

**Shared Services Email Project Steering Committee  
Meeting Minutes  
May 11, 2011**

**Steering Committee Attendees:** Christy Ridout, Chair; Vikki Smith, (DOR); Ron Seymour, (DFI); Bob Deshaye, (ESD); Debbie Stewart, (ECY); Rob St. John, (DSHS); Lyle Tillett, (DRS); Doug Hoffer, (DOC); Dave Marty, (OIC); Happy Jenkins, (DNR); Tom Muehleisen, (MIL); and Sherri Ann Burke (WFSE)

**Other Attendees:** Heidi Brownell, Project Manager; Laura Parma, Project Implementation Manager; Jim Hammond, Project Implementation Team – Small Agency Client Liaison, Bob Micielli (DIS); Farrell Presnell, (DIS); and Christie Turner

Agenda Item	Discussion
SLA and Public Disclosure	<p>SLA</p> <ul style="list-style-type: none"> <li>• Farrell Presnell will be reviewing the SLA comments and the 2<sup>nd</sup> draft will be completed by close of business Friday, May 13 or Monday, May 16.</li> <li>• Rates table will be included in the SLA.</li> <li>• The maintenance window is under review.</li> <li>• The SLA will be presented at the next CAB meeting scheduled for May 24, 2011. **</li> </ul> <p>Public Disclosure</p> <ul style="list-style-type: none"> <li>• DIS will not respond to agency public disclosure requests directly and will refer any requests to the agency.</li> <li>• DIS will send out the current language on public disclosure to the Steering Committee. After review, Suzanne Shaw (ATG) is open to questions. **</li> </ul>
Project Status Reports	<ul style="list-style-type: none"> <li>• Heidi provided a status update – “Project Status Report” as of May 11, 2011. She touched base on the top 5 current project issues: <ul style="list-style-type: none"> <li>○ <b>Public Disclosure:</b> To be closed.</li> <li>○ <b>Application Integrations:</b> Waiting for a number of agencies to respond to the template.</li> <li>○ <b>Test Environments:</b> Agencies have expressed a need for various levels of testing. Not all test scenarios can be accommodated with current environments.</li> <li>○ <b>Agency Consolidations:</b> Meeting with the DES Core team today (May 11, 2011)</li> <li>○ <b>Hardware Purchases:</b> Facilities team needs to add power capacity to data center that resides outside of Olympia.</li> </ul> </li> <li>• Heidi will be presenting the Project at the ISB meeting scheduled for May 12, 2011.</li> <li>• The Quality Assurance (QA) responses have been reviewed and the interviews have taken place. The Apparent Successful Vendor has been announced.</li> <li>• Heidi reviewed the milestone chart.</li> </ul>

## Shared Services Email Project Steering Committee

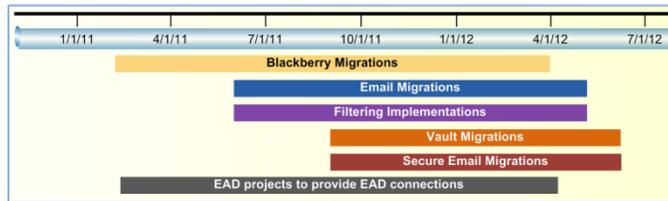
### Meeting Minutes

May 11, 2011

Implementation Team	<ul style="list-style-type: none"><li>• Laura provided an update on the implementation order by agency.</li><li>• The <b>Agency Delegated Administrator Guide</b> will be sent out to the implementation coordinators later today – along with the <b>Agency Cutover &amp; Post Cutover Guide</b>.</li><li>• A question was asked on whether a test environment would be available. Laura indicated that this is a deliverable the technical team is working on and it will be published soon. Some agencies expressed an interest in having a longer period to test applications prior to migration. ** (note: this plan will be reviewed at the May 23 Implementation Coordinator Meeting.)</li><li>• A suggestion that a “Lessons Learned” meeting or a “Post Implementation” meeting be scheduled. Members felt that the feedback would be helpful. **<ul style="list-style-type: none"><li>○ Review of migration with early agencies</li><li>○ What was unanticipated?</li><li>○ What exceptions occurred?</li><li>○ What was the end user experience?</li><li>○ What is not going according to plan?</li><li>○ Were there issues/outrages ?</li><li>○ How was communication handled?</li></ul></li></ul>
Other Discussion	<ul style="list-style-type: none"><li>• Secure email (cost approach) – the approach was reviewed in steering committee previously. There will be additional review post determination of secure email vendor. **</li><li>• Maintenance windows in support of service level need to be reviewed before the SLA is finalized. Farrell will follow-up **</li><li>• Heidi noted that based upon a review with the legal team, the message tracking function will not be delegated to agencies as was discussed previously. The <b>Agency Delegated Administrator Guide</b> has been updated to reflect this.</li><li>• Christy noted that she requested Agnes Kirk conduct an assessment for the Email service admin controls.</li></ul>
Next Meeting	June 8, 2011 DIS Forum Building – 1 <sup>st</sup> Floor Large Conference Room

