

Service Description

Microsoft Exchange Mail services provide integrated e-mail and information management. The service is designed for a wide spectrum of users who require a broad, comprehensive range of integrated e-mail functionality. The Exchange service is offered in two basic configurations:

- **Standard** - A premise-based service intended for heavy e-mail users who require frequent access, search capabilities, and archiving capabilities.
- **Lite** - A web-based service intended for light e-mail users who require only periodic access.

The Exchange service may encompass:

- Anti-Spam/Anti-Virus Protection
- Archiving
- Bulk Mailing
- Calendar Management
- External Mail Encryption
- Journaling
- Skype Instant Messaging and Presence
- Outbound Faxing

New Opportunities:

- **Clearwell** – A web based e-discovery application is used to conduct searches.

An Exchange customer might also be interested in these OIT services:

- Ohio One Network

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Exchange Mail Servers
- Facilitation of service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Licensing
- Routine maintenance

Maintenance Schedule

Scheduled maintenance is every Wednesday from 6:00 p.m. to 9:00 p.m. Outages will be minimized or canceled whenever possible. Outages are minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are established at the beginning of the year, and typically run from 6:00 a.m. to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, Exchange support staff is available 24 x 7 for both incident reporting and resolution. Exchange staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Note: The customer is responsible for providing end-user support for this service.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Exchange uptime	99%
Incident Responsiveness	Exchange support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Exchange support staff resolves incident within 4 hours.	75%

Customer Requirements

- A PC or other mail-capable device
- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Outlook client at the desktop (support and maintenance)
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at <http://itenterprise.ohio.gov>. Rate information for this service can be found on the [DAS OIT IT Business Office](#) site.