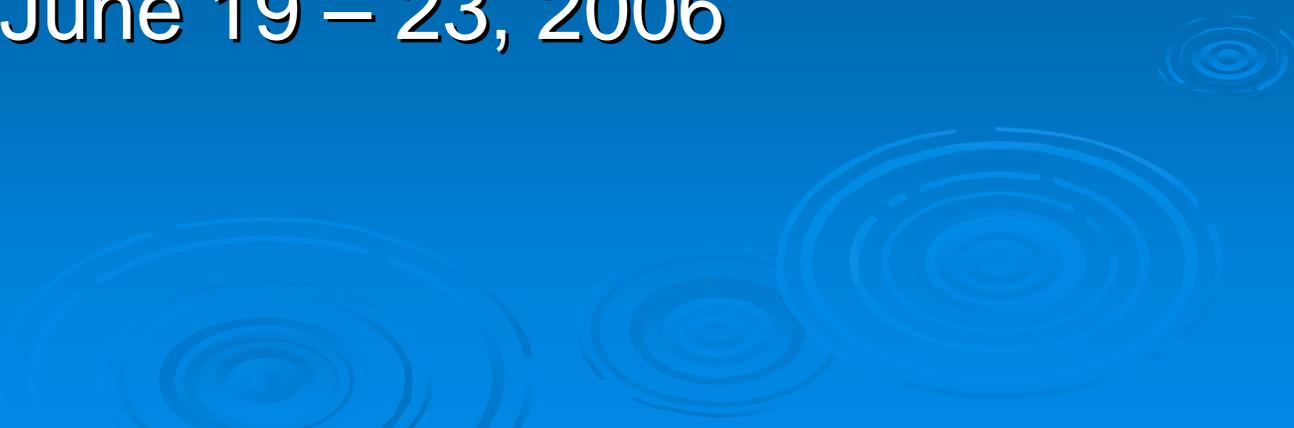


# IHS – HHSMail Overview Presentation

IHS Technology Conference  
June 19 – 23, 2006



# Agenda

- Overview of HHSMail
- Review migration plan & schedule
- Demo of HHSMail
  - IXOS
  - Differences Between HHS and IHS system
- Questions & Answers

# What is HHSMail?

- HHS initiative to unify the different e-mail systems currently in use within the Department
- Outsourced Exchange 2003 email system that is hosted & managed by Unisys
- Highly-redundant, fault-tolerant, scaleable email infrastructure

# Why are we doing this?

- Mandated by HHS Secretary
- HHSMail Goals:
  - Goal 1: Reduce recurring costs of providing e-mail service to over 100,000 HHS employees, contractors, and other e-mail users.
  - Goal 2: Provide consistent functionality for all HHS e-mail users, whether they are Microsoft, Macintosh or Unix operating system users.
  - Goal 3: Develop the most efficient e-mail operation possible for HHS e-mail users.
  - Goal 4: Provide all HHS e-mail users a consistent e-mail address scheme.
  - Goal 5: Provide a calendaring solution giving the ability to schedule people and resources across HHS.
  - Goal 6: Provide enterprise wide capabilities including, enterprise public folders, consistent e-mail delivery times and an Enterprise address book.

# Who else is using HHSMail?

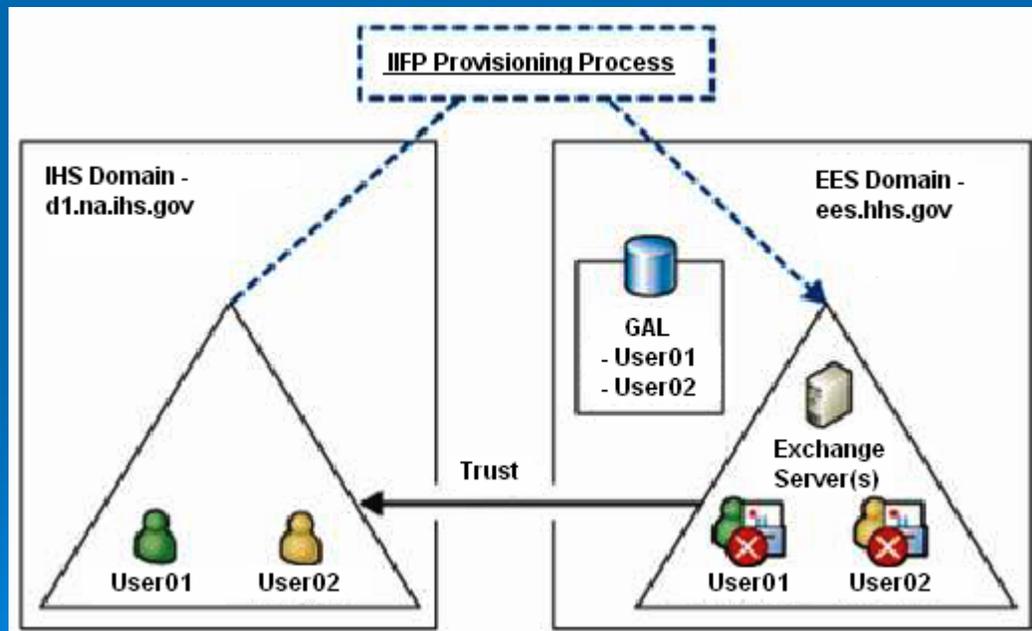
OS	~4,300 users
PSC	~1,400 users
CMS	~5,600 users
AOA	~190 users
AHRQ	~600 users
ACF	~2,000 users
SAMHSA	~1,000 users
IHS	813 users

