

Shared Services Email Project: Steering Committee Business Requirements Review - Technical Clarifications

Item	Functional Area	Business Requirement	CAB Trace	Team Questions and Notes	Steering Committee Meeting Notes
6	Email, Calendar, Contacts	Support for applications that read and write to the Exchange Database:	Email2; Email 12	Technical Notes: This will be a configuration and implementation issue dependent on individual agency needs; there is no global solution. Agencies should submit specific detailed requirements to the Project Team.	Need to discuss one-on-one interface needs (other than smtp) with each agency. However, individual solutions will drive up cost and complexity of project. May need a set of questions to compile the information. DIS will develop a list of standard application interfaces for discussion. May also be something to address in the Shared Services Email Policy. Agencies may not have staff capacity before May/June timeframe to customize their apps to meet a standard.
9	Email, Calendar, Contacts	Ability to configure message size limits per agency within the parameters set by ETAG (30 MB Limit) which includes attachments	Email5	Technical Note: Agencies with slower links may want smaller limits. The limits will be set through the central service group. The ETAG group developed the global limit to 30 MB.	
10	Email, Calendar, Contacts	Ability to push agency defined folders from the Exchange Server	Email8	Technical Note: This option requires an agency to have the Exchange E-CAL.	To clarify: This applies to an agency that sets up a pre-defined set of folders to be automatically created for each user. This functionality is only available for users that have the Enterprise Exchange CAL.
11	Email, Calendar, Contacts	Ability to auto-enforce standard conventions for creating accounts and distribution lists.		Technical Note: There are naming standards that exist. There are software programs that can enforce this programmatically but they are costly.	This is a "nice to have"
14	Email, Calendar, Contacts	Ability to create personal folders.		Technical Note: The folders within the mailbox is supported. However, the creation of .pst files is not a best practice going forward. If the .pst is being used as an alternative form of storage, the recommended approach is to utilize WaSERV/Vault.	Can still create a .pst, but DIS doesn't recommend it based on best practices
34	Email, Calendar, Contacts	Deleted item retention setting can be customized at the Exchange database		Technical Note: This will be configured by the Central Service group. The current plan is 31 days.	
35	Archiving, Retention Discovery	The system must provide the functionality for the Agency Administrator (role) to purge deleted items from the Exchange Server for records retention and data management purposes.	Email6	Technical Note: Further research is needed to determine if this is possible in Exchange 2010.	

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37	Archiving, Retention Discovery	The ability for agencies to delegate and perform discovery of archived and active email to users	Vault2	Technical Notes: 1) Discovery searches will need to be performed separately in Vault and Exchange. 2) For Exchange, multi-mailbox discovery search functionality requires Exchange E-CAL. 3) DIS will delegate a "Search Mailbox Role" to be assigned by agencies to their users. 4) Every user with the "Search Mailbox Role" will be able to see and delete all search criteria and results (but not actual mail items).	To clarify: If an agency performs a multi-mailbox search (new functionality in Exchange 2010), any mailbox included in the search has to have an Enterprise Exchange CAL.
38	Archiving, Retention Discovery	The ability for agencies to delegate to records officers to perform discovery of archived and active email.		Technical Notes: 1) Discovery searches will need to be performed separately in Vault and Exchange. 2) For Exchange, multi-mailbox discovery search functionality requires Exchange E-CAL. 3) DIS will delegate a "Search Mailbox Role" to be assigned by agencies to their users. 4) Every user with the "Search Mailbox Role" will be able to see and delete all search criteria and results (but not actual mail items) of previously performed searches regardless of which agency performed the search.	To clarify: If an agency performs a multi-mailbox search (new functionality in Exchange 2010), any mailbox included in the search has to have an Enterprise Exchange CAL.
39	Archiving, Retention Discovery	Ability to present folders from the archive solution (Vault)	Vault5	Technical Note: Folders are created through Central Service group.	
41	Archiving, Retention Discovery	Deleted items will be maintained when mail box is moved from one server or database to another within the deleted item retention period (30 days).	Email10	Technical Notes: 1) If agencies want to maintain the Deleted Items Store through the migration from 2003 to 2010, they will need to use a utility to export the deleted items. This is a readiness task. 2) Post-migration, if a user's mailbox is moved between databases, their deleted items will be maintained.	
43	Archiving, Retention Discovery	Ability to journal individual mailboxes	Email18	Technical notes: 1) Journaling of all users' mailboxes will have significant cost implications, due to increased infrastructure requirements. 2) Journaling requires Exchange E-CAL. 3) Individual agency requirements need to be submitted	To clarify: Only users that use journaling need to have the Enterprise Exchange CAL license.

