



Consolidated Technology Services • WA

## Service Announcement

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January 10, 2014

**TO:** CTS Customers

**FROM:** Lance Calisch  
Electronic Messaging Service Owner

**SUBJECT:** New Service:  
Lync 2013 Replaces LCS (Live Communication Service)

### What is Lync 2013?

Lync 2013 is an enterprise real-time communications software package. Lync 2013 will replace the current LCS service offering from CTS.

### What features does Lync 2013 provide?

- Instant messaging
- Presence awareness
- Web conferencing
- Application and desktop sharing
- Audio and video conferencing
- Mobility (Lync from a mobile device)
- Voice integration

### What's the timeline?

The Lync 2013 project execution phase has begun. High level steps and times are planned as follows:

- Phase 1 – IM and presence: January – April, 2014
  - Install and prepare infrastructure
  - Conduct education and training meetings with current customers

- Migrate LCS customers to Lync 2013
- Open Lync 2013 to new customers
- Phase 2 – Conferencing and Mobility: Planning begins in February
- Phase 3 – Voice Integration: TBD

What's the impact to current LCS customers?

LCS customers will experience an LCS service outage just prior to Lync 2013 installation, configuration, and migration. The LCS service outage occurs because of the way Lync 2013 is architected; before implementing Lync 2013 LCS must be purged from the Enterprise Active Directory.

Per the project plan this outage is scheduled to begin March 17, 2014. CTS is planning a four week outage as follows:

- 1 week to purge LCS then prepare and extend the active directory schema for Lync 2013. The schema extension is planned for Friday March 21, 2014 so that replication can occur over the weekend.
- 1 week to install and configure Lync 2013
- 1 week of testing and corrections if needed
- 1 week of invited customer testing and corrections if needed

It is possible we can make up time during this four week period but we won't know until we begin the outage. CTS will do everything we can to minimize this outage and we ask for your patience during this non-trivial step in the process. CTS and Microsoft engineers have planned this step carefully and Microsoft engineers will be on site during the cutover.

Are there customer requirements to use Lync 2013?

- You must be a CTS Shared Services Email (SSE) customer.
- Your workstation operating system must be on Vista or higher; Lync 2013 will not work with XP.
- Microsoft recommends the full version of the Lync 2013 client.

Is there a fee for Lync 2013?

| Service Tiers and Features:  | Rate:                 |
|--|-----------------------|
| <b>Basic</b><br>Provides IM, presence, mobility, and multi-party conference participation    | \$3.50 per user/month |
| <b>Enterprise</b><br>All Basic features plus the ability to initiate multi-party conferences | \$4.75 per user/month |

For questions or comments, please send an email to the CTS Service Desk ([Servicedesk@cts.wa.gov](mailto:Servicedesk@cts.wa.gov)) or call 360-753-2454.



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Additional information regarding this announcement will be provided to impacted customers as needed.