

OIT User Conference Exchange & Identity Management

November 2014

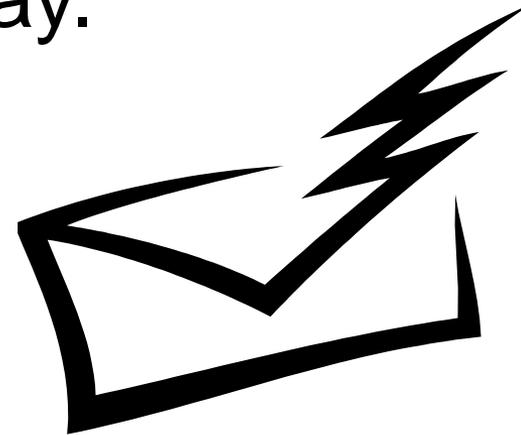
Welcome and Introductions

Agenda

- Introductions
- Exchange Service
- Exchange Offerings
- Exchange Projects
- Exchange Near Term
- Exchange Long Term
- Identity Services
- Identity Services Near Term
- Identity Services Long Term
- Question and Answer

Exchange Service

The Exchange service has grown from 10,000 users to over 70,000 and consolidated multiple email systems and versions into one while adding features and functionality along the way.

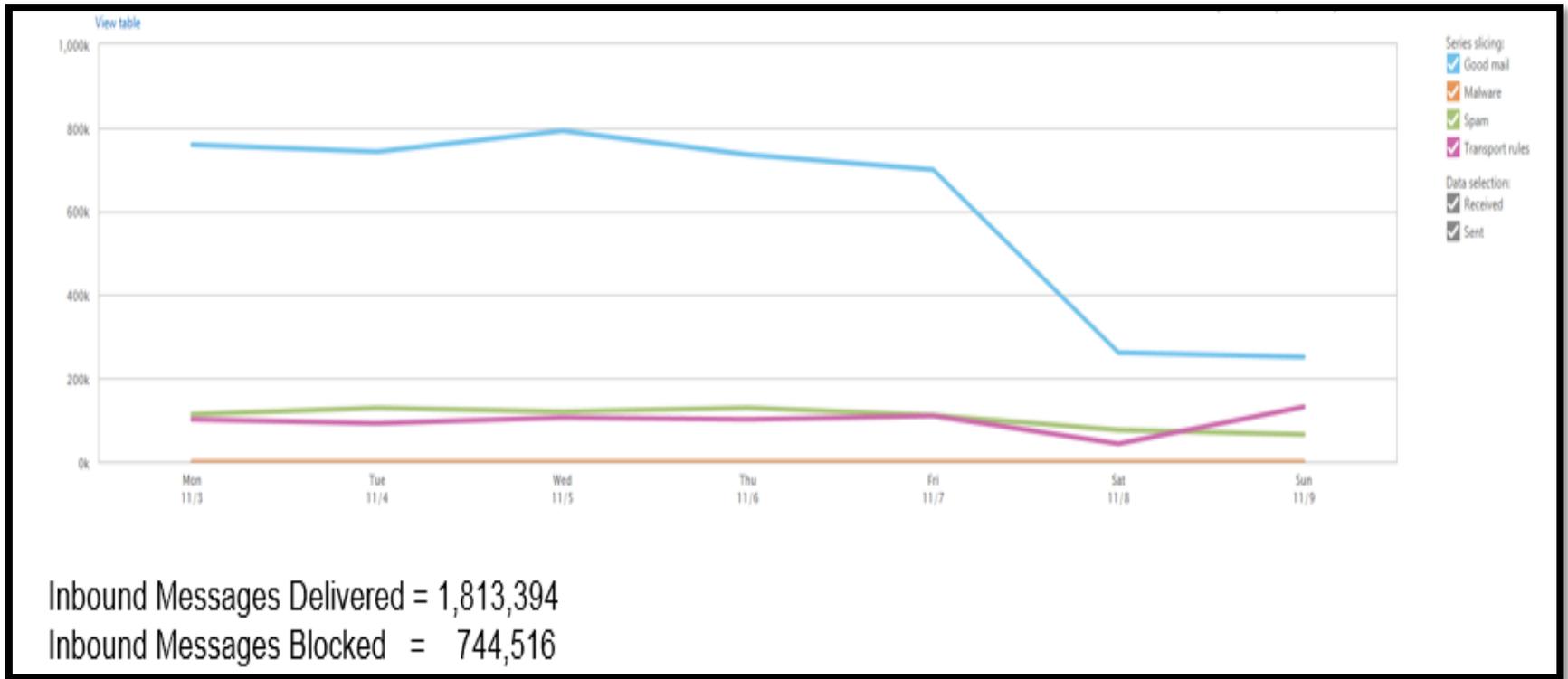


Exchange Offerings

On Premise Services

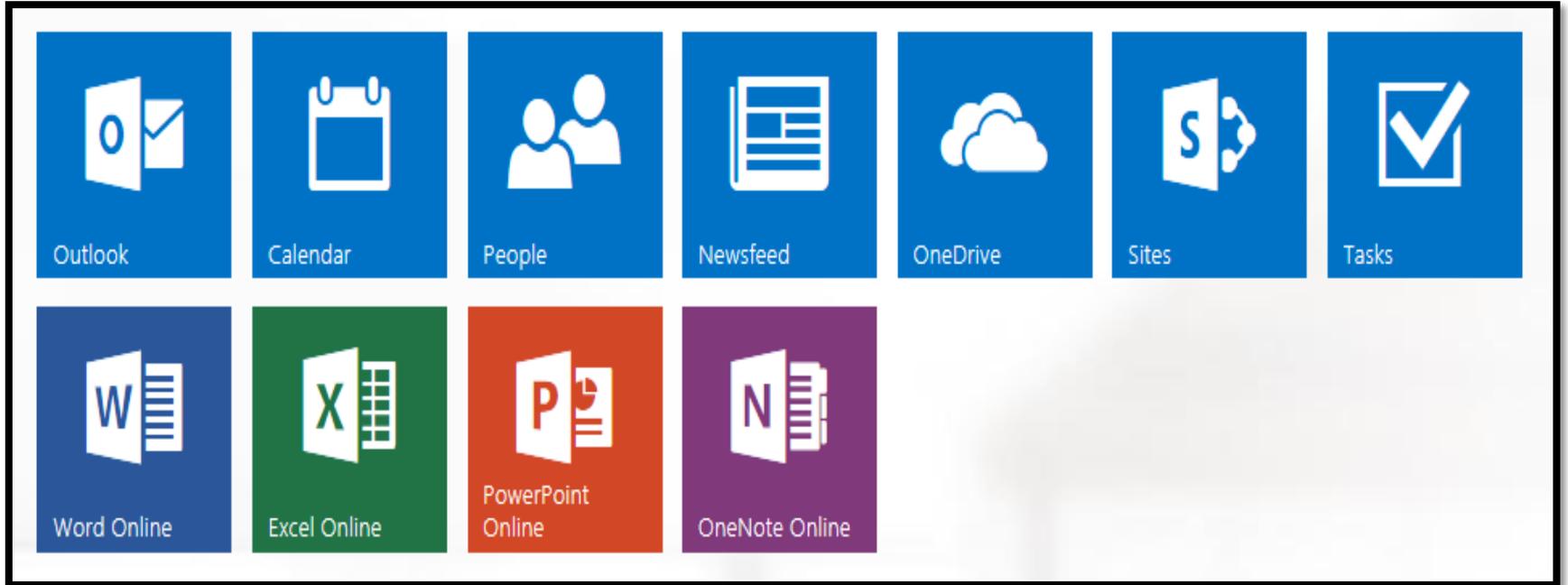
Databases - EM	Licenses - EM	Recipients - EM
Total Databases: 60 Total Copies of Databases: 270 Average Database Size: 1.97TB	Total number of users requiring CALS: 45,997	Total recipients: 76,605 Total user mailboxes: 46,031
Databases - ID	Licenses - ID	Recipients - ID
Total Databases: 98 Total Copies of Databases: 292 Average Database Size: .196 TB	Total number of users requiring CALS: 13,603	Total recipients: 90,847 Total user mailboxes: 13,611
Office 365	Zix	Mobile Devices
Active Mailboxes 5277 Casino Control ODH EPA EDU OOD Public Defender PUCO	Inbound Delivered 39,088 Encrypted Outbound 44,438	EM - BlackBerry – 1822 ID – Blackberry – 471 ID-Blackberry-Z10-25 EM-ActiveSync – 3941 ID - ActiveSync – 1004 AirWatch – 2022

