



HHS Enterprise Email Services (HHSMail)

Information Systems Advisory Council

March 29, 2006



HHS-Mail Goals

- Provide E-Mail Services to over 65,000 HHS employees, contractors, and other E-Mail users
- Single E-Mail Address Scheme
- Provide a calendar solution across HHS
- Provide enterprise wide capabilities
- Provide common address book
- Provide a consistent E-Mail system across HHS
- Provide Uniform implementation of administrative policies and procedures



HHS-Mail Requirements

- System to a single consolidated E-Mail infrastructure with redundancy and data protection technologies
- Provide consistent implementation of anti-virus and anti-spamming protection across HHS
- Elimination of distributed E-Mail services across HHS OPDIVs
- Use HHSNET to link all organizational units
- Single Sign-on capability to the HHS Active Directory
- Systems to reside in a Windows 2003 Resource Forest



HHS Mail Requirements (Cont.)

- Systems to include redundancy, failover, and fault tolerance features
 - Mirrored Storage (Loss of email only 4 hours)
 - Redundant Servers
 - Redundant Network links
- System to be treated as Mission Critical
- GOAL is for **one** HHS EES email system.



HHS Mail Service Level Agreement

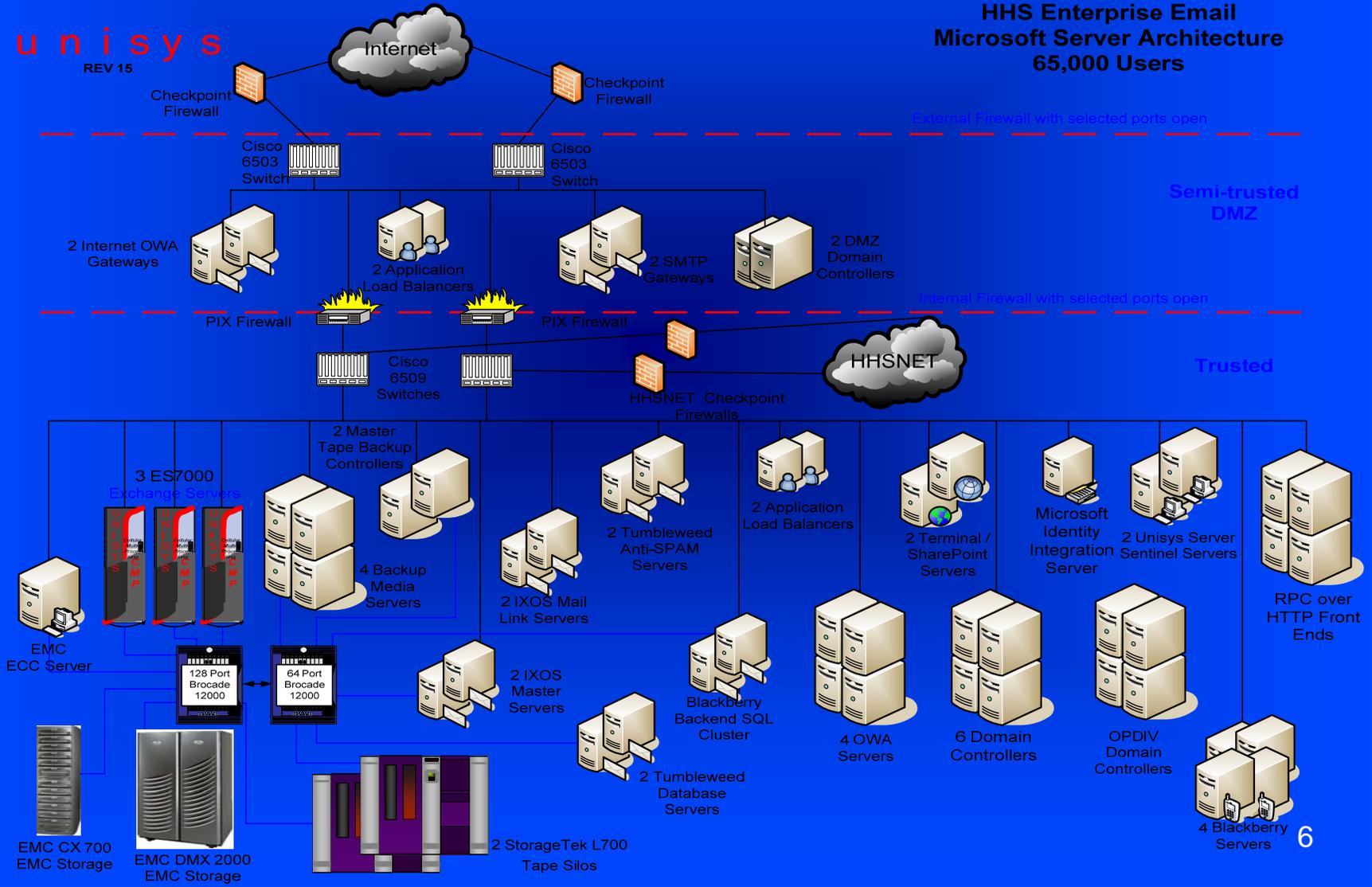
- 2 Hr recovery from Hardware Failure
- 2 hr recovery from Software Failure
 - Including Exchange Mailbox Databases
- Delivery of email – 3 minutes
- Restore of Corrupt email – 4 hours
- Restore of Deleted email – 1 hour
- Priority mailbox restore from tape onsite – 4 hours
- Priority mailbox restore from tape offsite – 2 business days
- Mailbox availability – 99.99%
- Recovery of service is less than 2 hours



