,595	64,083
Monthly Scheduled Migrations								2,483	5,368	25,873	11,470	488
Total NEEDED monthly	8500	5500	7000	8000	7000	6500	6500	4000	2800	1000		



# Risk and Health Assessment Program for Microsoft Exchange Server

Washington State CTS

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# Risk Assessment Program Overview

- **Program Goals:**
  - Assess Risks and evaluate health of the specified environment using a powerful suite of data collection and analysis tools, and in-depth operational interview
  - Identify key areas where the environment deviates from Microsoft best practices, and configuration guidance
  - Establish assessment results that can generate a remediation plan used to complete improvements to the health of the environment and to resolve or mitigate risks
- **Program Phases:**
  - **Environmental Assessment:** Accredited Microsoft Engineers collect data from the environment focusing on key known areas
  - **Analysis and Reporting:** Same engineer analyzes the results to compare against best practices, identify risks and health related problems, and prepares a findings report
  - **Remediation Planning:** Once identified problems and risks have been discovered a full remediation action plan is established to assist in the effort to remediate and stabilize the environment.

# Risk and Health Assessment Methodology

- The overall results of the assessment are split into two main parts – Health and Risk. This is done to provide a more accurate view of the overall environment.
- **Overall Health Result**
  - Primarily relates to the current state of the environment. Includes key components and services functioning the way they should, systems online and responsive, and so on.
  - Typical health issues equate to active problems.
- **Overall Risk Result**
  - Primarily relates to the potential future state of the environment. Includes the processes, documentation and systems that would help mitigate future problems. This can include change control, monitoring, service level agreements, training, and so on.
  - Typical risk issues equate to increased chances of new or worsening problems in the future.

# Engagement Summary

## Day 1:

- Installed ExRAP toolset and initiated the data collection process
- Conducted the ExRAP Operational Interview with the Washington State CTS messaging team

## Day 2:

- Continued data collection and analysis
- Provided knowledge transfer on various Exchange topics and the ExRAP toolset

## Day 3:

- Reviewed preliminary findings with the Washington State CTS messaging team
- Generated ExRAP reports and findings presentation

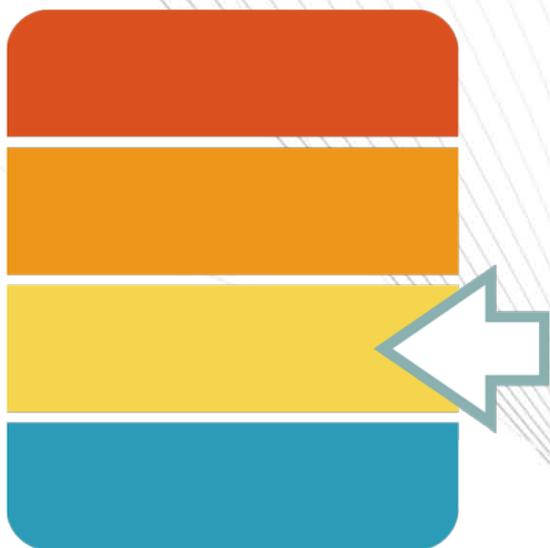
## Day 4:

- Conducted ExRAP findings presentation

# Environment Overview

- Roughly 71,500 mailboxes
- 30 Mailbox servers (27 mailbox database and 3 dedicated Public Folder servers)
- 9 CAS servers
  - (6 located in Olympia)
  - (3 located in Spokane)
- 4 Hub Transport servers
  - 2 Hub Transport servers (located in Olympia)
  - 2 HT/CAS (located in Spokane)
- (3) 9-node Database Availability Groups (DAG)
  - 3-High Availability database copies per database
  - (2) HA database copies per database located in Olympia and (1) database copy per database located on a recovery node in Spokane

