

Cloud Based Email and Collaboration (CBEC) Steering Committee
August 22, 2012
1500 Jefferson Street
Olympia, Washington

Welcome/Introductions

Attendees: Christy Ridout (CTS); Dave Kirk (OCIO); Debbie Stewart (ECY); Laura Parma (CTS); Carol Gravatt (DNR); Sue Langen (DSHS); Scott Bream (OCIO); Doug Hoffer (DOC); David Sorrell (DOR); Lyle Tillett (DRS) and; Gary Wilkinson (COMM).

Christy Ridout stated the purpose of the meeting was to review the draft Business Case.

Dave Kirk conducted a walkthrough of the sections in the draft Business Case document. It is not yet complete due to the following conditions:

- Microsoft is still investigating options to reduce licensing costs for several large agencies, involving approximately 34,000 users. This may include the use of kiosk licensing for occasional users or those who share workstations. The target for completion is three weeks, so we do not have a definitive financial analysis at this time.
- A Microsoft preview environment for the new version of Office 365 will be available in the next week or two rather than in December. Our archive gap analysis team will not have to wait so long to determine whether archive requirements gaps will close with the new version.

Dave Kirk shared draft financial analysis with preliminary numbers. The financial analysis provides a 5-year comparison of all in-scope state agencies using the current Shared Email Service, as compared with the same agencies using an all cloud email offering. The analysis compares similar Email functionality in both alternatives to attain a statewide apples-to-apples comparison. The financial analysis does not include additional costs associated with cloud-based SharePoint, Lync or Web Apps. The financial analysis is based on the assumption that all in-scope agencies would either remain with the current offering or all migrate to a cloud-based offering. It does not assume a mixed, or hybrid environment where some agencies remain in the current environment and some migrate to a cloud-based offering.

Scott Bream shared that Microsoft anticipates the test/evaluation environment for the new version of Office 365 will be available in approximately three weeks. He will work with agency records management subject matter experts to evaluate archive and search functionality in the new Office 365 version. The time commitment would be two to three hours per week for each agency evaluator. He will obtain time commitments from agencies and establish a completion date for the gap analysis.

Debbie Stewart asked to see a checklist of the requirements that will be tested. Carol Gravatt suggested that the team of agency records and public disclosure leads create use cases for that evaluation. Debbie also asked about the implications of Office 2013 and the new version of Office 365 on agency technology roadmaps. The project team is assessing available information.

Lyle Tillet raised the issue of applications that interface with Exchange but are not compatible with Exchange 2010 in the Shared Service or Office 365. Due to this compatibility issue, an Exchange 2003 environment has been centrally implemented for the Shared Email Service to support those applications. Additional discussion is warranted on how to handle similar situations for Office 365.

Christy noted the Terms and Conditions for the licensing agreement have not been resolved and she has asked DES for a status update.

There was discussion around how the final go/no go determination will be made. Christy said she envisioned the Committee would make a formal recommendation to the OCIO and CTS Director. It is assumed they would make the final decision. A report before the Technology Services Board may be necessary, but unsure if it requires actual approval from that Board. In addition there are some labor implications that need to be taken into consideration.

Sue said it is important to understand the full implications and cost of the O365 project and expressed concern regarding potential agency network costs for the email portion of Office 365. If the decision is made to implement O365, there could be additional cost implications to some agencies. These costs are not included in the draft Business Case, since these costs vary by agency and network connection.

Laura will follow up with the agencies using WAN accelerator technologies and get agency network estimates to add to the financial analysis for email. The draft Business Case focuses on email and does not include implications for use of Lync, SharePoint and Web Apps.

Dave showed the financial analysis information that each agency will receive once it is finalized and ready for distribution. It will contain a statewide summary, an agency summary, and agency detail analysis. Doug suggested that the costs associated with the Microsoft Implementation Statement of Work and support charges be clarified (separated from other costs) in the statewide analysis summary. Dave will serve as the lead for any additional updates to the financial analysis.

Action Items

- Dave will update the draft Business Case and financial analysis as discussed and share with the Committee.
- Laura Parma will work with the agencies on network cost estimates. These estimates will be added to the financial analysis.

- Scott Bream will coordinate the creation of use cases and evaluation of archive and search functions in the new version of O365.

Next Meeting

September 26, 2012
Conference Center Room 2331
1500 Jefferson Street
Olympia, WA