

## Message from Director Gwartney

In these tough economic times it is more important than ever to find more efficient and effective ways to conduct our business. I believe that the continued consolidation of state agency messaging systems will bring realized cost savings to the state. I am excited to tell you that since our last update in October we have migrated six new agencies including the Idaho State Tax Commission. This brings the total agencies on the system to 40 with over 1600 users, nearly doubling the number of users in the last three months.

I appreciate the work of those involved in the project and thank agency directors who continue to contribute time and effort to its success.

Regards,  
**Mike Gwartney**



*Mike Gwartney  
Director, Department of  
Administration*

### Moving Forward in Fiscal Year 2011 and Beyond

The Governor, Director Gwartney, and Office of the CIO are committed to completing the Consolidated Messaging Project. The Office of the CIO continues to migrate agencies as funding and resources allow. The existing system configuration will support a 5000 user base before there is a need to expand. If you are interested in more information please contact Carla Casper at the Office of the CIO ([Carla.Casper@cio.idaho.gov](mailto:Carla.Casper@cio.idaho.gov)).

There are several documents that will aid in your agency's preparation which are located on the Consolidated Messaging Project website: <http://cio.idaho.gov/messaging/>

It is hard to believe that it has been over two years since the decision regarding the architecture of Idaho Consolidated Services (ICS) was made. In that time new technology has emerged which should be given consideration as we move forward. In the coming months we will research emerging technologies such as virtualization and cloud computing as to feasibility within ICS. A goal of the Enterprise Services Oversight Committee is to continue to identify the best enterprise solutions for the State of Idaho.

### Agency Cost Information Updated

Beginning in FY11, agencies will pay a per-mailbox charge for each mailbox it chooses to maintain on the Consolidated Messaging System. The per-mailbox charge will be based on a "standard" size mailbox of 250MB with graduated higher monthly fees for larger boxes or additional services like support of Blackberries. There will be no additional cost for PDA's with Windows Mobile using Window's Active Sync.

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# MESSENGER

NEWS FROM THE STATE OF IDAHO'S CONSOLIDATED SERVICES TEAM

April 2010

## Agency Cost Information cont...

The FY11 costs per mailbox per month submitted to Division of Financial Management are as follows:

- \$2.42 – ICS provides Exchange Licensing with Software Assurance
- \$1.50 – Agency provides Exchange Licensing with Software Assurance

For agencies that choose to have larger mailboxes the fees are as follows:

- \$10.00 per month for 500MB mailbox if ICS provides the Exchange licensing with Software Assurance
- \$8.00 per month for 500MB mailbox if the agency has their own the Exchange licensing with Software Assurance
- \$15.00 per month for 750MB mailbox if ICS provides the Exchange licensing with Software Assurance
- \$12.00 per month for 750MB mailbox if the agency has their own the Exchange licensing with Software Assurance
- \$20.00 per month for 1GB mailbox if ICS provides the Exchange licensing with Software Assurance
- \$16.00 per month for 1GB mailbox if the agency has their own the Exchange licensing with Software Assurance

To view more information on cost please visit the Consolidated Messaging Project website at: <http://cio.idaho.gov/messaging/>

## ICS System Performance

The Office of the CIO and the Enterprise Services Oversight Committee are committed to ensuring the ICS System is performing at a level that supports efficient and effective state government. Even with the increased number of users the system continues to perform at a very high standard. Below you will find information on the performance of the system from December 2009 through February 2010:

Performance Measurement	ICS Performance
Service Availability	<b>99.9 percent</b>
Percent of Normal/Planned Changes	<b>83 percent</b>
Count of Normal/Planned Changes	<b>10</b>
Percent of Urgent Changes	<b>8 percent</b>
Count of Urgent Changes	<b>1</b>
Percent of Emergency Changes	<b>8 percent</b>
Count of Emergency Changes	<b>1</b>

## As a Reminder...

Please visit the Consolidated Messaging Project website at: <http://cio.idaho.gov/messaging/> to get updates on the project as well as project related documents including:

- Service Agreements
- System Policies
- Frequently Asked Questions
- Agency Readiness Survey and Checklist

For questions or comments please contact any member of the Enterprise Services Oversight Committee.