EOP E-mail Traffic Report



Exchange Offerings

Cloud Services



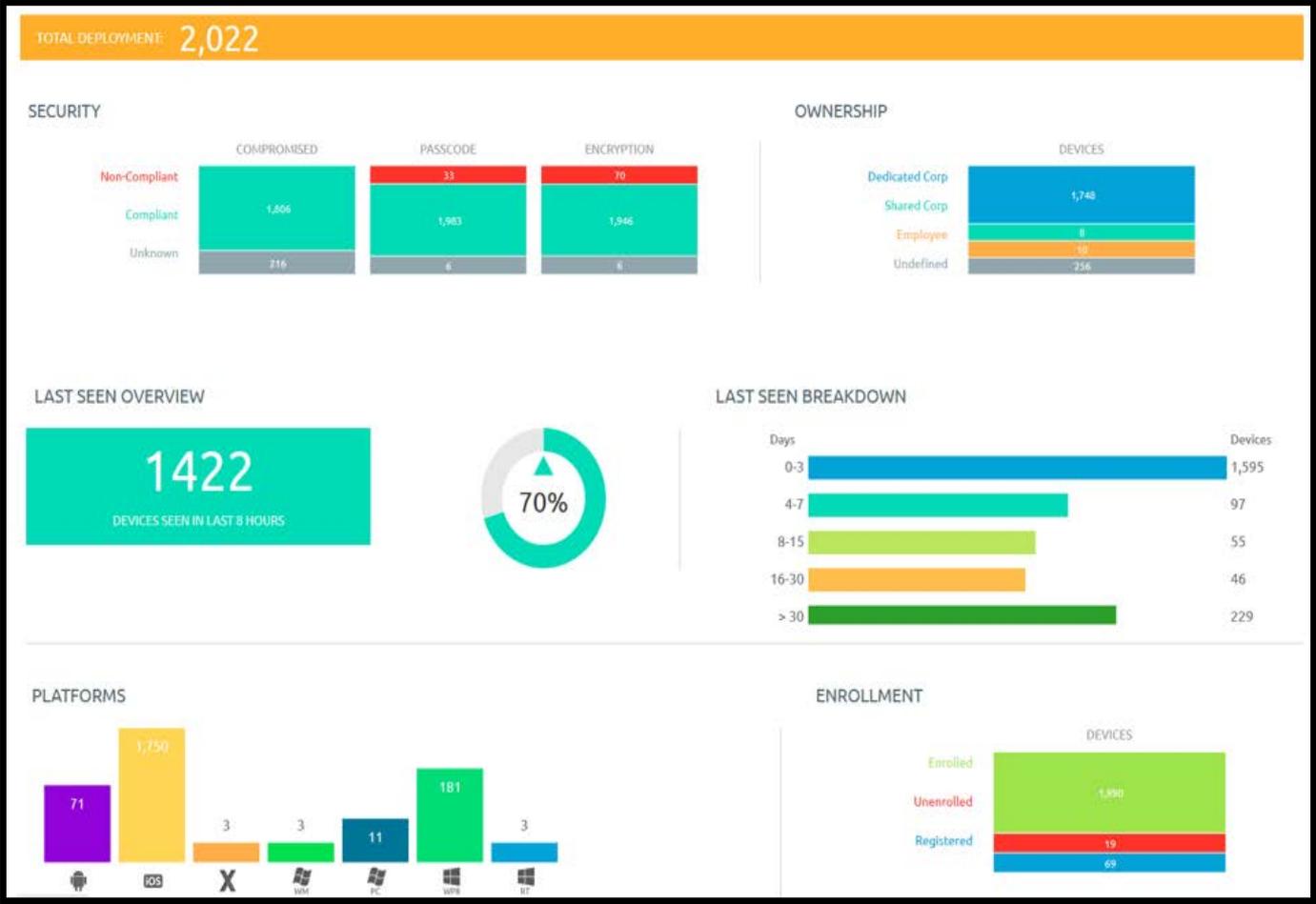
Exchange Offerings

Lync

Agency	Lync Count
Education	1190
Public Defender	294
OFCC	122
Health	75
DODD	3
Lottery	11
Total	1695

Exchange Offerings

MDM - AirWatch



- iOS – Apple Devices
- Android – Android Devices
- X – Mac Apple OS X
- WP8 – Windows Phone 8
- RT – Windows 8/RT
- PC – Windows PC
- WM – Windows Mobile

