

Email and Calendaring through MS Exchange

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Owner: Technology and Performance Optimization group

Service Description

Exchange Email Services

The Microsoft Exchange Email service represents our latest Email service offering which provides an enterprise scale Email messaging and calendaring service to University Administration that is highly available and reliable, feature rich, and cost effective to use. The service runs on the Microsoft Exchange Server platform and provides customers with efficient access to Email, calendar, attachments, contacts, and more. The service provides experienced and professional support personnel focused on "Best-in-Class" customer service and satisfaction.

Exchange Email Services include:

- Integrated Email and calendar function
- Unlimited email storage per user
- Microsoft Exchange Server platform
- Integration with the UI domain Active Directory for authentication
- Redundant and load balanced configuration
- Disaster recovery/BCP infrastructure
- Combines Open Source and market leading vendor provided anti-virus/anti-spam solutions at two levels in the architecture
- Internet browser access for email and administration functions (Outlook Web Access OWA)
- Centralized and personal address books
- Folder creation and management for messages
- Native file format attachments (i.e. Word, Excel, etc.)
- Support for Outlook 2003 and Outlook 2007
- Centralized administrative support for commonly performed functions
- Prompt and effective customer support for requests and/or incident tickets
- Meeting scheduling for individuals, groups, and other required resources

This service is offered as part of the Workstation Support set of services. A [Pricing sheet](#) and the base [Service Level Agreement](#) are available for review.

For further information or to request any service, please contact the AITS Service Desk at:

servicedesk@uillinois.edu
217-333-3102 (Urbana)
312-996-4806 (Chicago)

- Personalized or shared daily notes/tasks
- Desktop integration with Outlook
- Share/view calendar entries with others
- Set designate rights for others to create meetings on your behalf (i.e. admin. assistants)
- PDA/mobile device wireless synchronization via ActiveSync, IMAP and POP3
- Requirements include:
- UI Domain account, Outlook 2003 or higher and Windows XP SP1 or higher
- For OWA users, Internet Explorer 6 and higher is recommended but will function in a limited fashion within other major browsers

Email Distribution List Management

The Email Distribution List Management Service provides the client with a low cost and highly secure method of maintaining Email distribution lists. Moderation, auto-subscribe/unsubscribe, and emergency moderation are just some of the benefits of the List Management Service. The Email Distribution List Management Service offers an open standard solution to State and local government agencies that is highly available and reliable and is cost effective to use. The service provides customers with experienced and professional support personnel focused on "Best-in-Class" customer service and satisfaction.

Email Distribution List Management Services include:

- Mailman software (open source) used for Email distribution list management services
- Users can subscribe or unsubscribe to a list
- List members can be inside or outside of the UI domain Active Directory
- Any list can be moderated by a moderator or list administrator
- Posting a message to a distribution list can be restricted to only the list members
- Options for individual Email message delivery posted to the list or a "digest" message that combines multiple postings
- The archive option permits posted messages to be saved and viewed via a web browser interface
- Easy to use and administer by non-technical personnel

Hours of Availability

This service is available to customers 24 x 7, excluding planned outages, maintenance windows and unavoidable events. Maintenance windows are used only when needed for planned changes that have gone through the AITS Change Control Process. In addition to the standard AITS maintenance windows, site-specific and service-specific changes may be coordinated with customers at non-standard times.

Standard maintenance windows are defined as:

- 6:00 a.m. to 12:00 p.m. each Sunday when application usage is at its lowest
- After 5:00 p.m. every Tuesday and Thursday, unless business needs to make a change during business hours

- The second Wednesday of the month from 5:00 p.m. to 8:00 p.m. for patching Microsoft servers
6:00 a.m. to 6:00 p.m. three Sundays a year for routine Windows and Linux maintenance

Customer Responsibilities

- Delete and purge email that is no longer needed
- Compress/zip large attachments before sending them
- Refrain from forwarding large files to multiple users if possible
- Delete attachments prior to storing email if no longer needed
- Each agency's local email administrator is responsible for basic administration such as adding new accounts and resetting passwords, etc.
- Follow best practice guidelines, State policy or established agency policies for acceptable email use
- Submit requests for support by opening a Service Request with the AITS Service Desk at 217-333-3102 Urbana, or 312-996-4806 Chicago or email servicedeskait@uillinois.edu
- Agencies who operate their own networks are responsible for:
- Submitting approved mailbox creation/deletion requests to AITS Security
- Allow AITS to perform regular maintenance to keep patches at current supported levels

How Do We Charge?

This service is offered as part of the Workstation Support set of services. A [Pricing](#) sheet and the base [Service Level Agreement](#) for these two sets of services are available for review.

Major Cost Drivers:

- Maintenance and support of data center servers
- Costs for the centralized unsolicited email filtering software
- Costs for data storage using a fiber channel storage area network
- Software costs for email software client and server access license
- Indirect cost of the underlying TCP/IP network (router, DNS, switch ports, firewall, address space)

Administrative Information Technology Services – Email and Calendaring Service Catalog

***Our Service Catalog is based on material that was developed by The State of North Carolina's Operational Excellence Program's Service Catalog and adapted with their permission. ***

DOCUMENT OWNER/APPROVAL

Service Catalog Owner: Chris Barton

Concurrence: _____
Service Catalog Owner Date

Computer Operations Engineering Date

Approval: _____
Associate Vice President - AITS Date

REVISION CONTROL

Document title	Email and Calendaring
Author	Chris Barton
File reference	Email and Calendaring Service Catalog

Date	By	Action	Pages
12-9-09	Rita Bates	Acknowledging North Carolina's work	2
1-4-10	Rita Bates	Removing COE from front cover and revising OLA's to SLA's	1-4
1-7-10	Rita Bates	Revise layout	1-4

REVIEW/APPROVAL HISTORY

This service catalog shall be subject to a review on an annual basis.

Date	By	Action	Pages
4-23-12	Chris Barton	No Revision	
6-3-13	Chris Barton	No Revisions	