ITS Strategic Roadmap – FY20 Planning
O365 (Including E-mail and Calendaring)

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Background

The Metropolitan Government has selected Microsoft's Office 365 suite to provide email and collaboration services, including Exchange Online, SharePoint Online, OneDrive and the new O365 Compliance Suite. The G3 (Microsoft licensing level for large government clients) tenant is hosted in the Microsoft CJIS Compliant Government Cloud. Migration to the product from existing on premise solutions will be completed in 2019.

As of this writing, the project to migrate Metro departments to Microsoft's cloud-based Exchange Online platform is still in progress, with some departments, primarily MNPD, planning to operate on the on-premise Microsoft Exchange environment through the end of the project. ITS will deprecate the on-premise Exchange environment at the end of life of the current Exchange hardware in fall of 2019 to focus scarce monetary and staffing resources on supporting a single consistent environment for Metro departments served by ITS.

Office 365 allows users to reliably and consistently send and receive messages, schedule events, and collaborate electronically using the desktop or mobile Outlook app or through a browser-based mail portal. As a part of the migration, Metro users will be migrated to Microsoft Office ProPlus, which is the "evergreen" version of Office.

Benefits of the Exchange Online platform and Compliance Suite include:
- Much larger mailbox sizes for users (100 Gb/user)
- Separate Online Archive (also 100 Gb/user) which removes prior need for Personal Storage Tables (.pst) and makes it easier for all user mail to be searched for Public Record Requests
- Larger email message sizes (150 Mb in Outlook, 112 Mb in browser portal)
- Message retention controlled by policy
- Better integration with the overall Office 365 application suite
- Single eDiscovery tool capable of searching across all O365 components (Exchange, SharePoint, OneDrive, etc.)

Continuing services will include:
- Automated filtering of SPAM and malware content from email messages, which comprises between 94%-96% of all email received by the Metropolitan Government

- Integrated ability to perform public record request searches and litigation or departmental mailbox data holds as they are requested across all offerings of O365 (Exchange, SharePoint, OnDrive, etc). Any data requested is held until released by the original requestor
- Integration of email with other services including Jabber instant messaging and conference calling

The limited size of mailboxes and the tiered internal service fee structure that were put into place when on-premise server space was much more costly has been abandoned and there is only a charge for the existence of a mailbox per employee.

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.

As a component of Metro's licensed Office 365 services, Microsoft is increasingly providing non-traditional applications that offer targeted support for common business purposes. The motivation for these applications seems to be the commonly available online applications from Google or Dropbox, which do one thing well but fill a needed gap. Examples of these services include:
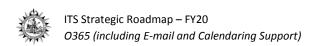
- Forms – similar to Google forms, allows for creation of online forms or surveys
- Planner – lightweight project management
- Flow – business process automation
- Powerapps – no-code application development within Sharepoint

While ITS will, upon request, perform an evaluation and review of a given Office 365 service to meet a departmental request, but they will not be made available to Metro Government users at large due to support and management overhead. For those applications that are made available to departments, support will be incumbent upon the departments without prior agreement with ITS.

Additionally, all Metro users are licensed to use the Apple iOS or Android mobile app versions of office applications. These include Word, Excel, Powerpoint, Outlook and OneNote. ITS is available to assist in initial configuration of these applications, but support for the applications themselves are the responsibility of departmental users.

Current Strategic Drivers

1. **Cloud Services** (Game-changing) – Cloud services have entered the mainstream and provide a functionally attractive and cost-effective way to offer industry standard services with security assured by vendors such as Microsoft through pages of security certifications including FEDRAMP, HIPAA, FERPA and others.

2. **Open Records/Litigation Holds** (High) – 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 databases 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. **End of Life: Outlook 2010** (High) – The product roadmap for Microsoft Outlook states that end of support for the product is in 2020. However, no feature enhancements will be made to the current version in use and there are indications that future versions will be cloud-based.
5. **Customer Need: Seamless Communication and Access between Metro Entities** (Medium) – 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.
6. **Customer Need: Ability to Store Email Efficiently** (Medium) – Especially with the virtually unlimited personal email boxes that employees use at home that allow them to save and organize every email they send, Metro employees desire an efficient, flexible and affordable solution for storing email.
7. **Customer Need: Ability to Work Remotely** (Medium) – Metro employees have the ability to work remote and they need seamless access to the O365 portal and all relevant apps.
8. **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. **Technology Change** (Medium) – With the ever-evolving Microsoft Roadmap, new offerings will need to be evaluated and implemented as they are determined to be useful to Metro.

Short Term Goals (0-6 months) 7/1/19 – 12/31/19

#	Goal/Objective	Est. Start	Est. Duration
1.	Complete the phased integration of Exchange Online with any remaining Metro departments and agencies.	7/19	3 months
2.	Continue to refine and implement domain-level mail retention and deletion policies that will be implemented across all migrated users.	7/19	6 months
3.	Refine the O365 Compliance Suite and train internal resources in the management and integrated functionalities.	7/19	6 months
4.	End of life of on-premise Exchange environment and subsequent deprecation of the on-premise Exchange environment provided by ITS.	10/19	1 month

Medium Term Goals (6-18 months) 1/1/20 – 12/31/20

#	Goal/Objective	Est. Start	Est. Duration
1.	Implementation of Microsoft's phishing and mail security features for Exchange Online (requires that all mail accounts be completely cloud-based).	1/20	6 months
2.	Work with ITS leadership and the information security team to determine review and governance processes around newly released non-traditional Office 365 applications.	1/20	6 months

Long Term Goals (18-36 months) 1/1/21 – 6/30/22

#	Goal/Objective	Est. Start	Est. Duration
1.	Ongoing maintenance and care of Exchange Online process, Compliance Suite.	1/21	ongoing

Related Roadmaps

- SharePoint/OneDrive

Related Resources

- Microsoft Security Compliance site
- Inside Metro project page link