FAX – Outbound from Email



Exchange Offerings

FAX – List Server

Mailing: 11/05/14 10:45:36

Subject: [recovered] Fw: d [Reminder] gCON for GAFE begins shortly; add events to your calendar to easily access recordings

Sent: 2014-11-05 10:46:00

Completed: Active

Type: list
Segments: All of techcoords
Campaign(s): none
MailStream: default

Quicklinks: Tracklist, Summary, View Metrics, View Costs, View Clickthrough Tracker

Export: CSV File Report, URL, CSV File Report, XML File Report

Delivery Results

Deliveries: 800
Successful Deliveries: 800 (100%)
Soft Bounces: 0 (0.0%)
Technical Failures: 0 (0.0%)
Unsubscribed Failures: 0 (0.0%)
Invalid Users: 0 (0.0%)
Content Blocks: 0 (0.0%)
Mailstream Blocks: 0 (0.0%)
Out of Office: 0 (0.0%)
Recipients - unknown: 0 (0.0%)
Internal Bounces: 0 (0.0%)

Opens, Clickthroughs & Clickstreams

Total opens: 0 (0.0%)
Total clickthroughs: 0 (0.0%)
Total page hits: 0 (0.0%)

Unique opens: 0 (0.0%)
Unique clickthroughs: 0 (0.0%)
Unique page hits: 0 (0.0%)

Membership Changes

Subscribes: 0 (0.0%)
Unsubscribes: 0 (0.0%)
Complaints: 0 (0.0%)

Purchases

Purchases: 0 (0.0%)
Units sold: 0
Revenue: 0

Conversion Pipeline

Mailed: 874
Received: 879

Lyris License Status:
Max Members: 2,000,000
Current Total Members: 1,662,636

Service Now Incidents

Exchange Projects

Service Requests

	Ticket Counts on 10/31	Critical	High	Medium	Low	Ticket counts on 11/12 – 5:00 PM
Education	5	0	0	0	3	3
OOD	4	0	0	0	4	4
DRC	4	0	0	0	4	4
BWC	7	0	0	0	5	5
DPS	4	0	0	0	5	5
EPA	4	0	0	0	6	6
JFS	11	0	1	1	6	8
ODH	11	0	0	0	8	8
DOT	14	0	0	1	10	11
DAS	22	0	0	0	15	15
Other	25	0	0	1	24	25
Total	111	0	1	3	90	94

Others:
 Board of Nursing-1, Board of Pharmacy -1, Department of Taxation-2, Dept of Commerce-2, Dept of Natural Resources-2, Dept of Youth Services-1, Developmental Disabilities- 1, Industrial Commission-1, Lottery Commission -2, Medicaid-1, Office of Budget & Mgmt-1, Oh Dept of MH & Addiction SVCS -2, Ohio Housing Finance Agcy- 1, Public Defender Commission -2, Public Utilities Commission-2, School Facilities Commission-2