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44	Archiving, Retention Discovery	The ability to specify the scope of search permissions for active mailboxes.	Email9	Technical Notes: 1) Discovery searches will need to be performed separately in Vault and Exchange. 2) For Exchange, multi-mailbox discovery search functionality requires Exchange E-CAL. 3) DIS will delegate a "Search Mailbox Role" to be assigned by agencies to their users. 4) Every user with the "Search Mailbox Role" will be able to see and delete all search criteria and results (but not actual mail items). 5) Agencies will be restricted to search within their own agencies; no further restriction of the search scope is	To clarify: If an agency performs a multi-mailbox search (new functionality in Exchange 2010), any mailbox included in the search has to have an Enterprise Exchange CAL.
65	Backup & Restore Requirements	Ability to recover a specific email message. (UnVaulted Email)	EMail17	Technical Note: For Exchange specific emails there is no plan for a traditional backup. You can recover email up to 31 days; beyond 31 days you would utilize the WaSERV/Vault.	
66	Backup & Restore Requirements	Ability to review queues in the logs and delegate to agency	Email21	Technical Note: This is a central administrator responsibility.	
71	Security, Anti-Virus, Filtering	Service allows for delegation of message tracking to the individual agency in the Gateway tool	Gateway7	Technical Notes: 1) This is a central administrator responsibility; information requests will be fulfilled by the central administrator. 2) Individual users can turn on message tracking in Exchange 2010.	
72	Security, Anti-Virus, Filtering	Ability to allow third-party certificates	Gateway1	Technical Notes: 1) Third-party certificates are allowed 2) Agencies need to submit their specific requirements to the Project Team. 3) Configuration will be required for agencies requiring third-party certificates. This will be a readiness and implementation task.	
73	Security, Anti-Virus, Filtering	Ability to send and receive secure email via desktop client, web client, and mobile device (BlackBerry; ActiveSync).		Technical Note: The solution for secure email has not yet been identified.	

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142	Agency Delegated Functionality	The system is able to allow Agency Administrators to view a mailbox at a specific historical point-in-time	Email7	Technical Notes: 1) This can be supported by Journaling, Legal Hold, and Archiving. 2) Journaling of all users' mailboxes will have significant cost implications, due to increased infrastructure requirements. 3) Journaling and Legal Hold functionality requires Exchange E-CAL. 4) Individual agency requirements need to be submitted to the Project Team for full evaluation.	To clarify: Only users that use journaling or require a Legal Hold need to have the Enterprise Exchange CAL license (which can be purchased by agencies during their "true up" with Microsoft.)
144	Agency Delegated Functionality	The system has to allow the use of RPC over HTTPS.	Email22	Technical Note: Supported inside the SGN; not to the internet	

