

Email & Calendar Services – Service Detail



Overview:

NYSeMail is CIO/OFT's centralized email and calendaring system for New York State agencies. It is based on Microsoft Exchange and Outlook and currently supports 50,000 users within 25 agencies. NYSeMail also makes it easier for agencies to find email addresses using their Global Address List and scheduled meetings with other agencies.

Features:

Compatibility - NYSeMail supports the major classes of industry standard services including:

- ▶ Full-featured client – Outlook
- ▶ S-IMAP4 standards-based mail
- ▶ Web Access to email
- ▶ Blackberry & Windows mobile devices
- ▶ Global address book synchronization

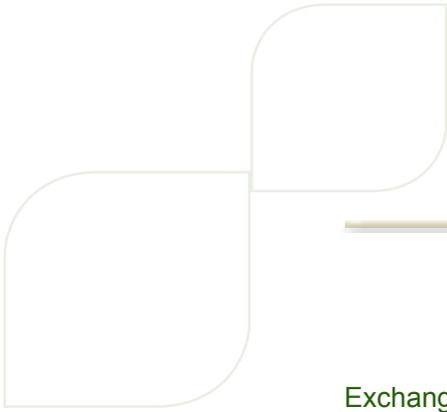
Administration - NYSeMail lets you maintain control of your email services by giving agency-designated mail administrators the ability to add users, change user information, administer public folders, create public distribution lists, and create and administer agency resource rooms. At the same time, NYSeMail eliminates the burden of managing the email infrastructure by providing the following services:

- ▶ Server installation Redundancy and backup/restore
- ▶ Anti-Virus/Anti-Spam solutions
- ▶ Support services

Messaging and Calendaring - NYSeMail offers users a standard size mailbox which includes all folders for inbox, drafts, calendar, tasks, and contacts, sent items, deleted folder and notes.

As part of an additional service NYSeMail will provide: additional storage space in excess of the standard size, the ability for users to access public folders or other shared space, and recovery of deleted mailbox contents for the length of the retention period.

Security - NYSeMail protects all email, file attachments, and other components of the system from viruses, spam, and spoofing. Your agency-to-agency connections are always secure, because your email is sent via an encrypted Virtual Private Network tunnel on the NYeNet. Both the Outlook Web Access and Outlook clients use Secure Socket Layer encryption between the client and server. Eight different virus definitions are updated every ten minutes.



Exchange Hosted Services - Microsoft's Exchange Hosted Message Filtering service (EHS) is a comprehensive solution of anti-spam, anti-phishing, and anti-virus support of all messages sent to NYSeMail users. EHS provides the ability for customers to review low and medium spam quarantined messages via a web-based interface. Email sent to the spam quarantine will be available for 15 days before it is deleted, allowing users to salvage messages incorrectly sent to the spam quarantine folder and reported as false-positive.

Support - CIO/OFT supports and maintains the core email infrastructure, network availability, overall directory, backup and restore, and issue resolution. The Customer Care Center provides Level 1 support to agency help desks for NYSeMail. Direct end-user support is an available option.

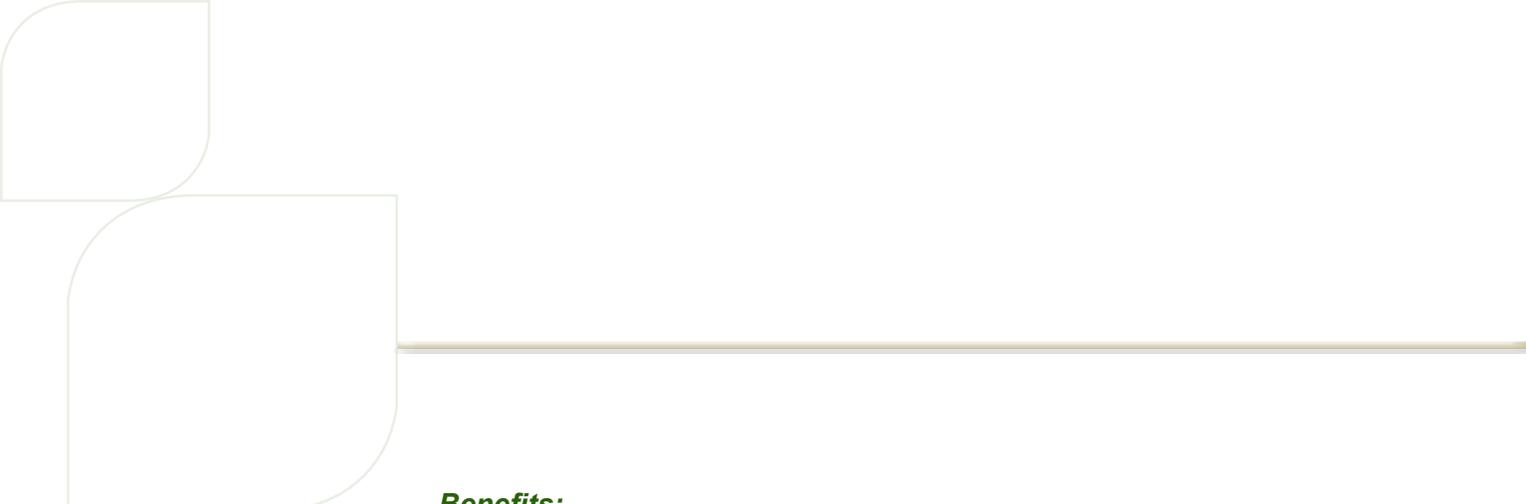
Remote Access - Remote access is available through the use of Outlook Web Access (OWA); RPC over HTTP; and portable devices.