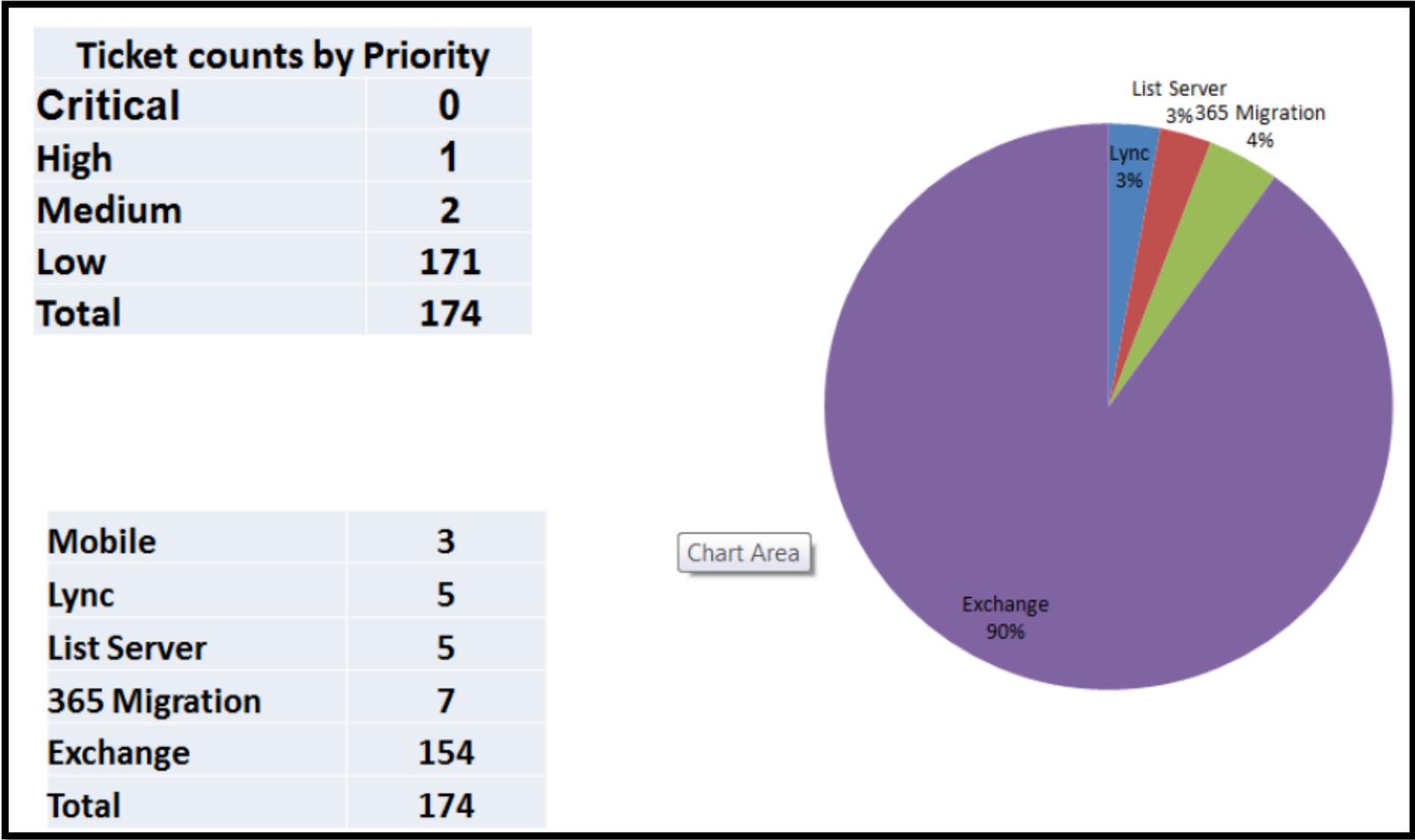
Tickets	
Week started	111
New tickets created	174
Tickets closed	191
Outstanding open tickets	94

Open Ticket Counts By Status	
In Progress	3
Customer Responded	18
Assigned	28
Awaiting for User Info	45
Total	94

Open & Closed Ticket Details			
	Backlog From Last week	Opened this Week	Closed This week
Critical	0	0	0
High	2	1	2
Medium	3	2	2
Low	106	171	187
Total	111	174	191