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Item	Functional Area	Business Requirement	Team Questions and Notes	DSHS Agency Response	Steering Committee Meeting Notes
145	Security, Anti-Virus, Filtering	Secure e-mail registration for all internal Agency staff			
146	Security, Anti-Virus, Filtering	Secure e-mail registration for external business partners or clients.		Must include information that will allow DSHS to contact the external user other than by the secure e-mail system (e.g., name, address, telephone number, etc.)	
147	Security, Anti-Virus, Filtering	Agency access to secure email registration information.			
148	Security, Anti-Virus, Filtering	External secure e-mail user accounts can only be created if approved by Agency staff	Is the intent to limit who can receive secure email?		Only internal staff (at DSHS) can currently create a secure email account. This could be managed by a central administrator. There is a need to have accounts that can send, not to limit who is able to receive, only who can have an account.
149	Security, Anti-Virus, Filtering	External business partner (non-state employee) to external business partner (non-state employee) communication	Is the request to provide secure email capability to business partners without cost?		The agency may not be charging their partner, but agency would pay for the mailbox. May need an "acceptable use policy" for the use of secure email Who pays if multiple agencies have a relationship with same partner? If a customer sends an email that should have been secure, the Agency should reply with a secure email.
150	Security, Anti-Virus, Filtering	Ability to recover decrypted messages from accounts created for external business partner and client accounts for investigations, public disclosure, or discovery requests.	Is the request to allow agencies search/discovery abilities for external accounts?	This includes business partner messages to state accounts and business partner to business partner accounts (i.e.: "Recovery Agent" ability would be available to business partners)	Not only recover, but also decrypt. The security team at DSHS said that at times the FBI may need the information out of a partner's email for an investigation If agency only supplies secure email certificate, but does not own the account... discovery may not be possible

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151	Security, Anti-Virus, Filtering	Ability to enable/disable secure e-mail accounts			
152	Security, Anti-Virus, Filtering	Ability for secure e-mail user to reset their password			
153	Security, Anti-Virus, Filtering	Ability to receive reports on secure e-mail activity by account (e.g., emails sent from a business partner account to another account or e-mail system).		This enables DSHS to determine if a business partner is properly using the account.	
154	Archiving, Retention Discovery	Ability to migrate former employees' mailboxes into the archive solution.			
155	Disaster Recovery & Business Continuity	Ability to restore core email functionality within 8 hours.			Project team needs to get standard timeframes for Priority 1 service recovery Need to add a requirement for smtp/app interface recovery
156	Disaster Recovery & Business Continuity	Ability to restore core BlackBerry functionality within 30 days.	Technical Notes: 1) BlackBerry service is supported by multiple redundant servers to reduce the impact of a lost server, however a data center-wide disaster would most likely result in a loss of BlackBerry service for up to 30 days.		Project team needs to get standard timeframes for Priority 2 service recovery and price any changes to previous assumption
157	Disaster Recovery & Business Continuity	Archived data is replicated in near-time to off-site storage.	Technical Notes: 1) In the event of a data center-wide disaster, the user interface to the archived data would most likely not be restored for up to 30 days.		Project team needs to get standard timeframes for Priority 3 service recovery and price any changes to previous assumption
158	Disaster Recovery & Business Continuity	Ability for users to access core email functionality within 30 seconds in the event of a database, server, and/or hard drive failure.			

