

CTS Advisory Council

Microsoft Rights Management Service (RMS)

June 2013



Agenda

- Service Overview
- Costs
- Actions to Date
- Challenges
- Recommendation
- Next Steps



Service Overview

- Provides persistent protection for Exchange records and Office Suite documents
- Protection provided by software policy
- Policies control the right to view, edit, forward, print and send information inside and outside of Enterprise Active Directory (EAD)
- Integrated into Active Directory, Exchange, Outlook and Office Suite



Service Overview

- Only one installation per Active Directory Forest
- Requires Enterprise Administrator Rights to install and manage therefore CTS will administer RMS
- Automatically enabled on supported workstations and Office when deployed unless turned off via group policy
- Similar to current Secure Email service, but targeted for use within SGN
- Not required by security policy – current policy only requires encryption outside the SGN



Hardware and Software Costs

Item	Cost Each	One-time Costs	Monthly Costs
Four Windows 2012 VMs (4 proc, 4 GB RAM, 100 GB Disk) 3 in Oly, 1 in Spokane	\$326.35		\$1,305.40
SQL Instance on existing Messaging Cluster (Olympia and Spokane, estimated)	\$400.00		\$800.00
Pre-Production (2 VMs, 2 core, 2 GB RAM) – SQL TBD	\$286.35		\$572.70
Load Balancing Service (estimate)	\$1,000.00		\$1,000
Software Costs:			
SCCM	\$411.25	\$1,645.00	
Enterprise Vault Adapter	\$1,200.00	\$1,200.00	
EV Adapter Yearly Maintenance	\$200.00		\$17.00
TOTALS		\$3,290.00	\$3,695.10



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Additional Costs

For CTS

- Implementation Staff Costs: 1,500 staff hours over 6 months, approximately \$95,000
- Hardware/Software Costs: \$18,900 per month
- Ongoing Support Costs: 1 full-time FTE @ \$14,934.00 per month @ IT6 Level

For Customer Agencies

- Estimated \$1M statewide for CAL purchases
- Staff time for user, client, and mobile device support



Actions to Date

- Initial Service Inquiry presented in response to request from LNI – Advisory Council, August 2012
- Customer interest verified by LNI, DSHS, DOC, ESD, DFI with desire to participate in pilot – Advisory Council, December 2012
- High Level Design completed – March 2013
- Internal CTS discussion – May 2013



Challenges

- Difficult to remove from environment once in use
- Limited number of templates (20) for Statewide use requiring careful customer coordination
- If service is inaccessible, RMS protected documents cannot be accessed therefore a High Availability architecture is required
- Apple iOS and Blackberry require a third party package for mobile devices



Challenges

- Requires a connector to work with Enterprise Vault
- RMS protection is persistent, therefore it may not work outside of the EAD
- Rights protected data on file shares may prohibit data compression/de-duplication and complicate response to public disclosure requests; further evaluation is needed
- Agencies not on a Microsoft Enterprise Agreement (EA) must purchase an additional Client Access License (CAL)
 - \$1M estimated impact to the State



Recommendation

Do not proceed with RMS pilot or implementation at this time

- Difficult to implement and manage in our decentralized environment
- Product appears straightforward but has complex integration with many technologies
- Implementation costs may be prohibitive to the state
- Ongoing support requirements are difficult to estimate



Next Steps

Answer the question – If not this, then what?

- Document known customer requirements and validate with CTS Advisory Council and other select agencies
- Consult with Gartner regarding possible solutions in the market that meet requirements
- Pursue if viable solutions exist

