



# Idaho Consolidated Services System Frequently Asked Questions

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Q1: What is the Consolidated Messaging Project?

**A: The purpose of the Consolidated Messaging Project (CMP) is to design, implement, and manage a consolidated statewide messaging system that will deliver increased operational efficiencies, collaboration capabilities, cost efficiencies, and cost avoidances to state agencies. The new messaging system is called the Idaho Consolidated Services (ICS) System. The ICS System will facilitate business continuity across state agencies, increase accessibility, improve disaster recovery capabilities, and enhance emergency response communications for all state agencies. For more information please see the CMP website:**  
[http://cio.idaho.gov/products\\_and\\_services/consolidated\\_messaging\\_project.htm](http://cio.idaho.gov/products_and_services/consolidated_messaging_project.htm)

Q2: What are the benefits and services of the ICS system?

**A: The CMP is developing and installing the new ICS System using Microsoft Exchange 2007 and Dell hardware. This new statewide system will provide improved services for e-mail, calendaring, and statewide conference room scheduling. The biggest challenge and benefit of the project is the consolidation of all state agencies into a single domain within Active Directory. This is a very technical part of the project, but the business benefit is the foundation that will be in place for many future consolidation efforts such as faxing, imaging, document management, phone systems, and etc. For more information please see the CMP website and the Exchange 2007 Features and Benefits document.**

Q3: What is considered outside the scope of the CMP?

**A: There are a few areas that are out of scope for the project including:**

- 1. Exchange 2007 Unified Messaging (this will be implemented in a later phase of the project)**
- 2. Paging**

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Q4: This is a “messaging” project. Why are you including Active Directory? By the way...What is Active Directory?

**A: Simply put, Active Directory is the following:**

- **A Microsoft technology that provides a unified view and way to manage all objects (computers, printers, other resources) on a network.**
- **A centralized and standardized system that automates network management of user data, security, and distributed resources, and enables interoperation with other directories.**
- **Allows administrators to assign enterprise-wide and local policies, deploy software, and apply critical updates to an entire organization.**
- **Stores information and settings in a central, organized, accessible database.**

**As mentioned above, Active Directory is the foundation for many future consolidation efforts such as faxing, imaging, document management, phone systems, and etc. Consolidation is the way of the future and this puts us on that path.**

Q5: If my agency is converted in FY10 will I be paying a fee to be a part of the system?

**A: Agencies who convert prior to FY11 will have no mailbox costs in FY10 (unless their users choose to have a mailbox larger than 250Mb), but will be required to continue to pay for the software assurance and applicable licensing costs.**

Q6: 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 Office of the State Controller.**

Q7: Will there be a Memorandum of Understanding or some kind of contract between the Department of Administration and my agency? How will you ensure that I will continue to have a reliable e-mail system that meets the needs of my agency?

**A: The Executive Steering Committee (ESC) made the decision to use a Service Agreement to outline the expectations of the Department of Administration and agencies. The Service Agreement will detail the following information:**

- 1. Roles and Responsibilities**
- 2. Communication procedures**
- 3. Service Availability**
- 4. Service Requests**
- 5. Cost**
- 6. System Performance Measures**

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Q8: Will Executive agencies have the opportunity to opt out of the system or terminate their Service Agreement?

**A: No, it is expected that all agencies participate.**

Q9: How will agencies resolve issues related to the Service Agreement?

**A: The Executive Steering Committee will continue to have oversight of the system and work with all stakeholders to ensure the effective and efficient operation of the system. An escalation process will be in place to manage issues related to the Service Agreement.**

Q10: 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.**

Q11: What were the criteria for choosing the agencies to be part of the initial operating phase?

**A: The Executive Steering Committee chose agencies based on the following criteria:**

- 1. No new licensing costs**
- 2. Agency currently had software assurance**
- 3. Accepted the time commitment associated with the project**
- 4. Willingness to document the conversion process**

Q12: 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.**

Q13: Will I have any work to get ready for my agency's migration?

**A: Yes, each agency will have an assessment that they must complete in order to prepare for their migration. The project will provide technical and business resources to help with this process. Along with the assessment, agencies must also clean up their Active Directory properties to meet the system standards and rename their servers and workstations with standard naming conventions. Each agency's migration will be different and complex, but there will be tools**

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and resources made available for assistance. A document will be published in November outlining preparation activities that can begin immediately.

Q14: Will I have to change my e-mail address?

**A:** Those agencies that are not in compliance with the e-mail address standard set by the Information Technology Resource Management Council (ITRMC) will need to change their e-mail addresses. The complete standard can be found at: <http://www2.state.id.us/itrmc/plan&policies/policies.htm>. Please refer to policy 5020. Below is a summary of the standard:

“employee’@‘agency’ or ‘mission-word’.idaho.gov.” The format for employee name is: “firstname.lastname.” There may be times that a number or alpha character will need to be added to make it unique, such as “firstname.lastname1” or “firstname.middleinitial.lastname.”

Q15: My e-mail is currently available 24X7. Will I lose e-mail system availability and what kind of support is going to be offered?

**A:** The Idaho Consolidated Services System will be available 7 days a week 24 hours a day 99.9 percent of the time, excluding maintenance windows and other outages outside the control of the Department of Administration. Periodically a scheduled maintenance may occur which may cause the system to be unavailable.

Department of Administration will have technicians on-site and available from 7:00 am to 5:00 pm (Mountain Time) on regular state work days and on-call after hours, weekends and holidays. Messages will be answered within 60 minutes of call. *After hours support can be accessed only by authorized IT staff.*

Q16: Will I have to limit the size of my mailbox?