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Item	Functional Area	Business Requirement	CAB Trace	Steering Committee Meeting Notes
1	Email, Calendar, Contacts	Ability to create and share distribution lists.	Email1	
2	Email, Calendar, Contacts	The ability for agency email administrators to provision email accounts for their individual agency or organization.	Email1; Email13	
3	Email, Calendar, Contacts	Ability to configure options to meet agency bandwidth/network constraints, to include mailbox sizes. Agencies determine configuration settings.	Email14	
4	Email, Calendar, Contacts	The system will support current-generation clients, and clients 1 generation prior.	Email15	
5	Email, Calendar, Contacts	Ability to create public folders.	Email19	
6	Email, Calendar, Contacts	Support for applications that read and write to the Exchange Database:	Email2; Email 12	Technical Notes: This will be a configuration and implementation issue dependent on individual agency needs; there is no global solution. Agencies should submit specific detailed requirements to the Project Team.
7	Email, Calendar, Contacts	Ability to integrate agency application with SMTP relay		
8	Email, Calendar, Contacts	Ability to create look and feel of email messages (signatures, fonts, size, color, stationery, etc).	Email20	
12	Email, Calendar, Contacts	Ability to create and customize calendars.		
13	Email, Calendar, Contacts	Ability to create contact lists, including those imported from other sources.		
15	Email, Calendar, Contacts	Ability to create reminders and tasks.		
16	Email, Calendar, Contacts	Ability to drag and drop email into personal folders.		
17	Email, Calendar, Contacts	Ability to embed links to files and websites in emails.		
18	Email, Calendar, Contacts	Ability to establish rules (auto reply, out of office reply, temporary transfer to another party, move files to inbox folders).		
19	Email, Calendar, Contacts	Ability to forward email and attachments.		
20	Email, Calendar, Contacts	Ability to import and export contacts.		
21	Email, Calendar, Contacts	Ability to organize emails for future retrieval.		
22	Email, Calendar, Contacts	Ability to print email messages.		
23	Email, Calendar, Contacts	Ability to reply to email and attachments.		
24	Email, Calendar, Contacts	Ability to schedule resources such as conference rooms, teleconference rooms, etc.		
25	Email, Calendar, Contacts	Ability to search for emails based on age, size, sender, recipient, subject, key word, attachment content.		
26	Email, Calendar, Contacts	Ability to send, receive, and delete email and attachments.		
27	Email, Calendar, Contacts	Ability to share contact lists / address book.		
28	Email, Calendar, Contacts	Ability to share inbox, calendar, and files with users, given permission.		
29	Email, Calendar, Contacts	Ability to spell check.		
30	Email, Calendar, Contacts	Ability to view calendars.		
31	Email, Calendar, Contacts	Scalability - The ability to easily add capacity or functionality at any tier to accommodate growth and demand (usage peaks, feature sets, additional users, etc.)		
32	Email, Calendar, Contacts	Ability to provide resource reservations integrated into email.		
33	Email, Calendar, Contacts	Ability to do message tracking		

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36	Archiving, Retention Discovery	Ability to search archive by sender, recipient, date, subject, content, attachments, keyword, SMTP address.	Vault2	
40	Archiving, Retention Discovery	Ability to list responsive email (by case) so that email can be electronically certified as complete to fulfill the production for legal hold purposes.		
42	Archiving, Retention Discovery	The system has to allow custom time-based settings for automatic deletion of items (e.g., calendar items), at the agency level.	Email13	
45	Archiving, Retention Discovery	Ability to perform a "full text" search including the header, body and any attachments to the email.	Vault3	
46	Archiving, Retention Discovery	Ability for Legal, ATG, etc. to review and mark discovery search results.		
47	Archiving, Retention Discovery	Ability to archive at the desktop.		
48	Archiving, Retention Discovery	Ability to archive at various regularly defined intervals.		
49	Archiving, Retention Discovery	Ability to archive based on policy (i.e. email address, OU, group, organization, etc.)		
50	Archiving, Retention Discovery	Ability to demonstrate due diligence and maintain markings for privileged and non-responsive search results.		
51	Archiving, Retention Discovery	Ability to import data from other sources such as PST, NSF files, SharePoint, IM into archiving solution.		
52	Archiving, Retention Discovery	Ability to meet Federal regulations for retention (i.e. Sarbanes Oxley, Gramm-Leach-Bliley Act (GLB), HIPAA, etc.)		
53	Archiving, Retention Discovery	Ability to provide a full audit trail of discovery and review.		
54	Archiving, Retention Discovery	Ability to provide individual users the ability to search their portion of the archive repository.		
55	Archiving, Retention Discovery	Ability to provide long term retention separate from active email system.		
56	Archiving, Retention Discovery	Ability to put discovery search results on legal hold to suspend deletion.		
57	Archiving, Retention Discovery	Ability to satisfy legal requests for email discovery and provide results in native format and HTML.		
58	Archiving, Retention Discovery	Ability to search archive and forward, print and restore in bulk items from archive.		
59	Archiving, Retention Discovery	Ability to search the "body" of the email including the header and all text contained within the email itself.		
60	Archiving, Retention Discovery	Ability to search the email "header" including Date: From, Subject, To, BCC, distribution list, and CC.		
61	Archiving, Retention Discovery	Ability to support litigation requests by production of responsive email into a specified location outside of the archive, for read and redaction purposes.		
62	Archiving, Retention Discovery	Scalability - The ability to easily add capacity or functionality at any tier to accommodate growth and demand (usage peaks, feature sets, additional users, etc.)		
63	Archiving, Retention Discovery	The ability to flag individual e-mails to not be archived.		
64	Archiving, Retention Discovery	Ability to change retention timeframe of items already vaulted.		Have the ability to indicate "never delete" on email that needs to go to State Archive
67	Backup & Restore Requirements	Ability to recover by mailbox, back to 30 days.	Email24	
68	Backup & Restore Requirements	Ability to recover all messages.		
69	Backup & Restore Requirements	Ability to recover deleted items, back to 30 days.		