Minutes prepared by Christie Turner

\*\* Indicates Action Items



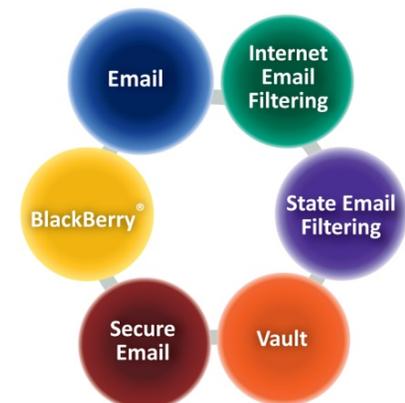
## Project Status Report as of May 11, 2011

Project	Owner	Status	Status Description
Project Management	Heidi Brownell	<b>G</b>	<ul style="list-style-type: none"> <li>The project will present at the May 12th ISB meeting.</li> <li>Announced the apparently successful external QA vendor.</li> <li>Finalizing RFP for Secure Email.</li> </ul>
Implementation Team	Laura Parma	<b>G</b>	<ul style="list-style-type: none"> <li>Meeting with 20 agencies interested in migrating in the “early” group.</li> <li>Monthly Agency Implementation Coordinator meetings and twice- a-month technical meetings are underway and are scheduled through July.</li> <li>Completing next 2 deliverables: <ul style="list-style-type: none"> <li>Agency Cutover &amp; Post Cutover Guide, Version 1.0</li> <li>Agency Delegated Administrator Guide. Have received agency input, will post to web 5/11/11.</li> </ul> </li> <li>Training planned in June.</li> <li>Agency walk through of the Cutover process is scheduled for 5/16/11</li> </ul> <p><b>MIGRATIONS SCHEDULED:</b>  May 22: DRS (23 pilot users)  May 31: CAPAA (4); CAA (4); CHA (6); Gov Ind (10); Comm Salaries (2); GMBH (13); TIB (20); WTSC (27); OMWBE (27); BOA (20), Civil Legal Aid (2); Fire Comm (8)  On Deck: DRS full migration, UTC, DOE, Lottery, HCA, OAH</p>
Technical Team	Heidi Brownell	<b>G</b>	<ul style="list-style-type: none"> <li>Exchange 2010 <ul style="list-style-type: none"> <li>Making necessary hardware/software/network changes.</li> <li>Supporting agency migration preparation.</li> <li>Developing blocked file type process and initial list.</li> </ul> </li> <li>Secure Email <ul style="list-style-type: none"> <li>Supporting procurement process.</li> </ul> </li> <li>Vault <ul style="list-style-type: none"> <li>ASV has been selected for Vault design work. SOW is being finalized.</li> <li>Hardware is on-site and installation will be completed next week.</li> </ul> </li> <li>Service <ul style="list-style-type: none"> <li>Supporting development of SLA.</li> <li>Working on Staffing Plan.</li> <li>Working on Transition and Training Plan.</li> </ul> </li> <li>Disaster Recovery <ul style="list-style-type: none"> <li>Ordering additional hardware for TMG</li> </ul> </li> </ul>

## “Top 5” Current Project Issues

- 1. Public Disclosure: TO BE CLOSED**  
The staffing requirements for public disclosure requests need to be determined.
- 2. Application Integration:**  
Need agency responses in order to develop a clear picture of the size and complexity of integrated applications. 57 agencies yet to respond.
- 3. Test Environments:**  
Agencies have expressed a need for various levels of testing. Not all test scenarios can be accommodated with current environments.
- 4. Agency Consolidations:**  
Analysis and work for agency consolidations are impacting (and will continue to impact) project resources.
- 5. Hardware Installation:**  
Facilities team needs to add power capacity to data center that resides outside of Olympia.