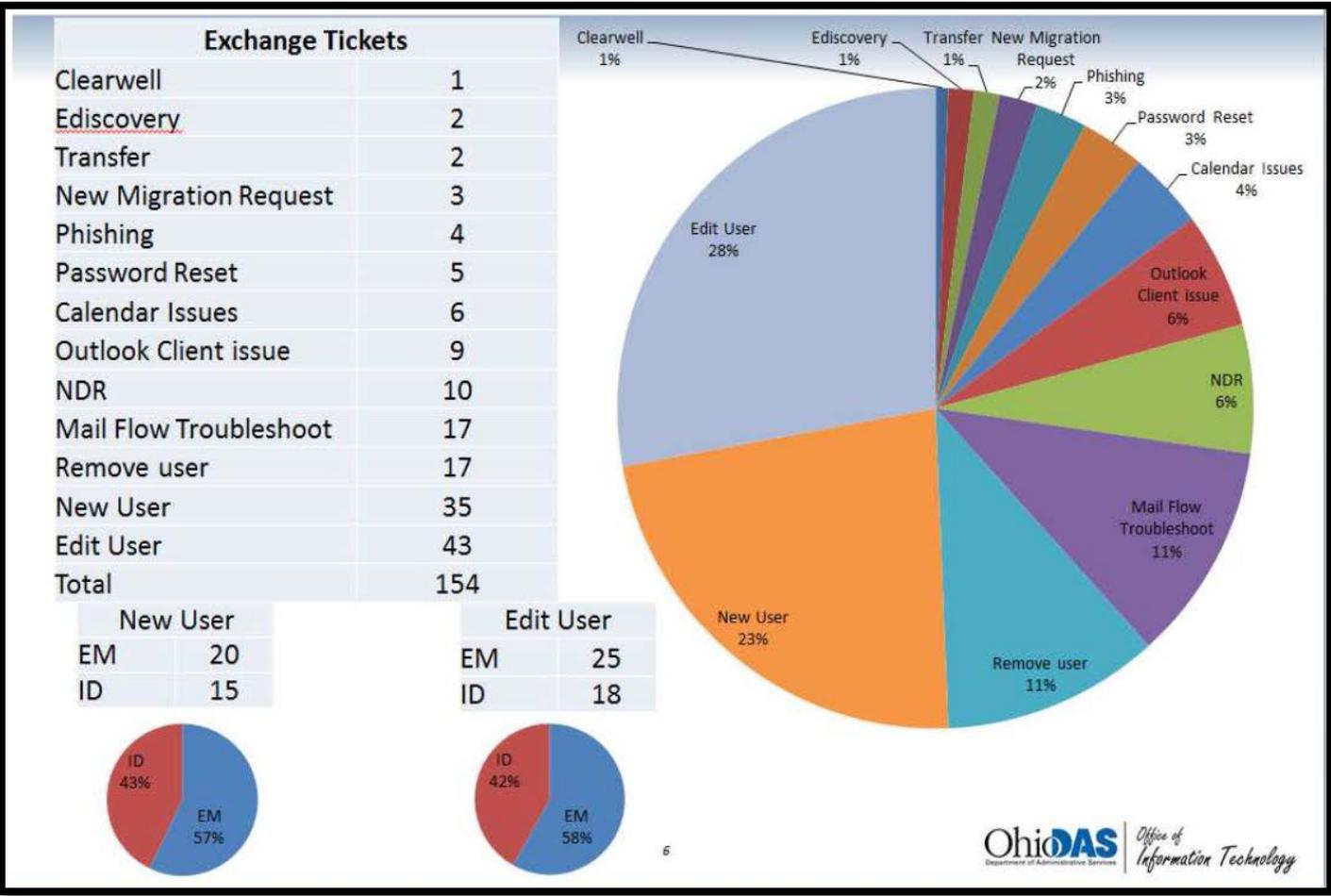
Exchange Projects

Ticket Counts



Exchange Projects

Exchange Tickets

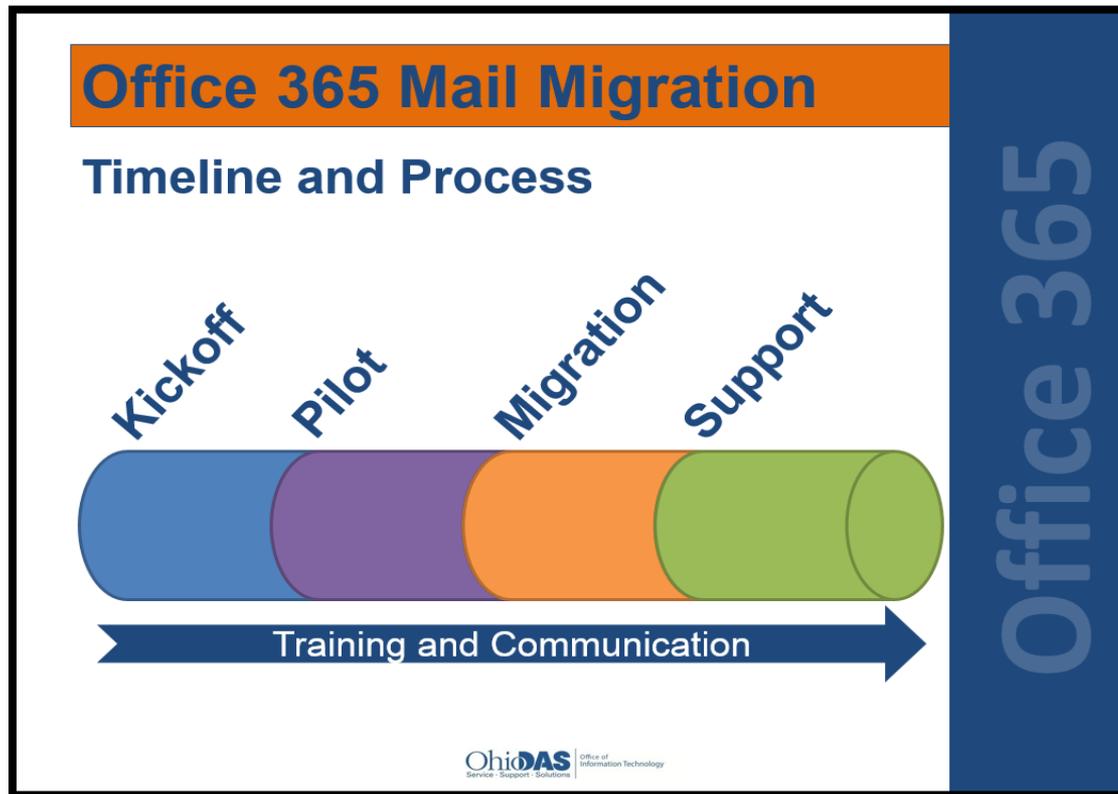


Near Term Projects

- Clean up and prepare for Cloud migrations
- EDiscovery Project – Playbook creation
- Journaling
- Request process/workflow
- Legal hold

Long Term Projects

- Execute Cloud migrations



Long Term Projects

- Work with the Business Office, Human Resources and Security on policy and practical application.



Identity Service

- Directory Sync with HR (OAKS Information)
- Current Portal Features

Who	Task	Customer function	How
User Administration			
Access Control	Create user accounts	X	Employee
Access Control	Manage editable attributes-user	X	Employee
	Manage administrative agency-user		
Access Control Service Desk	Reset passwords	X	FIM SSPR
Access Control	De-provision user accounts	X	Employee
Special Account Management			
	Create shared resources	X	Shared Resource
	Manage editable attributes-shared resources	X	Shared Resource
	Manage administrative agency-shared resources		
	Create contacts		
	Manage editable attributes-contact	X	Shared Resource
	Create distribution groups	X	Distribution Group
	Manage distribution groups	X	Distribution Group
	Manage administrative agency-distribution groups		
User Self-Service			
	Ensure agency users complete self-registration	X	FIM SSPR
Core Shared Service (CSS)			
Access Control	Enable/disable base email service	X	Employee
Access Control	Enable/disable base <u>sync</u> service	X	Employee
	Enable/disable base OAKS service	X	TBD
	Enable/disable base <u>sharepoint</u> service	X	TBD
LDAP/LDAP S Authentication			
	Configure application for authentication	X	TBD
	Verify connectivity to LDAP/LDAPS hosts	X	TBD
	Troubleshoot connectivity issues	X	TBD
	Troubleshoot application authentication issues	X	TBD
	Monitor connection for QoS (not done at this time)		
Active Directory Federation Services			
