



Shared Services Email: The New User Experience

The new Shared Services Email offering will provide users with the following beneficial email features:

- **Email** via the Exchange 2010 messaging platform.
- **Internet Mail Filtering** that includes anti-spam and anti-virus protection that prevents confidential, malicious, or inappropriate content from being distributed.
- **State Mail Filtering** that includes anti-spam and anti-virus protection.
- **The Vault** which stores and retrieves email messages according to agency records retention requirements.
- **Secure Email** that protects sensitive data sent via email.
- **Mobile Device** options that provide mobile access to email, calendaring, and contacts.

End users' experience with email and calendaring will be familiar because the version of Outlook installed on their PC workstation will likely not change. However, there will be some notable differences with the Shared Services Email offering:

OWA

Many users currently use Outlook Web Access (OWA) to access email via a web browser when not at their primary workstations. (Users access OWA either internally on the network or outside the state offices from a PC on the Internet. These web addresses will change once mailboxes are migrated to the new environment.)

OWA – which now stands for Outlook Web App – has enhanced usability with the new Shared Services Email offering. The service is user

friendly as interactivity on the screen is more similar to the experience a user has at their workstation. OWA includes functions such as spell check, the ability to track emails in a grouped mode called “conversations,” and a drag and drop function . . . just to name a few.

Additionally, the OWA calendar has been improved to simplify finding information and managing schedules. The search function in OWA has been redesigned to provide faster, more accurate results. The newly improved OWA Address Book makes it easier for users to search Address Lists and Contacts. And, OWA Reminders and Notifications features include several improvements, such as: reminders and notifications presented as an overlay on the current web browser window.

Cached Mode

End users who are not currently using email in cached mode will see a difference when cached mode is enabled through the Shared Services Email offering. Cached mode causes new email to be received in batches – thus users familiar with seeing an instantaneous update of email will notice a slight difference.

Users may wonder why this feature has been added – the answer is that cached mode allows users to work with their Exchange account data when their connection to the Exchange server is interrupted or unavailable. Cached Exchange Mode provides an extra layer of protection by automatically storing a copy of your mailbox on your computer. When your connection is restored, Outlook synchronizes your cached mailbox with your mailbox on the server.

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The Vault

The Vault provides an easy-to-use tool where users store email according to their agency's records and retention requirements. State employees use email to process large amounts of information, and that email must be handled in a manner that complies with legal and fiscal requirements. Through this service, a secure email repository is available to simplify searches for email data – a useful feature for organizing and storing corporate knowledge. With the Vault, agencies can also respond quickly to public records requests.

Mobile Devices

Mobile access to email is available using either BlackBerry devices or ActiveSync enabled-smartphones or tablets which have push synchronization of contacts, calendars, tasks, and email between the Shared Services Email and mobile devices.

Secure Email

Secure email is protected mail sent to users outside of the State Government Network (SGN), or sent to an agency from an outside user, according to an agency's legal and regulatory requirements. : Encryption is the technical method of protecting sensitive content within email in transit, making it unreadable to anyone without a required message unlock code.**Questions?**
If you have further questions, please contact:

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