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70	Backup & Restore Requirements	Scalability - The ability to easily add capacity or functionality at any tier to accommodate growth and demand (usage peaks, feature sets, additional users, etc.)		
74	Security, Anti-Virus, Filtering	The ability to protect internal email customer identity.		
75	Security, Anti-Virus, Filtering	Anti-virus on the Exchange Servers	Email23	
76	Security, Anti-Virus, Filtering	Ability to send email securely by content or user preference.	Email23; Gateway1	
77	Security, Anti-Virus, Filtering	For security purposes, staff with access to the email servers may be required to have background checks, including fingerprinting to be performed by the agency.	Email3	
78	Security, Anti-Virus, Filtering	Ability to block 95% of all inbound and outbound viruses, and have < 1% false positive rate.	Gateway 5	
79	Security, Anti-Virus, Filtering	Ability for user enabled encryption of email.	Gateway1	
80	Security, Anti-Virus, Filtering	Ability to provide message hygiene (antispam/antivirus) statistical reports.	Gateway10	
81	Security, Anti-Virus, Filtering	Ability to block or allow email based on multiple message attributes. Configuration options to be made available to agencies.	Gateway2; Gateway4; Gateway9	
82	Security, Anti-Virus, Filtering	Ability to provide pre-emptive email content filtering. Configuration options to be made available to agencies.	Gateway3	
83	Security, Anti-Virus, Filtering	Ability to scan attachments.	Gateway4	
84	Security, Anti-Virus, Filtering	Ability to provide pre-emptive email virus protection (scanning prior to delivery at the mail server).	Gateway5	
85	Security, Anti-Virus, Filtering	Ability to retrieve quarantined messages.	Gateway6	
86	Security, Anti-Virus, Filtering	Ability to whitelist/blacklist senders by domain or IP address.	Gateway8	
87	Security, Anti-Virus, Filtering	Ability to establish TLS encryption with other businesses or customers .		
88	Security, Anti-Virus, Filtering	Ability for message hygiene (antispam/antivirus) to perform recipient filtering.		
89	Security, Anti-Virus, Filtering	The ability to protect the reputation of outbound mail gateways by filtering/restricting which users can access mail gateways.		
90	Security, Anti-Virus, Filtering	Ability to meet ISB security standards for mobile devices.		
91	Security, Anti-Virus, Filtering	Ability to meet ISB security standards for passwords for remote access to email.		
92	Security, Anti-Virus, Filtering	Ability to set time-outs after a specific time of inactivity through remote access.		
93	Security, Anti-Virus, Filtering	Scalability - The ability to easily add capacity or functionality at any tier to accommodate growth and demand (usage peaks, feature sets, additional users, etc.)		
94	Remote Access, Mobile Messaging Requirements	Ability to access email by secure web or client.(Calendar, Address book, Ability to send and receive).		
95	Remote Access, Mobile Messaging Requirements	Ability to access email with BlackBerry services using BlackBerry server.		
96	Remote Access, Mobile Messaging Requirements	Scalability - The ability to easily add capacity or functionality at any tier to accommodate growth and demand (usage peaks, feature sets, additional users, etc.)		
97	Remote Access, Mobile Messaging Requirements	Ability to enable/disable handheld device features (e.g., cameras)		
98	Agency Delegated Functionality	Ability to block or allow email based on multiple message attributes. Configuration options to be made available to agencies.	Gateway2; Gateway4; Gateway9	