# Overall Health Result



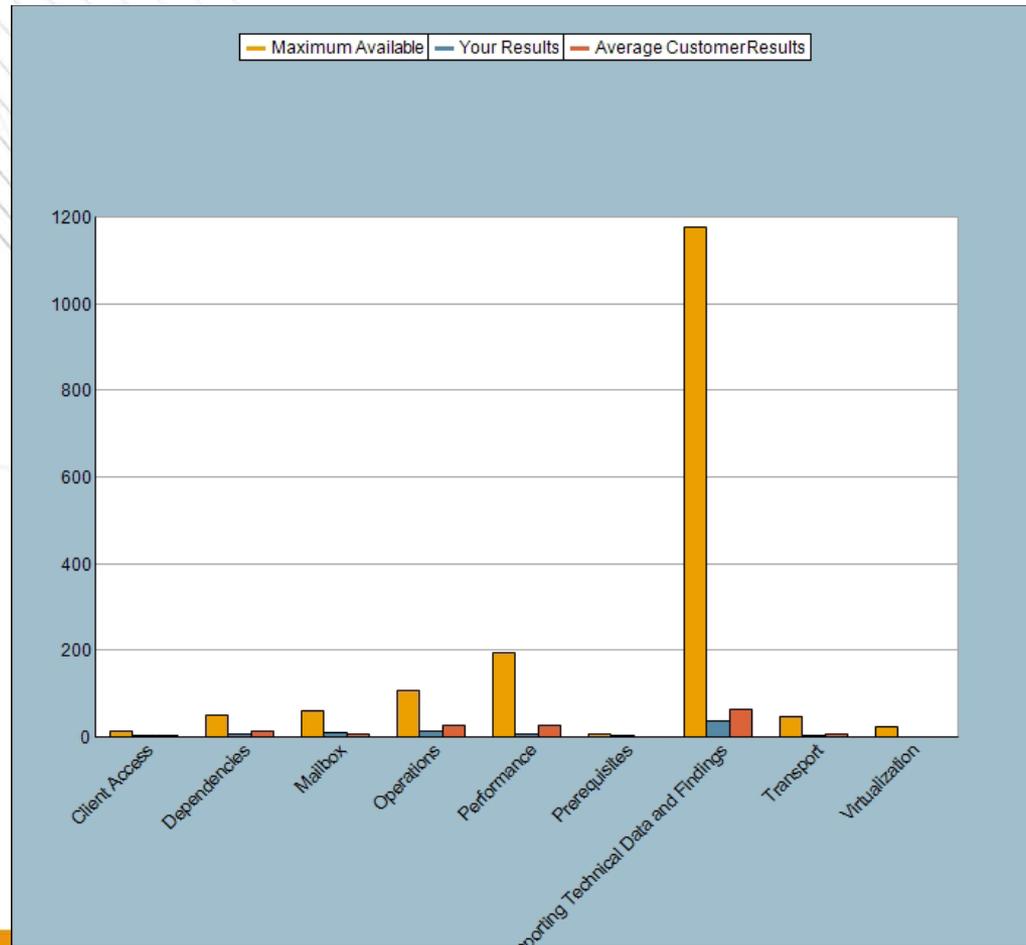
- The overall "Health" is "**MEDIUM**".
- Small number of operational and configuration issues found

# Overall Risk Result



- Actual risk level is "MEDIUM"
- No Operational Level Agreements (OLA)
- No configuration issues found

# Issue Benchmark



# Risk & Health Scorecard

	Health	Risk
	Severity	Severity
Client Access	No Issues	High
Configuration	No Issues	High
Internet Protocol	No Issues	No Issues
Dependencies	No Issues	Low
Active Directory	No Issues	Low
Certificates	No Issues	No Issues
DNS	No Issues	Low
Security	No Issues	Low
Storage	No Issues	No Issues
Virtualization	No Issues	No Issues

# Risk & Health Scorecard (2)

	Health	Risk
	Severity	Severity
<b>Mailbox</b>	No Issues	Medium
Availability	No Issues	No Issues
Public Folders	No Issues	Medium
Security	No Issues	Medium
<b>Operations</b>	No Issues	Critical
Backup Schedule	No Issues	No Issues
Change, Configuration, and Release Management	No Issues	High
Disaster Recovery	No Issues	Low
General	No Issues	No Issues
Incident and Problem Management	No Issues	Medium
Maintenance	No Issues	No Issues

