



Agenda

Implementation Coordinator Team Meeting

April 27, 2012
2:30 pm – 3:30 pm

1500 Jefferson Building
Room 2208

Call in telephone conference bridge available

TOPICS

- Welcome & Introductions
- Review Shared Services Email Project Status
- Project Updates and Reminders
- Project Implementation Status
- Questions



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Shared Services Email Project

Agency Implementation Coordinator Meeting

April 27, 2012

Agenda

- Welcome & Introductions -- Steve Lovaas
- Review of Shared Services Email Project Status – Heidi Brownell
- Updates and Reminders – Steve Lovaas
- Project Implementation Review Status – Laura Parma
- Questions





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Shared Services Email Project

Project Status

Heidi Brownell

Shared Services Email Project

Service Description

Exchange 2010
messaging platform

Email

**Internet
Email
Filtering**

Includes anti-spam and anti-virus. Prevents confidential, malicious, or inappropriate content from being distributed

Provides mobile access
to email, calendaring
and contact
information

**Mobile
Devices**

**State Email
Filtering**

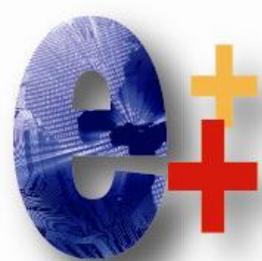
Includes anti-spam
and anti-virus

Protects sensitive data
when sent via email

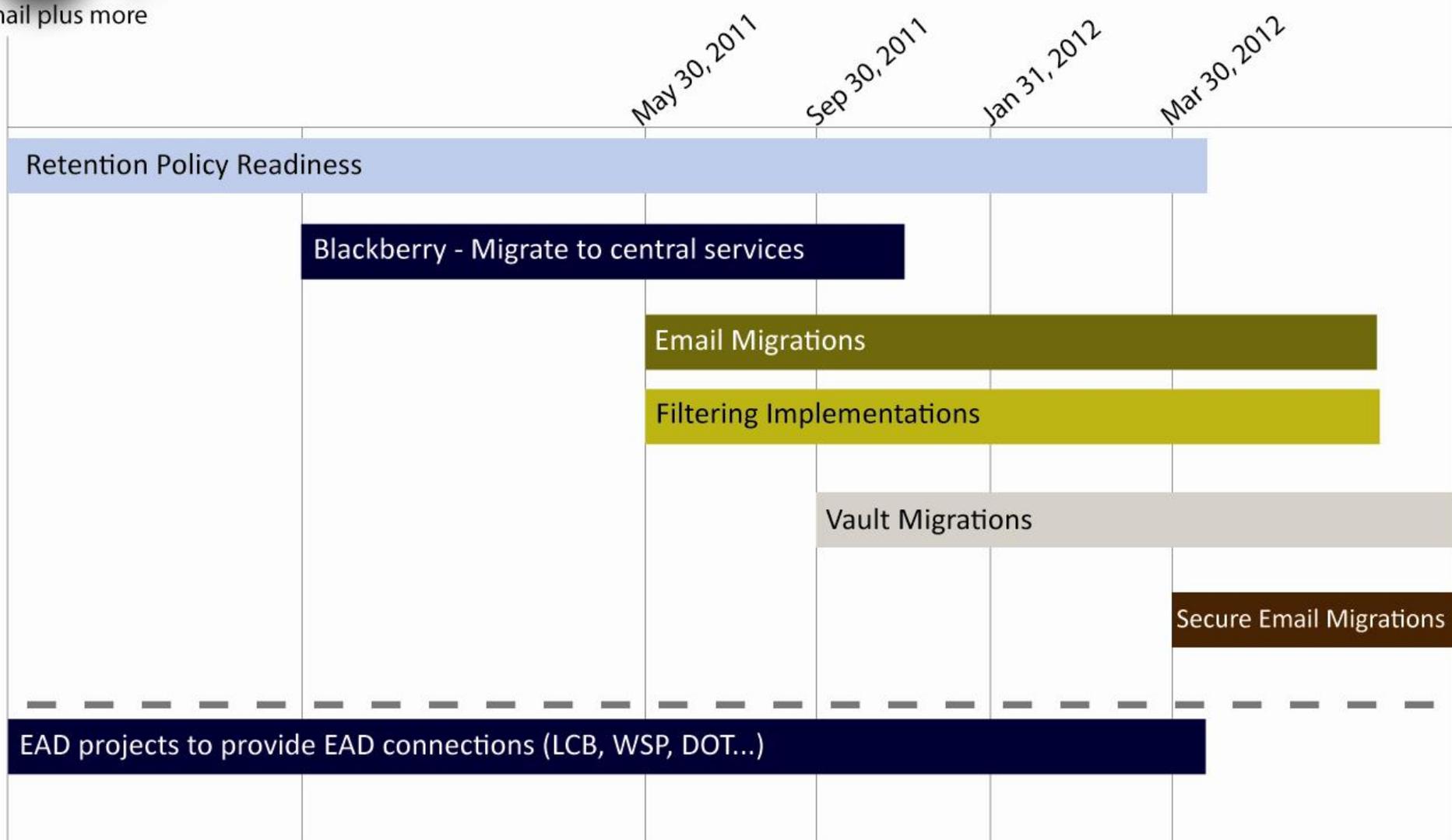
**Secure
Email**

Vault

Stores and retrieves email
messages in compliance with
agency records retention
requirements



Shared Services Email Implementation Strategy



Note: Implementations are staggered within each bar on the chart

March 9, 2011

Project Status Update

- Agency Mailbox Migrations
 - 39 Agencies Have Completed Email Migrations
 - 45,383 Mailboxes Migrated as of 4/15/2012
 - 19,051 Mailboxes Vaulted as of 4/15/2012
- Project Status
 - Email migrations and Vault ingestions underway
 - SLA update published
 - ActiveSync now available to agencies with SLA v1.2
 - Secure Email early adopters in testing
 - DEL staged for SMTP early adoption
 - SLA Metrics and QA report posted on our website
 - New Listserv beginning to be used
 - Delegated Administrators training on May 30th (morning and afternoon)
 - Update on recent outage notifications





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Shared Services Email Project

Updates and Reminders

Steve Lovaas

Updates and Reminders

Reminder about Sync Errors