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99	Agency Delegated Functionality	Ability to provide pre-emptive email content filtering. Configuration options to be made available to agencies.	Gateway3	
100	Agency Delegated Functionality	Ability to create and share distribution lists.	Email1	
105	Agency Delegated Functionality	The ability for agency email administrators to provision email accounts for their individual agency or organization.	Email1; Email13	
106	Agency Delegated Functionality	Ability to recover a specific email message.	EMail17	
107	Agency Delegated Functionality	Ability to create public folders.	Email19	
109	Agency Delegated Functionality	The ability to delete, or flag for deletion by system administrators, e-mails that have met their retention.	Email4	
111	Agency Delegated Functionality	Ability to control message size limits for e-mail.	Email5	
114	Agency Delegated Functionality	Ability to filter archive by sender, recipient, date, subject, content, attachments, keyword, etc.	Vault1	
115	Agency Delegated Functionality	The ability for agencies to delegate and perform discovery of archived and active email.	Vault2	
116	Agency Delegated Functionality	Ability to accommodate programmer testing of email functionality embedded in software applications.		
117	Agency Delegated Functionality	Ability to auto-enforce standard conventions for creating accounts and distribution lists.		
118	Agency Delegated Functionality	Ability to accommodate programmer testing of email functionality embedded in software applications.		
119	Agency Delegated Functionality	Ability to auto-enforce standard conventions for creating accounts and distribution lists.		
120	Agency Delegated Functionality	Ability to configure options to meet agency bandwidth/network constraints, to include mailbox sizes. Agencies determine configuration settings.	Email14	
121	Agency Delegated Functionality	Ability to create look and feel of email messages (signatures, fonts, size, color, stationery, etc).	Email20	
122	Agency Delegated Functionality	Ability to create and customize calendars.		
123	Agency Delegated Functionality	Ability to create contact lists, including those imported from other sources.		
124	Agency Delegated Functionality	Ability to create personal folders.		
125	Agency Delegated Functionality	Ability to create reminders and tasks.		
126	Agency Delegated Functionality	Ability to drag and drop email into personal folders.		
127	Agency Delegated Functionality	Ability to embed links to files and websites in emails.		
128	Agency Delegated Functionality	Ability to establish rules (auto reply, out of office reply, temporary transfer to another party, move files to inbox folders).		
129	Agency Delegated Functionality	Ability to forward email and attachments.		

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130	Agency Delegated Functionality	Ability to import and export contacts.		
131	Agency Delegated Functionality	Ability to organize emails for future retrieval.		
132	Agency Delegated Functionality	Ability to print email messages.		
133	Agency Delegated Functionality	Ability to reply to email and attachments.		
134	Agency Delegated Functionality	Ability to schedule resources such as conference rooms, teleconference rooms, etc.		
135	Agency Delegated Functionality	Ability to search for emails based on age, size, sender, recipient, subject, key word, attachment content.		
136	Agency Delegated Functionality	Ability to send, receive, and delete email and attachments.		
137	Agency Delegated Functionality	Ability to share contact lists / address book.		
138	Agency Delegated Functionality	Ability to share inbox, calendar, and files with users, given permission.		
139	Agency Delegated Functionality	Ability to spell check.		
140	Agency Delegated Functionality	Ability to view calendars.		
141	Agency Delegated Functionality	Ability to provide resource reservations integrated into email.		
143	Agency Delegated Functionality	The system has to allow custom time-based settings for automatic deletion of items (e.g., calendar items), at the agency level.	Email13	