

Shared Services Email Project

Agency Implementation Coordinator Meeting

December 22, 2011

Agenda

- Welcome & Introductions -- Steve Lovaas & Jim Hammond
- Review of Shared Services Email Project Status – Heidi Brownell
 - Review of Technical Issues for Previous Month
 - Review of Service Level Metrics
 - Review of Quality Assurance Summary
- Project Implementation Review Status – Laura Parma
- Review of New Documentation Updates – Amanda Jones & Michelle Tuscher
- Questions





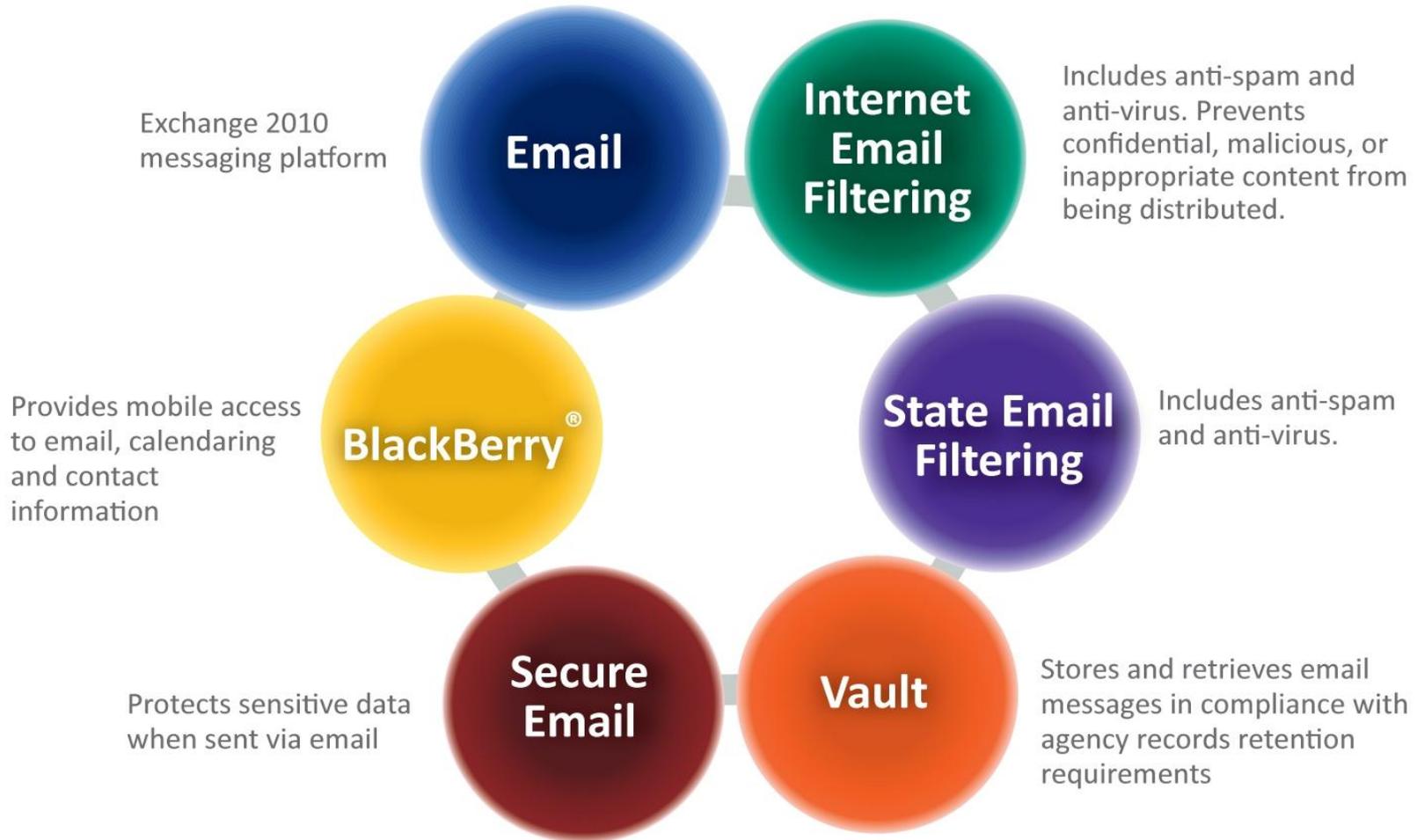
email plus more

Shared Services Email Project

Project Status

Heidi Brownell

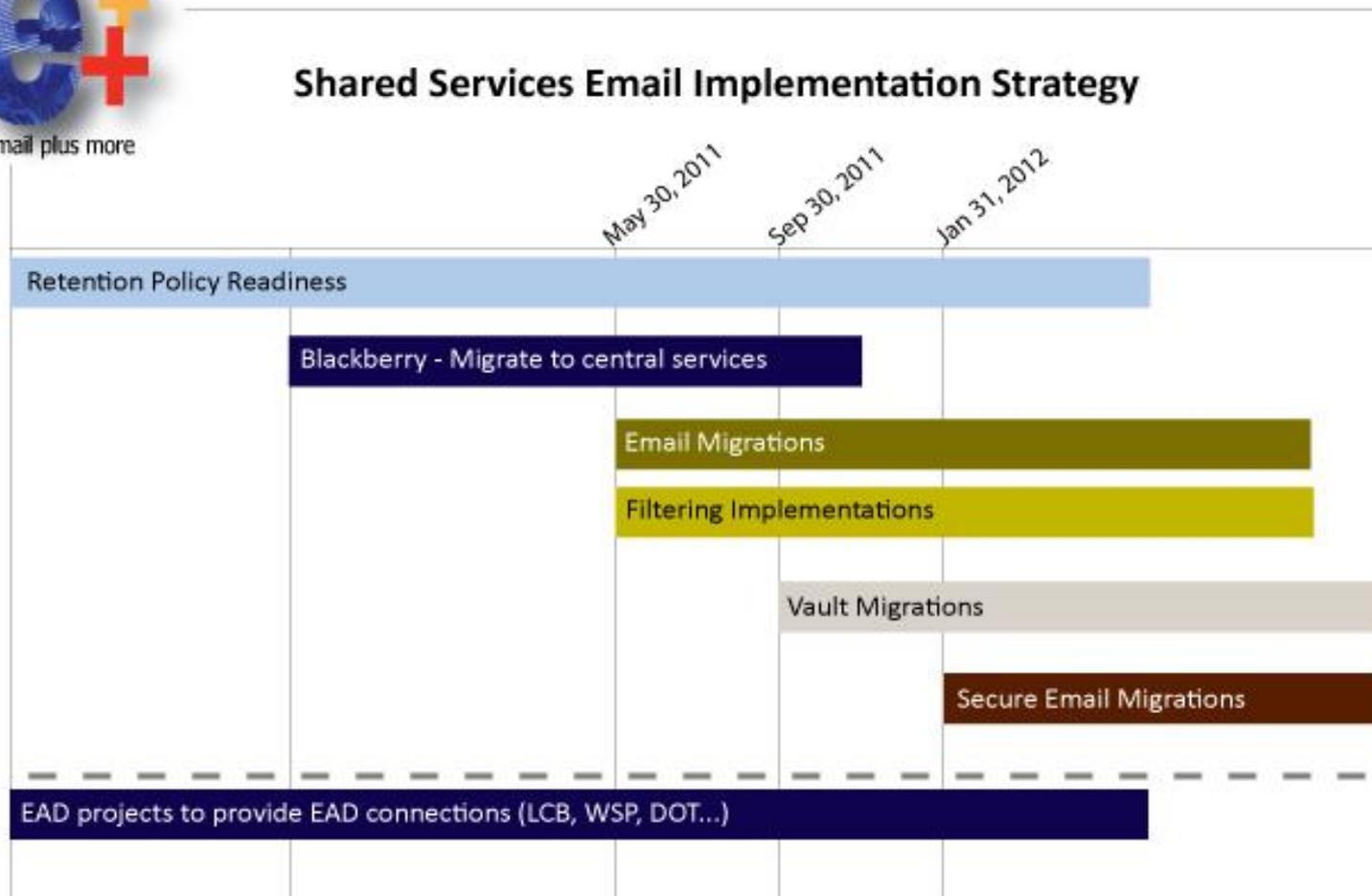
Service Description



Implementation Strategy



Shared Services Email Implementation Strategy



Note: Implementations are staggered within each bar on the chart

October 21, 2011



Project Status

- Agency Mailbox Migrations-
 - 29 Agencies Have Completed Email Migrations
 - 32,729 Mailboxes Migrated as of 12/19/2011
 - 16,565 Mailboxes Vaulted as of 12/12/11
- Active Sync update
- Secure Email Contract being finalized
- QA Reports Available
- Customer Satisfaction Survey Completed. Results in the November SLA report
- SLA Update – November report has been published.
- Common Technical Issues



Quality Assurance Review

[Quality Assurance Reports](#)



Service Level Metrics

[November SLA Report](#)



Technical Topics

- Public Folder Replication
- Decommissioning guidance
- January SMTP mail relay environment ready
- Vault known issues
- Vault Health Check – tech bulletin published for Jan 8 updates