# What does the architecture look like?

- Single Exchange organization for entire Department
- Hosted in 2 datacenters:
  - Reston, VA
  - Atlanta, GA
- Access via HHSNet
- Dark fiber connections from IHS to Unisys
- Exchange 2003
- Tumbleweed (anti-spam)
- Antigen (anti-virus)
- IXOS (archiving)
- GFI (anti-spoofing)
- Sharepoint (T2 admin)
- MIIS (GAL sync)
- One-way trust for single sign-on

# Externally Associated Account

- IHS user continues to logon using their “D1” account but their mailbox resides in the “EES” domain.



# HHS Outlook Web Access (OWA)

- URL is <https://webmail.hhs.gov>
- Must enter D1\username when logging on.
- Full support for S\MIME.
- Can read IXOS archived messages through OWA.
- No longer supports change password option.

# Is the system redundant?

- All data stored on Storage Area Networks (Enterprise SAN & Commodity SAN)
- Exchange servers are 32 processor servers configured as 8x4-way partitions
- Each partition can support 5,000 users
- Servers are clustered as 3 active/1 passive
- Data snapshots are stored on a backup SAN and then saved to tape
- Data communications on redundant links from multiple providers
- Datacenter has redundant HVAC systems and power generators

# What are the benefits to IHS?

- Highly available and redundant system
- Well-defined service levels for mail vendor
- Consistent email service and support throughout all of IHS
- 24x7 Tier 3 support
- 24x7 network and security monitoring

# Supported SLA Standard

Message open/delete/move	2 seconds
Open 2MB IXOS attachment	1 minute
Open 10MB IXOS attachment	2 minutes
HHSMail mailbox to mailbox delivery	1 minute
Outbound e-mail clear gateways	3 minutes
Mailbox Restore	4 hours

## Service Uptime – 99.9%

- Blackberry
- Exchange Server
- Network infrastructure
- Tumbleweed
- Outlook Web Access
- IXOS
- SMTP

# How does the migration affect Tribal Users?

- Migrate to HHSMail
- Migrate to own email domain. (ie. Tribal.org)

# How much does it cost?

## ➤ 200 MB mailbox

- IXOS archiving
- 1 GB archive limit
- \$141/mailbox per year
- \$18.75/ 100MB increase

## ➤ 50 MB mailbox

- No IXOS
- \$100/mailbox per year
- \$12.38/ 100MB increase

## ➤ Additional services

- Blackberry: \$16.10
- DR/COOP: \$50

# How is IHS migrating to HHSMail?

- IHS has established a migration team which includes members from each Area
- IHS Headquarters implemented the Quest Migration Manager tools to perform the migration
- The migration team has developed a detailed, repeatable process for migrating mailboxes to HHSMail
- The migration team will migrate approx 1,000 users per week (a per server migration)
- All migrations will be executed centrally and coordinated with the Area POC to the migration team starting approximately 2 months from date of migration

# What is the migration process?

High Level Process (details omitted!)	
T-2 Month	Initial contact is made with Area POCs.
T-1 Month	List of users on server to be migrated sent to Area POC
T-2 Weeks	Area POC returns updated list of users to be migrated
T-1 Week	Migration team enables mailbox synchronization between IHS system and HHSMail for users to be migrated
T-1 week – T-1 day	Migration team sends notification emails to user who will be migrated
T=0	<ul style="list-style-type: none"><li>➤ Quest tools “switch” mailbox &amp; send final message to users (please reboot your machine to complete migration)</li><li>➤ User reboots &amp; logs in. Outlook update script runs to point Outlook to HHSMail mailbox</li><li>➤ System generates welcome message to user’s HHSMail mailbox</li></ul>
T+1 day	IXOS enabled for migrated users with 200MB mailbox

# How will Blackberry devices be migrated?

- All Blackberry enabled users scheduled for migration will have their Blackberry removed from the IHS BES Server 8 am EST the day of migration.
- Once the users mailbox has been migrated, the Blackberry will not function until a desk visit has been performed by local IT support staff.
- Blackberry handhelds should have OS version 4.0 or higher.

