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Dear HSM Agency Manager

We are preparing to move the Human Services Network (HSN) Email system to a new and improved Email platform known as NYSeMail. This is essentially an upgrade from the existing HSEN Email system to a new upgraded State-wide Email system. The Social Services offices were migrated beginning in June. The migration will occur in three phases for most of you. You will receive specific dates and documentation relating to your organization shortly. The three phases include:

- Upgrade to your desktop Outlook client via a Tivoli push.
- Move of your mailbox data from a local Exchange 5.0/5.5 server to a central Exchange 5.5 server. (10 minute outage)
- Migration of your mailbox from Exchange 5.5 to Exchange 2003 server. (full day email outage)

This migration will affect two broad user groups: the LAN Administrators /Technical Liaisons who support your agency mail platform; and all agency level end users who depend and rely on their Email platform each and every day to conduct work.

OFT's Customer Relations and NYSeMail Operations teams will work closely with your Technical Liaisons and LAN Administrators to reconcile and ensure successful migration of data from their existing Email systems, including active mail accounts, public folders, and distribution lists, to the NYSeMail environment. This process will be facilitated through the use of pre-filled forms and instructional materials which will be distributed to the Technical Liaisons in advance of the scheduled migration date.

The impact on the end-users will vary depending on the conditions at their particular site. The migration and support period will be active for up to two weeks at any given site. The actual email migration to the new platform, will be the highest impact day since the end-users' current Email (InBox, Sent, Calendar, etc.) will not be available for most of the day while the migration is occurring. Monday through Friday of the following week will be focused on support. This will include dedicated NYSeMail support, a toll-free number and direct access to the NYSeMail Operations Team. Thereafter, the support role will be returned to the OFT Enterprise Help Desk.

Expect to receive another communication soon with your specific dates for migration, and additional information. Thank you in advance for your cooperation and support in this important IT modernization initiative. Feel free to call Doug Strother, the NYSeMail project leader at 518 408-2385 or cell 518 429-8039, with questions.

Sincerely,

Ellen Kattleman
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