Outlook users may receive error messages in the Sync Issues folder. Microsoft has logged this issue as resolved. This document provides an explanation of the behavior, and recommendations. Guidance is published on the Technical Resource page

Specific Issue: Sync Error messages arrive in a users Sync Issues folder. This may occur when Org Forms are being used. Although it logs as an error there is not any affect to the user and can be safely ignored and deleted.

Resolution: This is a known issue at Microsoft for cached mode users which has been logged as resolved.

We have found that removing Org Forms from personal forms will stop this error from occurring.



Updates and Reminders

Agency Contact to Authorize Requests for Mailbox Size Larger than 1GB

Agency Implementation Coordinator ensures that the agency's internal process is followed and the proper authorization received.

Active Sync Rollout

Each agency plans its own roll out strategy now that the function is available. Reminder to review the documentation on the site.

Readiness for SMTP Mail Relay

Reminder that there should be assurance that mailings are clean and regularly maintained.





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Shared Services Email Project

Implementation

Laura Parma

Implementation Notes

- Implementation Order Sheet has been updated to reflect Exchange, Vault and Secure Email migration schedule – Version 21
- Secure Email early adopter deployments are underway
- Documentation for Secure Email includes:
 - End User Training Guide
 - Pre-Cutover Guide for Secure Email including Policy Form
 - FAQs updated with Secure Email
 - on-line help available at the Washington portal for external users



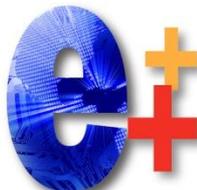
Implementation Meetings

- Monthly Implementation Coordinator Meetings scheduled
- Monthly ETAG Meetings scheduled – moved to 1 technical meeting per month going forward.

Website reflects all meeting dates/times/locations

Note: All meetings moved to 1500 Jefferson

Note: ETAG meetings moved to 2nd Tuesday



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Resources

- Project Website:

http://cts.wa.gov/projects/shared_email/

- Implementation Resources:

http://cts.wa.gov/projects/shared_email/customer_readiness.aspx





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Shared Services Email Project

Questions