

HHS Enterprise E-mail CIO Council

July 22, 2003

Enterprise E-mail

- The purpose of the enterprise e-mail initiative is to meet the goals and objectives defined by the Secretary for an HHS-wide unified e-mail service and to meet the requirements of each OPDIV's mission and programs.

2003 IT Strategic Plan Alignment

- Enhance confidentiality, integrity, and availability of IT resources
- Provide technologies enabling HHS employees to work collaboratively and share knowledge
- Establish a basis for consolidated infrastructure to achieve interoperability and communication among operating divisions.
- Improve the performance of HHS' communication/network resources
- Enable the unification and simplification of similar IT business processes and services within and across operating divisions

Business Needs Analysis

- Implement an enterprise wide messaging system to consolidate the disparate systems into a centralized messaging facility and single E-mail directory, which will meet the needs of the entire Department that will provide value by:
 - ◆ Minimizing duplication
 - ◆ Creating operational efficiencies
 - ◆ Meeting current and future requirements
 - ◆ Exploiting best practices across HHS, Federal Government and Private Industry
 - ◆ Migrating existing systems and directory services
 - ◆ Reducing the amount of internal IT Staff required to administer and support E-mail
 - ◆ Reducing the number of servers required to support HHS E-mail

Enterprise E-mail Goals

- Lower the cost of messaging services (servers and support staff)
- Improve messaging functionality and features
- Provide intuitive email/calendar user interface
- Provide global calendaring capabilities across the OPDIVS
- Improve compatibility, interoperability, and standardize IT messaging operation and administrative procedures among all OPDIVs
- Provide continuously reliable and secure messaging systems
- Update user e-mail account information on a timely basis

Requirements

- Standard E-mail address
- Unified intuitive GUI calendar
- Support E-mail enabled applications
- Support Voice over IP (VOIP)
- Standard security configuration (anti-virus)
- FOI compliance
- Secure storage of E-mail data
- Support secure E-mail, digital signatures and PKI

Requirements

- Rapid disaster recovery
- Minimal end user training
- Single E-mail directory
- High availability – 99.99% (not including scheduled downtime)
- Blackberry and other wireless support
- Web access for E-mail and calendar
- Standard mailbox storage limits
- Secure, private E-mail networks
- Anti-spam protection
- Data Ownership/Isolation

Alternative Analysis

- Evaluated 4 service models, in addition to the status quo
- Microsoft Exchange
 - ◆ In-Source (used NIH as the model)
 - ◆ Out-Source (analysis of 2 vendor proposals as representative)
- Non-Exchange – Oracle Collaboration Suite as an example of a robust non-Exchange solution
 - ◆ In-Source
 - ◆ Out-Source

Recommended Option

- Out-source Exchange 2003
- Why 2003?
 - ◆ Increased Optimization
 - ◆ Enriched Outlook Web Access Client
 - ◆ Mobile Access Alternatives
 - ◆ Additional Server Consolidation
 - ◆ Enhanced Security
 - ◆ Increased Availability and Manageability
 - ◆ Enhanced Server Integration

Why Out-Source – Cost Comparison

Year	Status Quo/ Baseline	Alt 1a NIH	Alt 1b In-Source MS Exchange	Alt 2 In-source Non MS Exchange	Alt 3a Out-Source MS Exchange-A	Alt 3b Out-Source MS Exchange-B	Alt 4 Out-Sourced Non MS Exchange
Year 1	\$16.7	\$19.7	\$19.1	\$27	\$18.2	\$22.5	\$20
Year 2	\$16.3	\$10.4	\$9.8	\$12.6	\$6.8	\$2.7	\$5.6
Year 3	\$15.8	\$10.4	\$10.4	\$12.6	\$6.8	\$2.7	\$5.6
Year 4	\$15.4	\$10.4	\$10.2	\$12.6	\$6.8	\$2.7	\$5.6
Year 5	\$14.9	\$10.4	\$9.7	\$12.6	\$6.8	\$2.7	\$5.6
5 Year Total	\$79.1	\$61.3	\$59.2	\$77.4	\$45.4	\$33.3	\$42.4

Responsibilities – Service Center

- Plan and coordinate contract initiation, execution and oversight
- Collaborate with the OPDIVs to create the business process and workflow process for additions, deletions, and changes to the HHS Global Address list.
- Review and Approve HHS-EES SLA
- Measure performance against SLA
- Provide MS Exchange Expert (via a contract independent of the primary HHS-EES contractor)

Responsibilities – Vendor

- Create the SLA
- Provide all required equipment and software
- Provide hardware and software maintenance
- Provide a team dedicated to migration activities
- Initially provide required staff to create and forward all username@hhs.gov address to existing e-mail systems.
- Ramp up e-mail administrators and help desk support staff as the organizations begin to migrate to the HHS-EES.
- Provide 24 X 7 support for the HHS-EES
- Provide adequate back up and recovery services via the HHS-EES
- Monitor mail usage and response times

Responsibilities - OPDIVs

- Provide the HHS-EES a snap shot of their Global Address List
- Once the Global Address List has been submitted, notification to the HHS-EES will be required of additions, deletions and changes to ensure that the HHS-EES is accurate and up-to-date.
- Create a purposed migration plan to the HHS-EES with a completion date no later than January 1, 2005.
- Coordinate the implementation of the approved migration plan with the HHS-EES migration team.
- Maintain and manage current mail system until the migration is completed.
- Migrate E-mail enabled applications to the HHS-EES

Security

- Project's funding request includes funds for HHS-EES C&A
- Ensure that the HHS-EES is compliant with FISMA, OMB and NIST guidelines.
- Leverage current HHS and OPDIV security awareness training to ensure that users are being trained on the security principles behind the HHS-EES.
- Complete the required privacy impact assessment (PIA).

Work Breakdown Structure

Description	Schedule		Duration
	Start Date	End Date	Days
CIO Council Business Case Presentation	Jul-03	Jul-03	
ITIRB: Business Case Presentation	Aug-03	Aug-03	
Award Contract to Provider	Aug-03	Oct-03	45
Complete HHS-EES operations policy and procedures (address naming convention, migration procedure, account maintenance, problem resolution etc.)	Sep-03	Oct-03	60
Complete Security Plan and Policies	Sep 03	Dec 03	90
Establish HHS-EES facility - Hardware, software, communications	Oct-03	Nov-03	60
Migrate current "hhs.gov" E-mail uses to HHS-EES	Nov-03	Jan 2, 04	60
Populate HHS-EES with all HHS E-mail addresses	Dec 03	Dec 03	30
Migrate remainder of legacy OPDIV mail users to HHS-EES	Jan-04	Dec-04	365
Estimated Completion Date:	Dec-04		

IT Fund Request

Description	Cost
Establish HHS-EES (HHS-EES hardware, software, directory, DNS, firewall etc.	\$5,000,000
Install and operate (1 year) HHS-Net service to HHS-EES operations center	\$250,000
HHS-EES implementation and migration consulting	\$700,000
Complete and implement HHS-EES security plan and policies	\$500,000
Migrate mailboxes, distribution lists, and calendar entries	\$2,000,000
One year operations of HHS-EES	\$7,700,000
Total	\$16,150,000

Questions?