# Risk & Health Scorecard (3)

	Health	Risk
	Severity	Severity
Monitoring	No Issues	High
People	No Issues	Medium
Service Level Management	No Issues	Critical
Performance	Medium	No Issues
Client Access	No Issues	No Issues
Current State	No Issues	No Issues
Directory Service Access	No Issues	No Issues
General	No Issues	No Issues
Hardware	Medium	No Issues
Mailbox	No Issues	No Issues
Transport	No Issues	No Issues

# Risk & Health Scorecard (4)

	Health	Risk
	Severity	Severity
<b>Prerequisites</b>	No Issues	No Issues
ExRAP Dependencies	No Issues	No Issues
<b>Supporting Technical Data and Findings</b>	Medium	Medium
Directory Service Access	No Issues	No Issues
Event Log Analysis	Medium	No Issues
Exchange Best Practice Analyzer	Medium	Medium
Exchange Directory Service Integrity Check	No Issues	Low
Microsoft Baseline Security Analyzer	No Issues	Medium
<b>Transport</b>	No Issues	Medium
Configuration	No Issues	No Issues
Messaging Hygiene	No Issues	Medium

# Risk & Health Scorecard (5)

	Health	Risk
	Severity	Severity
Routing	No Issues	No Issues
Virtualization	No Issues	No Issues
Guest Configuration	No Issues	No Issues
Guest Performance	No Issues	No Issues
Root Configuration	No Issues	No Issues
Root Performance	No Issues	No Issues

# Issue Level Summary

		Issue Details		
		Severity	Type	Status
Client Access				
Configuration				
	Personal Folder Files (PSTs) are stored over the network	High	Risk	Active
Dependencies				
Active Directory				
	PDC FSMO role-holder is available for use by Exchange	Low	Risk	Active

# Issue Level Summary (2)

		Issue Details		
		Severity	Type	Status
Security				
Mailbox access permissions are not audited		Medium	Risk	Active
Users are granted access to other user's mailboxes		Low	Risk	Active
Operations				
Change, Configuration, and Release Management				
Current process of logging and approving all Exchange production environment changes is insufficient		High	Risk	Active

# Issue Level Summary (3)

				Issue Details		
				Severity	Type	Status
Monitoring						
Automated alerts for monitored counters are not implemented				Medium	Risk	Active
No action plan for responding to monitored alerts is in place				Medium	Risk	Active
Servers are not monitored to show how client throttling affects performance				High	Risk	Active
People						
No requirement for base level certification exists for operational staff				Medium	Risk	Active

# Issue Level Summary (4)

		Issue Details		
		Severity	Type	Status
Service Level Management				
No defined Operating Level Agreements (OLAs) exist between IT groups who own the services that support the Messaging/Email service		Critical	Risk	Active
Performance				
Hardware				
A large number of memory transition pages are being re-used for other purposes		Medium	Health	Active
High disk read latency on Temp Drive		Medium	Health	Active

# Engineer Comments

The Washington State CTS messaging team has done an outstanding job on the management of the Exchange 2010 server environment. For the most part, there are only minor configuration and operational issues that need to be addressed in order to enable the environment to operate even better. In addition, the messaging team has done a great job in following prescriptive guidance for Exchange 2010 and being proactive vice highly reactive in managing Exchange 2010. This is not commonplace for environments of this size and complexity.

# Next Steps



## Stabilization & Remediation

The Stabilization & Remediation effort is handled separately during the onsite engagement. It helps identify the additional follow-up steps and engagements that are necessary. This can involve an additional day of meetings between Microsoft and your IT staff and management to discuss the issues, what remediation steps should be taken regarding them, the methods to implement those steps, and the responsible parties.

The Risk and Health Assessment Program is based on the two key concepts of Get Healthy and Stay Healthy. The Get Healthy method includes the Assess, Plan, and Stabilize phases. Having completed a Risk Assessment, the first two phases are now complete. However, the stabilization effort potentially requires additional actions necessary to ensure the environment gets healthy, and can remain healthy.



Q&A?

The background features a series of thin, light grey lines that originate from the left side and curve downwards and to the right, creating a sense of motion and depth. At the bottom of the image, there is a solid orange gradient that transitions from a lighter shade on the left to a darker shade on the right, partially overlapping the grey lines.