## Shared Services Email Project Service Description





# Shared Services Email Project

As of May 11, 2011

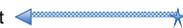
ID	Task Name	Finish	Status 03/23/11	Status 04/13/11	Status 04/27/11	Status 05/11/11	Qtr 1, 2011			Qtr 2, 2011			Qtr 3, 2011			Qtr 4, 2011		
							E	B	M	E	B	M	E	B	M	E	B	M
1950	<b>MILESTONE REPORT</b>	<b>9/30/11</b>																
1951	<b>TARGET DATES</b>	<b>5/27/11</b>																
1953	✓ PAUSE Lifted	3/4/11	0 d	0 d	0 d	0 d			3/4									
1954	✓ Project Charter Approved	3/22/11	0 d	0 d	0 d	0 d			3/22									
1955	Investment Plan Approved	5/12/11	0 d	0 d	0 d	0 d												
1957	QA Work to Begin	5/27/11	0 d	0 d	-3 d	-3 d												
1959	SLA Finalized	5/26/11	0 d	1 d	1 d	1 d												
1961	<b>IMPLEMENTATION</b>	<b>6/3/11</b>																
1962	✓ Re-engagement Plan Complete	3/4/11	0 d	0 d	0 d	0 d			3/4									
1963	✓ Re-engagement Kick Off Meetings	3/25/11	0 d	0 d	0 d	0 d			3/25									
1965	✓ Pre-Cutover Readiness Materials Complete	3/25/11	0 d	0 d	0 d	0 d			3/25									
1967	✓ Cutover Readiness Materials Complete	4/27/11	0 d	-13 d	-13 d	0 d												
1969	✓ Post-Cutover Readiness Materials Complete	4/27/11	0 d	3 d	0 d	0 d												
1971	✓ Training Plan Complete	4/11/11	0 d	-2 d	0 d	0 d												
1973	Phase 1 Readiness Complete	5/27/11	0 d	1 d	0 d	-2 d												
1976	<b>TECHNICAL READINESS</b>	<b>9/30/11</b>																
1977	✓ <b>Blackberry</b>	<b>2/1/11</b>																
1978	✓ Blackberry Ready for 1st Agency	2/1/11	0 d	0 d	0 d	0 d			2/1									
1979	<b>Exchange 2010</b>	<b>5/26/11</b>																
1980	Exchange 2010 Ready for 1st Agency	5/16/11	0 d	0 d	8	8 d												
1982	<b>Secure Email</b>	<b>9/28/11</b>																
1983	RFP Published	5/13/11	0 d	-9 d	-20 d	-28 d			4/4									
1985	Vendor Selected	7/1/11	0 d	13 d	1 d	-22 d												
1987	Secure Email Ready for 1st Agency	9/28/11	0 d	-5 d	-20 d	-26 d												
1989	<b>Vault</b>	<b>9/30/11</b>																
1990	✓ Vault Design RFQQ Published	3/22/11	0 d	0 d	0 d	0 d			3/22									
1991	Hardware Installed	5/11/11	0 d	21 d	17 d	17 d												
1993	Symantec Design Complete	7/21/11	0 d	0 d	0 d	0 d												
1995	System Validated and Tested	9/30/11	0 d	18 d	0 d	0 d												
1997	<b>AGENCY READINESS</b>	<b>5/31/11</b>																
1998	Dept of Retirement Services Migration Begins	5/22/11	0 d	1 d	0 d	0 d												
2000	Wash St Commission on Asian Pac American Affairs Migration Begins	5/31/11	0 d	1 d	0 d	0 d												
2002	Wash St Commission on African American Affairs Migration Begins	5/31/11	0 d	1 d	0 d	0 d												
2004	Wash St Commission on Hispanic Affairs Migration Begins	5/31/11	0 d	1 d	0 d	0 d												
2006	Gov's Office of Indian Affairs Migration Begins	5/31/11	0 d	1 d	0 d	0 d												
2008	WA Citizen's Comm on Salaries for Elected Officials Migration Begins	5/31/11	0 d	1 d	0 d	0 d												
2010	Growth Mgt Hearings Board Migration Begins	5/31/11	0 d	1 d	0 d	0 d												
2012	Transportation Improvement Board Migration Begins	5/31/11	0 d	1 d	0 d	0 d												
2014	WA Traffic Safety Comm Migration Begins	5/31/11	0 d	1 d	0 d	0 d												
2016	Office of Minority & Women's Bus Ent Migration Begins	5/31/11	0 d	1 d	0 d	0 d												
2018	State Board of Accountancy Migration Begins	5/31/11	0 d	1 d	0 d	0 d												

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

@Target Milestone



@Scheduled Finish Ahead of Target



@Actual Finish



@Scheduled Finish Behind Target

