



To: Selected Idaho State Agencies  
From: Carla Casper, Project Manager  
Date: February 8, 2010  
Re: Agency Migration to Idaho's Consolidated Services System

Welcome to Idaho's Consolidated Services (ICS) System. To date, we have migrated over 35 agencies. Your agency will add to the growing list of satisfied users of a more efficient messaging system in Idaho.

We have created a migration process that should allow your important daily business to continue with few interruptions as we transition your agency. In addition to the migration team conducting the actual migration, you will meet with members of the team before the migration to help facilitate quick responses to questions or concerns. While every migration does offer new challenges, the process is getting smoother with each migration.

On our website at <http://cio.idaho.gov/messaging>, you will find many detailed documents, checklists, and tools to assist you in your preparation for migration. We want the effect on end-users and your agency to be minimal. Please let us know if your employees have questions about an area not covered in these materials and we will try to correct that quickly.

As an important member of our system, 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:  
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