

ITS Strategic Roadmap – FY16

E-mail and Calendaring

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Background

The Metropolitan Government has standardized on electronic messaging and scheduling products using the Microsoft Exchange 2010 platform, along with the Microsoft Outlook 2010/2013 desktop clients and web-based Outlook Web Access (OWA), to reliably and consistently send and receive messages, schedule events, and collaborate electronically.

Services also include the automated filtering of SPAM and malware content from email messages, which comprises between 94%-96% of all email received by the Metropolitan Government.

There are currently four unique implementations of Microsoft Exchange across what is generally considered to be Metropolitan Government departments and agencies:

- Metro ITS provides Exchange services and support for Metro general government department employees, primarily those that are under the executive branch, but also a number of elected officials including the Davidson County Clerk, Property Assessor, Trustee and Register of Deeds.
- The Davidson County Sheriff's Office (DCSO) provides Exchange services and support for Sheriff's office staff.
- The Justice Integration Services (JIS) department provides Exchange services and support for staff of the various judicial agencies, including Criminal Court Clerk, General Sessions, Chancery Court, District Attorney, and others.
- The Metro Nashville Public Schools (MNPS) provides Exchange services and support for MNPS employees and, via Microsoft Office 365 cloud-based services, for students.

The convergence of voice and electronic messaging and the increased need for different collaborative methods (teleconferencing, IM, etc.) will drive the development of the e-mail infrastructure. These services are used by all of Metro and are "foundation" services, key to the business processes used by departments. With such a wide array of customers, the team's focus is on reliability, consistency and ever-increasing capability when it comes to the solutions and services provided.

Stakeholders for these services include all of the departments and agencies of the Metro general government who use the Metro ITS platform; the users and owners of the other Metropolitan Government platforms;



Current Strategic Drivers

1. **Cloud services** (Game Changing) - Cloud services have entered the mainstream and can provide a functionally attractive and cost effective way to offer industry standard services, assuming that security concerns can be effectively addressed by the cloud vendor.
2. **Open records/litigation holds** (Game Changing) - Public records requests and litigation holds prompted by legal actions are time-consuming and intensive process.
3. **Demand for Secure Government Systems** (High) - With massive data breaches in the news on seemingly a daily basis, we must strive at all times to protect the security, availability and integrity of all systems entrusted to our management. Email continues to be used for targeting users in an attempt to breach and network, via phishing. It also is a target for data exfiltration, which is stealing emails with the intent to either release them to the public or mine them for sensitive information.
4. **Customer Need: seamless communication and access between Metro entities** (High) – Multiple departments have expressed frustration on not being able to see real time GAL information for Metro Nashville Public Schools and calendar for Davidson County Sheriff’s office and judicial system calendars managed by Justice Integration Services.
5. **Customer Need: ability to store email efficiently** (Medium) – Especially with the virtually unlimited email boxes that employees are used to through personal accounts allowing them to save and organize every email they send, Metro employees desire an efficient solution for storing email.
6. **Technology Change: Unified Communications** (Low) – The telecommunications industry has moved toward communications that incorporate email, instant messaging, voice telephone calls and video conferencing in one package.

On the Horizon Strategic Drivers

1. **End of Life: Exchange 2010** (High) - The product roadmap for Microsoft Exchange states that end of support for the product is 1/15/2020. However, no feature enhancements will be made to the current version in use and there are indications that future versions will be more “cloud” friendly.

Short Term Goals (0-6 months) 7/1/15 – 12/31/15

#	Goal/Objective	Est. Start	Est. Duration
1	Research feasibility of using cloud based e-mail services, such as Google or Office 365.	7/15	9 months
2	Work with Backup Team and Legal to research, purchase and implement an E-discovery solution. Will require capital funding.	7/15	9 months
3	Work with Backup Team to research, purchase and implement archiving solution. Will require capital funding.	9/15	12 months



4	Research alternatives for sharing contact information (GAL) and calendars with other Metro departments managing their own Exchange installations (MNPS, DCSO, JIS).	10/15	4 months
5	PST management – develop a better strategy for dealing with personal folders in cooperation with Desktop and Imaging Teams.	12/15	6 months

Medium Term Goals (6-18 months) 1/1/16 – 12/31/16

#	Goal/Objective	Est. Start	Est. Duration
1	Work with Voice and Data Teams to determine best method of providing unified messaging to customers.	1/16	12 months
2	Plan and Implement trial of Office 365 for select departmental partners who meet criteria established during the planning phase. Will require capital funding.	1/16	2 months

Long Term Goals (18-36 months) 1/1/17 – 6/30/18

#	Goal/Objective	Est. Start	Est. Duration
1	Start planning processes around Exchange server upgrade. Will require capital funding.	1/17	12 months

Related Roadmaps

- Identity and Access Management
- Enterprise Server
- Unified Communications