Shared Services Email Project

Implementation

Laura Parma

Implementation Notes

- Implementations are underway, planning meetings are underway for both email migrations and Vault migrations - Updated Implementation Order Sheet Posted
- Vault migration timing being solidified with small agencies and CIOs for larger agencies
- Documentation recently completed and under development including:
 - Agency Pre-Vault Readiness Guide V3
 - Agency Exchange Pre-Cutover Readiness Guide V6
 - Post Vault and Vault PST Version 1: January
 - Early work for Secure Email readiness



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

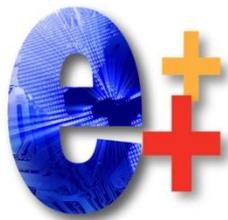
Note: ETAG meetings moved to 2nd Tuesday



Documentation Updates

- Agency Exchange Pre-Cutover Readiness Guide V6 – Amanda Jones
- Exchange FAQ Update – Amanda Jones
- Agency Pre-Vault Readiness Guide V3– Michelle Tuscher
- Vault FAQ Update – Michelle Tuscher





Shared Services Email Project

Agency Email Pre-Cutover & Pre-Vault Document Review

Amanda Jones & Michelle Tuscher

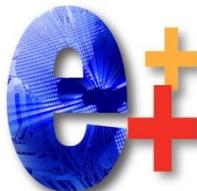
Contacts

Steve Lovaas: (360) 407-8723, Steve.Lovaas@cts.wa.gov

Jim Hammond: (360) 902-3587, James.Hammond@ofm.wa.gov

Michelle Tuscher: (360) 407-8845, Michelle.Tuscher@cts.wa.gov

Amanda Jones: (360) 407-9039, Amanda.Jones@cts.wa.gov



email plus more

Resources

- Project Website:

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

- Implementation Resources:

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





email plus more

Shared Services Email Project

Questions