# How is information being provided to users?

- An all-IHS site has been setup to provide users information:
  - (<https://workgroups.ihs.gov/sites/HHSMail>)
  - FAQs
  - Migration schedule
  - “Pre-Transition Checklist”
- Area POCs to the migration team communicate with users prior to the migration
- Within 2 weeks of migration, the migration team communicates with users via email

# What's the migration schedule?

- ✓ Early Adopter Migration #1: 1/31/06
- ✓ Early Adopter Migration #2: 4/4/06
- ✓ Pilot #1: 5/2/06
- ✓ Pilot #2: 6/8/06
- General Migration Begins: 7/13/06

# When will I migrate?

- An up-to-date schedule is maintained on the IHS migration portal
  - <https://workgroups.ihs.gov/sites/HHSMail/Tab5.aspx>
- General Migration starts 7/13 and goes through 11/16

# What can users do to prepare for migration?

- Decrease their mailbox size:
  - Purge deleted items
  - Archive sent items
  - Delete unwanted emails
  - Save large attachments to hard drive
- Document mailbox rules
- Document mailbox delegates

# What can admins and support staff do to prepare for migration?

- Attend HHSMail migration regular meetings.
- Become familiar with the HHSMail system and its components.
  - Documentation of:  
<https://workgroups.ihs.gov/sites/hhsmail>
- Begin early working on migration tasks.
- Most importantly, get involved in the project!

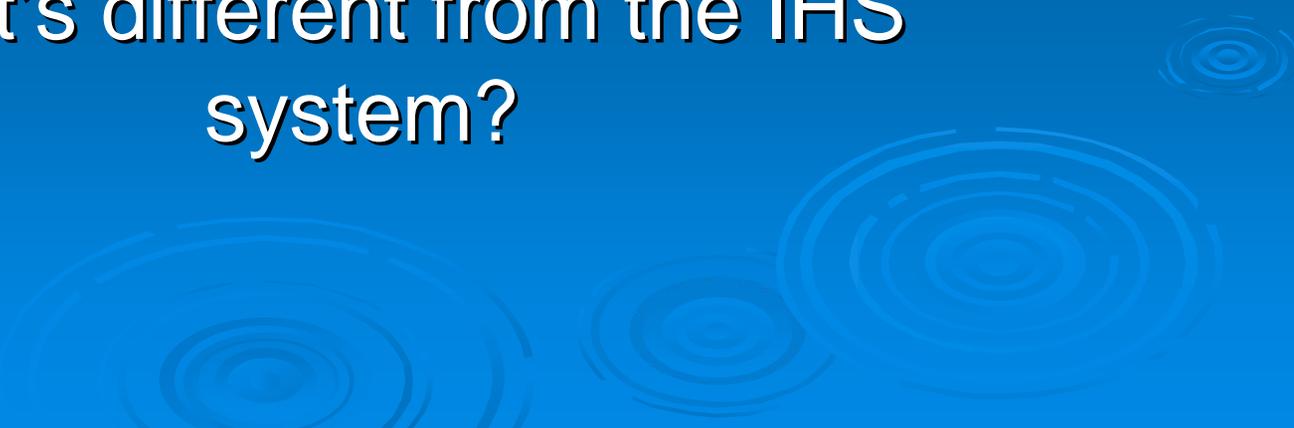
# What is different between HHSMail and the IHS system?

IHS System	HHSMail	Notes
Email administrators can manage email system directly	Unisys will manage system; IHS admins will manage user mailbox information	IHS admins will make changes in IHS D1 domain and IIFP will replicate changes
Some IHS users can modify DL membership from Outlook	This functionality is disabled in HHSMail	Will be revisited after migration is complete
Users archive old messages to PST files	Users with 200MB mailboxes will use IXOS to archive messages	IXOS archives are accessible from OWA
	All DLs will be prefixed by "IHS - "	Done to keep all lists together in the HHSMail GAL.
	Names in the address book are in the format "Parkinson, Matt (IHS/HQE)"	
IHS Public Folders are found within "Area Office" parent folders	IHS public folders can be found within the "IHS" parent folder	

# HHSMail Demo

What is IXOS?

What's different from the IHS  
system?

The background features several sets of concentric circles in a lighter shade of blue, resembling ripples in water, scattered across the bottom right portion of the slide.

# Open Q&A

What are your questions?

