

MESSENGER



NEWS FROM THE STATE OF IDAHO'S CONSOLIDATED MESSAGING PROJECT TEAM

OCTOBER 2008

CONSOLIDATED MESSAGING SERVICES PROJECT MILESTONES ON TARGET

October 10, 2008

Several teams of talented individuals from state agencies and the public sector have worked hard to lay the groundwork for Idaho's new messaging system. I am pleased to provide you with the following summary of the Project, as well as some important milestones.



*Mike Gwartney
Director, Department of
Administration*

What is the CMS Project?

The Consolidated Messaging Services Project (CMS) began in April 2008, as a part of Governor Otter's plan to improve the way Idaho's public agencies conduct business. The CMS Project will combine resources and streamline electronic messaging operations for the state. Today Idaho taxpayers support over 80 email systems. This Project consolidates those systems into one reliable system managed centrally with advanced security functionalities. More importantly, the project is building the foundation to allow for future consolidation of services such as faxing, imaging, voice mail messaging and telephone services for state agencies.

What's the benefit... to Idaho?

Consolidated messaging will allow public agencies to communicate more quickly and efficiently than they can now. In times of crisis, this is an invaluable advantage for the agencies that protect Idaho citizens. Cost efficiencies are being realized and security is increased as agency services are moved to a central location. Projected costs of less than \$5 per mailbox per month is well below the fee charged by many public and private companies who provide the same service.

LET'S STAY IN TOUCH

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Fall 2008 Milestones

October 31

Active Directory (AD)/Exchange 2007 installation complete

November 7

Agency test migration activities complete

November 10

IOC Agencies begin migration to the new system

December 19

IOC Agencies migration complete

CONTACT US: messaging_project@cio.idaho.gov

WEBSITE: http://cio.idaho.gov/products_and_services/consolidated_messaging_project.htm

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...to my agency?

Agencies will have seamless communication with other state agencies including access to a global address book containing information on all state employees, standardized email addresses and enhanced system reliability and uptime. Reliable service desk support will ensure continuity of service.

...to employees?

End users will have improved remote email and calendar access, as well as easy archiving features to manage important communications. Email addresses will be standardized across the state.

Who is involved?

Department of Administration's Chief Information Office (CIO) is the "home" of the CMS Project. As the director of the Department of Administration, I serve as the Executive Sponsor and chair the Executive Steering Committee (ESC) which provides Project oversight. The ESC has nine members representing six state agencies and the private sector. Currently, staff from Administration, Transportation, Health and Welfare, State Tax Commission and Labor work on CMS Project full time. There are also many other team members deployed part-time from 11 state agencies.

Where are we now?

The first phase of the Project, called "Initial Operating Capability" (IOC), will convert Department of Administration, the Governor's Office, and several of Idaho's smaller agencies to the new, consolidated messaging system by December of this year. The major milestones are noted on page one of this newsletter. More details about the CMS Project can be found at <http://cio.idaho.gov/messaging>.

Regards,

Mike Gwartney

Director

Department of Administration

FAQ

Q: When will my agency be converted to the new system.

A: Agencies that are included in the initial phase include the Department of Administration and 31 small agencies, as well as the Governor's Office. The Tax Commission is scheduled for May 2009. The continued migration of agencies will be based on the funding received for Fiscal Year 2010. Complex and non-Exchange agencies will be the last to convert.

Q: What agency will manage the new system and where will it be housed?

A: The ICS system will be managed by the Department of Administration and housed at The State Controller's Office.

Q: What state agencies will be a part of the new ICS system? What about elected officials?

A: Executive agencies must join; elected officials are encouraged and will be asked if they would like to participate.

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