

State of Idaho Consolidated Messaging Project Business Requirements

ID #	Requirement Description	Priority	Rqmt. Mapping	Customer Acceptance Criteria	Timing	Comments
System Functionality and Usage						
S-1	Distribution lists will have an agency designator	M	Policy	Test case to demonstrate functionality	IOC	
S-2	Email addresses will have an agency designator	M	Policy	Test case to demonstrate functionality	IOC	
S-3	Conference rooms will have an agency designator	M	Policy	Test case to demonstrate functionality	IOC	
S-4	The solution will support the ability to create intra-agency shared message boxes	M	Policy	Test case to demonstrate functionality	IOC	
S-5	The solution will support the ability to create inter-agency shared message boxes	C	Policy	Test case to demonstrate functionality	FOC	
S-6	The solution shall provide the ability for users to receive faxes in their mailboxes	O	E 2007+	Test case to demonstrate functionality	IOC	
S-7	The solution shall provide shared folder access from Outlook	M	E 2007	Test case to demonstrate functionality	IOC	
S-8	The solution shall provide public folder access from Outlook	M	E 2007	Test case to demonstrate functionality	IOC	
S-9	The solution shall provide the ability for users to receive voicemail in their mailboxes	O	E 2007+	Test case to demonstrate functionality	FOC	
S-10	The solution will support voice access - speech enabled dial in access to e-mail, calendar, voice mail and directory to the same capability of Outlook Voice Access	M	E 2007 +	test case to demonstrate functionality	IOC	
S-11	The solution shall provide a "recover deleted items" feature	M	E 2007	Test case to demonstrate functionality	IOC	
S-12	The solution will provide the ability to add a disclaimer and/or confidentiality statement	M	Policy	Test case to demonstrate functionality	IOC	

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S-13	The solution will support a standard naming convention for e-mail, distribution lists, etc...	M	Policy	Test case to demonstrate functionality	IOC	
S-14	The solution will provide users the ability to edit and create personal distribution lists	M	E 2007	Test case to demonstrate functionality	IOC	
S-15	All state employees will be on a single up to date global address book	M	Policy	Test case to demonstrate functionality	FOC	
S-16	The solution will support Outlook as the client software	M	E 2007	Test case to demonstrate functionality	IOC	
S-17	Global (everyone) type distribution lists will have restricted use. The OCIO will have the ability to restrict distribution lists	M	Policy	Test case to demonstrate functionality	IOC	
S-18	The solution will support the ability to restrict the size of attachments being sent to global distribution lists to 10MB	M	Policy	Test case to demonstrate functionality	IOC	
S-19	Agencies shall have the ability to restrict the use of their own distribution lists as they deem necessary	M	Policy	Test case to demonstrate functionality	IOC	
S-20	The system shall provide a search function for mail, calendar, contacts, tasks, notes, folder lists and journal	M	E 2007	Test case to demonstrate functionality	IOC	
S-21	The solution will offer a resource book attendant (Limits who can book resources, enforces meeting duration, schedules meetings only during work hours, forwards out of policy requests to delegates for approval, provides conflict information for declined meetings)	M	E 2007	Test case to demonstrate functionality	IOC	
S-22	The solution will offer calendar attendant	M	E 2007	Test case to demonstrate functionality	IOC	
S-23	The solution will offer suppression of Out of Office messages to distribution lists	O	E 2007	Test case to demonstrate functionality	FOC	
S-24	The solution will have the ability to document any change to the active directory at the global or agency level	O	System Architecture	Test case to demonstrate functionality	IOC	

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S-25	Users shall be able to restore deleted items for a period of 14 days	O	Policy	Test case to demonstrate functionality	IOC	
S-26	The system administrator shall have the ability to recover a deleted mailbox for up to 14 days	M	Policy	Test case to demonstrate functionality	IOC	
S-27	The solution will support instant messaging	O	Policy	Test case to demonstrate functionality	FOC or later	Need separate server and security requirements must be met
S-28	The solution shall support email mailbox size up to 1GB	M	Policy	Test case to demonstrate functionality	IOC	
S-29	The solution will support shared folder access. Shared folders can be created, deleted, edited and synchronized	M	E 2007	Test case to demonstrate functionality	IOC	
S-30	The solution will provide folder level permissions	M	E 2007	Test case to demonstrate functionality	IOC	
S-31	The solution will provide adequate storage capacity to meet the mailbox size requirements	M	System Architecture	Test case to demonstrate functionality	IOC	
S-32	All technical architecture will be flexible to allow Idaho to scale for approximately 5% growth with respect to the number of users without significantly impacting performance	M	System Architecture	Test case to demonstrate functionality	IOC	
S-33	All technical architecture will be flexible to allow Idaho to scale for approximately 20% growth with respect to the number <i>remote</i> access users without significantly impacting performance	M	System Architecture	Test case to demonstrate functionality	IOC	
S-34	The technical design will allow the incorporation of additional organizations within the State of Idaho and will support possible reorganizations	M	System Architecture	Test case to demonstrate functionality	IOC	
Web Based Messaging						
W-1	The solution shall offer schedulable out of office messages	O	E 2007	Test case to demonstrate functionality	IOC	
W-2	The solution shall offer self-service unified messaging PIN reset	C	E 2007	Test case to demonstrate functionality	IOC	