	Configure service for ADFS	X	TBD
	Verify connectivity to ADFS hosts	X	TBD
	Troubleshoot connectivity issues	X	TBD
	Monitor connection for QoS (not done at this time)		
Support/OIT's Customer Service Center (CSC) Footprints			
	Maintain agency points of contact lists	X	TBD
	Maintain agency service notification lists		

Identity Management Long Term

- Training Program
- Added functionality for more than just Email



Portal Enhancements/ Training

User accounts -

- basic fim portal administration level access
- e-mail creation (office 365 and local)
- Office 365 licensing
- Disable mailbox (office 365 and local)
- Enable full and send-as permissions
- disable full and send-as permissions
- hide account from global access list
- enable local Lync
- administrative password changes

Resource Accounts -

- Create Room, Equipment, and Shares
- Modify basic user settings for accounts
- Enable full and send-as permissions
- disable full and send-as permissions
- hide account from global access list

Groups - Distribution -

- Create distribution groups - manually entered users
- Create distribution groups - criteria based
- Modify criteria and manual based groups
- Delete criteria and manual based groups
- Manage group owners and co-owners

Portal Enhancements/ Training

Groups – Security –

- Create distribution groups – manually entered users
- Create distribution groups – criteria based
- Modify criteria and manual based groups
- Delete criteria and manual based groups
- Manage group owners and co-owners

Service Accounts –

- Create service accounts
- Modify service account information
- Delete service accounts
- Enable – disable service accounts
- Administrative level password administration

Administrator Accounts –

- Create administrator accounts
- Modify administrator account information
- Delete administrator accounts
- Enable – disable administrator accounts

Questions?