**A:** The standard mailbox size is 250MG. For an additional fee agencies can choose 500MG, 750MG or 1GB for individual users. Mailboxes over 1GB will not be permitted.

Q17: What is the maximum size for a message?

**A:** The limit for the entire message will be 30MB, which includes the message body and attachment.

Q18: Will mail enabled public folders be available?

**A:** Yes, mail-enabled public folders will be available.

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Q19: How will mobile devices be supported?

**A: Treos and Blackberries will be supported as part of the project. There will be an additional charge for Blackberry support that has yet to be determined. Agencies will still be responsible for the technical support of the phones.**

Q20: How will you ensure our data is secure?

**A: We understand the complex and unique issues that each agency faces when it comes to securing your information. We have asked agencies to send us their specific requirements and we guarantee we will be able to meet them or exempt that agency from participation in the effort. We have reviewed the Tax Commission, Idaho State Police, Office of the Governor, and other's polices and have not had an issue to date.**

Q21: Will administration staff undergo background checks, if so what level?

**A: The Department of Administration will ensure that security requirements, including background checks, are in place to meet the needs of all agencies.**

Q22: Will encryption be offered?

**A: Encryption services will be offered within the state e-mail system (agency to agency). Any encryption services needed outside of these parameters are the responsibility of the requesting agency.**

Q23: How will the network be managed?

**A: Agencies are responsible for their own connectivity to the network. Department of Administration is monitoring network traffic to ensure it will support all of the agencies. There are no anticipated problems in this area.**

Q24: Who is responsible for archiving messages?

**A: Agencies are responsible for their own archiving.**

Q25: How will back-up be managed?

**A: Department of Administration will be responsible for system back-up. There will be a nightly back-up of all data files and databases. Back-up media will be sent offsite for secure storage.**

Q26: Is Department of Administration purchasing or leasing the hardware? Will my agency incur further costs when there is a need to upgrade the hardware?

**A: Hardware will be leased through Dell. This will ensure the ability to upgrade when necessary. The mailbox fee will be inclusive of all costs associated with**

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**the operations and maintenance of the system. Agencies will not be asked for additional funds to purchase equipment.**

Q27: What is the difference between Outlook Anywhere and Outlook Web Access?

**A: Both Outlook Anywhere and Outlook Web Access are programs that allow individuals to access their e-mail remotely.**

**Outlook Web Access (OWA), which has been available for several years to many state agencies, is a secured web application, using a web browser such as Internet Explorer, which enables remote users to view their e-mail, calendar, contacts, and most other options currently available in Outlook itself. The functionality of OWA has improved over the years; however, users are not able to access archived and personal folders. Since the user's Outlook is not used for this application, it is the more secure technique.**

**Outlook Anywhere (OA, which has been available since 2003 under another name), on the other hand, provides a remote user the same look and feel as using Outlook on the agency's network. The user will open their Outlook, enable a connection, and they can use Outlook just as if they were at work. Because of the potential sensitivity of State e-mail traffic, the connection must be encrypted and users must ensure they handle the e-mail carefully to prevent data breaches. This is particularly true if users normally store copies of the e-mails on their hard drive, so use of OA will be restricted to state-owned computers.**

Q28: How will the use of Outlook Anywhere be restricted/limited to only state owned equipment?

**A: Enforcement will be through Active Directory.**

Q29: Why are you requiring agencies to have software assurance? This is expensive and most agencies have not had this in the past.

**A: Software Assurance will be included in the mailbox charge. It will ensure that our mission critical messaging system's software remains current. Software Assurance also prorates the cost of software upgrades over a three year period making it easier to budget for the costs.**

Q30: Will my users be able to recover messages that they have accidentally deleted? What about deleted mailboxes?

**A: Users may restore individual e-mails using the 14 day "user deleted item self restore feature in 2007." No other individual e-mail restore is available**

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**(including from System Administrators). Agencies will be able to restore deleted mailboxes for 14 days from the date of deletion and Department of Administration will restore them for up to 31 days at no charge.**

Q31: How will the Department of Administration support agencies with Subpoenas and Public Information Requests?

**A: Agencies are responsible for their own archiving and for developing policies and procedures to support these types of requests. Department of Administration will not support these types of requests outside of restoring deleted *mailboxes* for up to 31 days at no cost.**

Q32: My agency would like to upgrade to Exchange 2007 and is not part of the initial migration. Can we move forward?

**A: Agencies wanting to upgrade to Exchange 2007 need to bring their request to the Executive Steering Committee with the decision criteria being set around server and hardware licensing.**

Q33: Since Domain Administrators have access to everything, what will be the protection for agencies against unauthorized changes to their environment?

**A: Department of Administration's Active Directory Administrators will not have administrative privileges to Active Directory with their user login. There will be special administrative level logins which will require two administrators to each provide a password before access is granted.**

Q34: How will licensing be managed?

**A: Exchange Client Access licensing and the Exchange Enterprise Client licensing (CAL- needed for Unified Messaging) both with Software Assurance (SA) will be provided and included in the monthly mailbox costs. For those customers participating in the Microsoft Enterprise Agreement (EA) consideration will be given to the Exchange CALs that are included in the CORE CAL and the mailbox costs adjusted accordingly. Licensing for the Outlook client will be the responsibility of the customer.**

Q35: Have independent third parties been used to provide quality oversight?

**A: Yes, the Department of Administration contracted with Dell to certify the installation and design of the system. Numerous other consultants have provided guidance, most notably CRI Advantage, along with Otterholt Consulting.**