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W-3	The solution shall offer support for setting individual online mailbox rules	O	E 2007	Test case to demonstrate functionality	IOC	
W-4	The solution shall provide Global address list access	M	E 2007	Test case to demonstrate functionality	IOC	
W-5	The solution shall offer an e-mail search component	M	E 2007	Test case to demonstrate functionality	IOC	
W-6	The solution shall offer calendaring capability	M	E 2007	Test case to demonstrate functionality	IOC	
W-7	The solution shall offer spell check	M	E 2007	Test case to demonstrate functionality	IOC	
W-8	The solution shall offer access to task lists	M	E 2007	Test case to demonstrate functionality	IOC	
W-9	The solution shall offer shared folder access	M	E 2007	Test case to demonstrate functionality	IOC	
Mobile Messaging						
M-1	The solution shall provide the capability to set out of office message from the mobile device	C	E 2007	Test case to demonstrate functionality	IOC	
M-2	The solution shall provide active synchronization capabilities between mobile device and desktop	M	E 2007	Test case to demonstrate functionality	IOC	
M-3	The solution shall provide real time forwarding of e-mail, calendar, contacts and tasks	M	E 2007	Test case to demonstrate functionality	IOC	
M-4	The solution shall provide improved meeting handling - reply with message or forward	C	E 2007	Test case to demonstrate functionality	IOC	
M-5	The solution will allow for appointments to be accepted and declined with an automatic update to calendar	M	E 2007	Test case to demonstrate functionality	IOC	

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M-6	The solution will allow for requested appointment acceptance and denials to be viewed and information updated on calendar	M	E 2007	Test case to demonstrate functionality	IOC	
M-7	The solution will allow for remote wiping of mobile devices	M	E 2007	Test case to demonstrate functionality	IOC	
M-8	The solution will support the use of Windows based Smartphone's	M	E 2007	Test case to demonstrate functionality	IOC	
M-9	The solution will support the connectivity of Blackberry phones to the system but will not provide the Blackberry server	M	E 2007	Test case to demonstrate functionality	IOC	
M-10	The solution will support the connectivity of Blackberry phones to the system and will provide the Blackberry server	C	E 2007	Test case to demonstrate functionality	FOC	
M-11	The solution will support active search of remote mailbox from the mobile device	M	E 2007	Test case to demonstrate functionality	IOC	
M-12	The solution will support HTML e-mail	M	E 2007	Test case to demonstrate functionality	IOC	
Enterprise (Effects all Functionality)						
E-1	The solution must provide interoperability with third party applications	O	System Architecture	Test case to demonstrate	FOC	Determined agency by agency
E-2	The solution will offer integration with phone systems including voice over IP capability	C	E 2007	Test case to demonstrate functionality	FOC	
E-3	Space and energy efficiencies will be considered during architecture	M	System Architecture	Test case to demonstrate functionality	IOC	
E-4	The solution will support the migration of historical data to and from the application	M	System Architecture	Test case to demonstrate functionality	IOC	
E-5	The solution will support the integration of applications that are currently integrated with Exchange or Active Directory	M	System Architecture	Test case to demonstrate functionality	FOC	Determined agency by agency
E-6	The system will offer TCP/IP as the primary means of network transport	M	System Architecture	Test case to demonstrate functionality	IOC	

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E-7	They system shall offer standard web based protocols - including HTTP, HTTPS for all web based traffic	M	System Architecture	Test case to demonstrate functionality	IOC	
E-8	The technical design should be architected to minimize the agency cost of deployment and the Total Cost of Ownership to Idaho	M	System Architecture	Test case to demonstrate functionality	IOC	
E-9	The project must be implemented with minimal impact to Idaho's existing production servers and business applications. All business critical applications must remain operational	M	System Architecture	Test case to demonstrate functionality	IOC	
E-10	The technical design will provide efficient authentication and Active Directory update processes across the State's communication links	M	System Architecture	Test case to demonstrate functionality	IOC	
E-11	The technical design will support real-time data sharing with external business partners in a manner that protects the security and integrity of State data	M	System Architecture	Test case to demonstrate functionality	IOC	
E-12	The technical design will support future implementation of video conferencing, chalk boarding, instant messaging and other collaborative tools	M	System Architecture	Test case to demonstrate functionality	IOC	
Technical Requirements						
T-1	The solution shall only allow authorized access to proprietary information	M	E 2007	Test case to demonstrate functionality	IOC	
T-2	The solution will provide a central point for server security and automated upgrades- not desktops	M	E 2007	Test case to demonstrate functionality	IOC	
T-3	The solution shall allow automated enforcement of security policies	M	E 2007	Test case to demonstrate functionality	IOC	
T-4	The solution shall allow role-based access to the solution	M	E 2007	Test case to demonstrate functionality	IOC	
T-5	The solution shall offer anti-spam, anti-virus and anti-phishing technologies	M	System Architecture	Test case to demonstrate functionality	IOC	
T-6	The solution shall offer added security for greater control of e-mail by allowing messages (outbound and inbound) to be interrogated prior to delivery	O	System Architecture	Test case to demonstrate functionality	FOC	

