



To: Selected Idaho State Agencies
From: Carla Casper, Project Manager
Date: December 4, 2008
Re: Agency Migration to Idaho's Consolidated Services System

Welcome to Idaho's Consolidated Services (ICS) System. Your agency is among the first to migrate to the new system. Teams of technical and business staff have worked for months to install new equipment and to create the necessary systems to support it. This first phase, "Initial Operational Capacity" (IOC), is a significant milestone and brings us a step closer toward more efficient messaging for Idaho's state agencies.

We have created a migration plan that should allow your important daily business to continue with few interruptions. In addition to the technical team who will be conducting the actual migration, an agency readiness team member will also be assigned to help facilitate quick responses to questions or concerns. We are in new territory. However, we will do our best to ensure a smooth transition.

This packet contains

- [Solution Summary](#)
- [Reducing Mailbox Size Training materials](#)
- [Frequently Asked Questions](#)
- [Exchange 2007 Benefits](#)
- [Cost Information](#)

The effect on end-users should be minimal. Please let us know if your employees have questions about an area not covered in these materials and we'll try to correct that quickly.

As an IOC agency, your feedback is critical to the success of this Project. I invite your honest comments about what went well and what we could have done better. Thank you for your hard work and your participation in making Idaho's state government work more efficiently and effectively.

For questions please contact:
Carla Casper (Carla.Casper@cio.idaho.gov)

You can see more detailed information on the Consolidated Messaging Project at our website:
<http://cio.idaho.gov/messaging>