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HHS Enterprise Email Microsoft Server Architecture 65,000 Users





HHS Mail Services

- Highly available, highly redundant Exchange 2003 environment
- Anti-SPAM, Anti-spoofing, and Anti-Virus Tools
- Meets all Federal Information Security Management Act (FISMA) requirements.
- Full collaboration support between OPDIVs
- Enterprise class Storage Area Networks for data storage
- Outlook Web Access
- 24x7 network and security monitoring via NOC/SOC
- 24x7 support
- Well-defined SLAs for email services and system failure recovery
- Optional services
 - Email archiving to near-line storage (IXOS)
 - Blackberry v4.0 services
 - DR/COOP mailboxes
 - Increase mailbox space



HHS Mail Costs

- \$100/mailbox for 50MB mailbox
 - On commodity SAN
 - \$12.38 per additional 100MB increment
- \$141/mailbox for 200MB mailbox
 - On enterprise SAN
 - IXOS archiving (increasing relative mailbox size)
 - \$18.75 per additional 100MB increment
- \$16.10/Blackberry user
- \$50/DR mailbox



Email Services Currently Provided by IHS

- Email Deliver Services (SMTP gateway only)
 - For tribes that run their own email system
 - Route all inbound and outbound SMTP email for users through IHS ISP connection and SMTP gateways
 - Scan messages for SPAM and viruses

- Hosted Exchange mailbox
 - Services listed above
 - Average of 100 MB mailbox on Exchange 2003
 - Collaboration services such as shared calendars, public folders, etc...
 - Outlook Web Access
 - Backup/restore capabilities
 - Tier 3 support only during regular business hours
 - Optional Blackberry services



Assumptions

- The IHS email and delivery service infrastructure as it exists today will be decommissioned after transition to HHS Mail is complete
- Resources currently devoted to providing email services will be available for other purposes.
- IHS.GOV mail domain will be transitioned to HHSMail for migrated users



Next Steps

- Focus on Transition of IHS Federal and IHS Contract support staff at High-bandwidth sites to HHS Mail by June 30, 2006
- Meet with the Area Information System Coordinators next week to determine how best to continue email services to PL 93-638 users.
- Implement the solution identified and stand down the IHS Email infrastructure.