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T-7	The solution shall provide secure communication between remote locations and third party solutions	M	System Architecture	Test case to demonstrate functionality	IOC	
T-8	The system will have a non-production test environment to test new software and patches before real time roll out	M	System Architecture	Test case to demonstrate functionality	FOC	
T-9	The solution shall offer comprehensive security protection including client to server encryption	O	System Architecture	Test case to demonstrate functionality	FOC	
T-10	The solution shall offer comprehensive security protection including server to outside encryption	O	System Architecture	Test case to demonstrate functionality	FOC	
T-11	The solution shall comply with applicable federal security requirements	M	System Architecture	Test case to demonstrate functionality	IOC	
T-12	The solution shall provide server clustering with data replication	M	System Architecture	Test case to demonstrate functionality	IOC	
T-13	The technical design will provide the ability to apply granular security permissions to objects. Any security changes to administrative group objects will be audited. Security officers will have permissions to read these audit logs	M	System Architecture	Test case to demonstrate functionality	IOC	
T-14	The technical design will support the auditing of access to all State network/enterprise resources	M	System Architecture	Test case to demonstrate functionality	FOC	
T-15	The technical design will enable administrators to access and produce transparent, complete, consistent, and timely audit reports	M	System Architecture	Test case to demonstrate functionality	IOC	
T-16	The design will identify a standardized minimum security configuration which will be used by all agencies	M	System Architecture	Test case to demonstrate functionality	IOC	
Business Continuity and Disaster Recovery						
B-1	All databases shall have point-in-time recovery capabilities. This means that upon any failure, the database can be recovered to the last point of consistent state	M	System Architecture	Test case to demonstrate functionality	IOC	
B-2	The solution will allow the state to maintain ownership and control of all messaging data	M	System Architecture	Test case to demonstrate functionality	IOC	

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B-3	The solution will provide data redundancy	M	System Architecture	Test case to demonstrate functionality	IOC	
B-4	In the event of disaster at the hosting site, application systems shall be transferred to a backup site. There shall be capabilities to restore the application systems, together with application data, to the state of previous evening when the last backup was taken	C	System Architecture	Test case to demonstrate functionality	FOC	
B-5	Redundant hardware/software equipment shall be available at the backup site	C	System Architecture	Test case to demonstrate functionality	FOC	
B-6	The system shall have two nightly backup copies of all data files and databases. One copy of the backup will be sent offsite for secure storage	M	System Architecture	Test case to demonstrate functionality	IOC	
B-7	The solution shall enable the storage of audit log files	M	System Architecture	Test case to demonstrate functionality	IOC	
B-8	Fault tolerant storage shall be provided for all data	M	System Architecture	Test case to demonstrate functionality	IOC	
B-9	In the event of a disaster, critical business functions shall be restored within 72 hours	M	Policy	Test case to demonstrate functionality	FOC	
B-10	In the event of a disaster, non-critical business functions shall be restored within 5 business days	M	Policy	Test case to demonstrate functionality	FOC	
B-11	When system failures occur (i.e. a server goes down) – hardware, software or applications – the mean time to recover shall not be more than 4 hours	M	Policy	Test case to demonstrate functionality	IOC	
B-12	The solution will provide service redundancy	M	System Architecture	Test case to demonstrate functionality	IOC	
Accessibility						
A-1	The solution shall support the use of speech recognition software allowing persons with disabilities access to their e-mail, voice mail, calendar, etc	M	Exchange 2007	Test case to demonstrate functionality	IOC	
A-2	They solution will meet the Title 5 standards as required by the Rehabilitation Act	M	Exchange 2007	Test case to demonstrate functionality	IOC	

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A-3	State of Idaho staff will be able to authenticate into the network at any Idaho facility.	M	System Architecture	Test case to demonstrate functionality	FOC	
A-4	Only authorized users will be able to log onto workstations and access local/network resources. All authorized users will be uniquely identified and user credentials will not be shared between users	M	System Architecture	Test case to demonstrate functionality	IOC	
A-5	Information will be accessible across organizational and geographic boundaries, permitting access when staff are travelling, working at home, or on cross-agency collaboration efforts	M	System Architecture	Test case to demonstrate functionality	IOC	
A-6	The authentication and access control rules will be standardized across all agencies. Agencies should be able to add additional security features to the process if their business requires	M	System Architecture	Test case to demonstrate functionality	IOC	

Priority = Mandatory (M) Conditional (C) Optional (O)

Timing = Initial Operating Capability (IOC) or Final Operating Capability (FOC)