

Shared Email Steering Committee Meeting Notes

Dec. 15, 2010

Secure Email

Representatives from QWEST and the IronPort product support team presented the parameters surrounding the secure email portion of the product's capabilities. Most of the discussion and questions centered on the following:

How is usage counted?

- The product is licensed based on the number of email accounts that are used to actually send a secure email.

What constitutes a use of the product?

- A single email sent from a single email account using the service constitutes an incident of use. After that, the number of emails sent by that email account is not a consideration.

What is the time period over which the use is counted?

- It was recommended that a 3 month time frame be used to count the incidents of use to establish the number of incidents of use that applies to the contract. This time period varied a bit over the course of the discussion and would have to be firm in a contract for the service.

How do we arrive at an estimate for the number of licenses?

- Agency experience indicates that the actual count of users needing the service is potentially far higher than the estimate. ESD originally estimated use at 30 but the actual count was 500.
- It was suggested that we use the first year to determine the number of licenses needed.
- If the intent is to encourage use, the number will higher than estimated and is difficult to determine.
- The committee will require an additional solicitation for usage estimates.

How are remote users supported?

- Any user with a state email account can be given the capability to send an encrypted email.
- Users not having a state email account can use a website to be used to sign up for the service and use the service to send email. Note that this email count will be included in the count of email accounts against the contract number.

Other comments:

- Agencies can manage who has access to secure email, and who does not.

- The system can be used to automatically encrypt an email if it contains data that requires encryption. The system can also block emails or report on any email encrypted or blocked.
- External users can use the encryption service through the use of a web based interface to register and use the service.
- The product does not meet ISB security standards for hardened passwords and will require customization. The cost is approximately \$37K. There was a suggestion made that the need to customize should be examined against the risk, and a determination made on whether to pursue a policy exception through the ISB or have the cost waved as part of the contract.
- There are three ways of determining if an email will be encrypted
 - Trigger word or symbols embedded in the email
 - Content filters
 - Exchange plug-in which provides an icon for secure email. Of the current install base, about 20% use this option although the newly released plug-in should be considered as it is much improved.

Decisions

The committee was in favor of having a cost per mailbox rather than charge based on single email addresses that use the service.

The committee agreed that we should review and verify the data on the number of potential users to determine how many licenses are needed to initiate the contract. Christy and Debbie will determine an approach for this effort.

Staff Requirements

Connie Robbins gave an overview of the plan for the staff requirement review. She will be setting up a team in January. She also indicated that it would be necessary to know:

- What positions and level are being included
- What positions are to be allocated to transition and which to ongoing support and maintenance
- What are the impacts on the agencies
- The email migration schedule in order to plan the staff requirements

At some point, all of the following groups will be at the table:

- Technical representatives
- Labor

- Personnel
- Operations and conversion
- LRO
- At least 1 CIO

An initial plan will be developed for discussion with a small subset before discussions with the larger audience are initiated.

Other comments:

- It was noted that a clear distinction needs to be made between staff augmentation and on-going support.
- A fall back strategy for lost staff needs to be developed.
- An objective of this effort is to develop methodology, standards, and procedures that can be used for all shared services.

Agency Participation

Jim Hammond handed out a list of agencies which are considered part of the base group of agencies to be converted.

Standards

A discussion on setting standards and policies for Shared Services has been initiated with the Enterprise Architecture Committee (EAC). A process needs to be developed for how issues will flow between the Email Project Steering Committee, the EAC, and the ISB.

Future Meetings

Future meetings of the Shared Email Project Steering Committee will be held the second and fourth Wednesday of each month from 9 a.m. to 11 a.m. The meeting room will continue to be reserved on a weekly basis to accommodate email subcommittees.