Blackberry and Mobile Device Support - We maintain a Blackberry Enterprise Server environment for seamless integration of mail and handheld devices. We also support Active Sync for Microsoft Mobile Devices. NYS agency PDA devices and client configuration are the responsibility of the agency LAN Administrative staff.

Easy Migration - CIO/OFT works closely with agencies to develop a migration strategy tailored to your unique needs. We will present a range of migration options to you, such as the creation of new mailboxes with no data migration, data transfer to an alternate form such as .pst or other files, and full transfer of mailbox and data. In addition, we can assist you in developing an email training plan for users.

Encryption - Network encryption utilized via VPN tunnels over the NYeNet and SSL over the Internet is a requirement. When NYS agencies are on NYSeMail, Interagency email will no longer be sent over the Internet. Encryption will be available between agency sites and the NYSeMail via VPN ePort connections to the CIO/OFT Data Center.

Investigations - Except for activities conducted by law enforcement agency of the Inspector General's office, Agencies shall have the sole right and responsibility to investigate any violations of e-mail rules by the agency's user base. Agency's are responsible to head the investigation of any security breach or allegation of misuse and CIO/OFT will assist in the investigation by providing the agency the necessary information required to perform the investigation.



Benefits:

- ▶ Messaging
- ▶ Server-based distribution lists with up to 10,000 email addresses per list
- ▶ Calendaring/scheduling functionality for all NYSeMail users and resources across agencies
- ▶ Remote access to NYSeMail mailboxes
- ▶ Blackberry and PDA support
- ▶ Antivirus and spam control
- ▶ Security and backups
- ▶ Access to public and personal address books
- ▶ Emergency email messaging
- ▶ Secure Instant Messaging system
- ▶ 24 x 7 x 365 Data Center support

Future Service Offerings:

Sharepoint

- ▶ Provides a collaboration and document management system for New York State agencies and is part of the Microsoft Office system
- ▶ Features include collaboration, portals, enterprise search, and enterprise content management
- ▶ Currently available from NYeNet; access from anywhere.

Additional Information:

NYS Agency Responsibilities and Tools

- ▶ Agency Administration for Users—the agency will have the ability to create and maintain user accounts, security on user accounts, and create and maintain server side distribution lists. Agency delegated administrators will be provided with a provisioning tool that will empower them to do various

functions, such as: add users, change user information, creating distribution lists, creating mail enabled users, deleting users and renaming users. The agency will have the ability to limit their users from being able to send e-mail to the internet but will not be able to restrict users from sending e-mail to any other users within the NYSeMail system.

- ▶ VPN Device—the agency will provide and administer the VPN device on the agency side of the VPN tunnel. CIO/OFT will provide and administer the VPN device on the CIO/OFT side of the tunnel. CIO/OFT will work with the agency technical staff to configure and establish the VPN tunnel.
- ▶ Software Versions—Agencies will be responsible for installing and supporting the required level of client software on the desktop. CIO/OFT will make client updates and upgrades available to agencies but the distribution and customization of the client software is the individual agency's responsibility. CIO/OFT will be responsible for all server software updates required to remain current and secure.
- ▶ Mail-Enables Applications—the agency is responsible for client mail enabled applications (e.g. Lotus Notes application databases will continue to be maintained within the agency).
- ▶ Training—the agency shall be responsible for the education and training of its staff on the use of the NYSeMail client tools such as Microsoft Outlook client and OWA. CIO/OFT will provide sample NYSeMail training plans.
- ▶ Citrix—NYSeMail will not support Citrix servers. Agencies can deploy NYSeMail using the Citrix application and all responsibility for supporting this server will reside with the agency.

Cost:

Please contact CIO/OFT Customer Relations at customer.relations@cio.ny.gov or 1-866-789-4638 or see our website at www.cio.ny.gov for additional information.