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Dear HSM Agency Manager/LDSS Commissioner,

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 initial counties will be 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.
- Migration of your mailbox from a local Exchange 5.0 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 outage)

NYSeMail is built on Microsoft Exchange Server 2003. The major features and benefits include:

- Centralized management of user accounts, computer settings and mailbox servers. Local staff will no longer be responsible for nightly exchange server backup.
- Enhanced security – more granular control to enforce workplace policies.
- Outlook Web Access – ability to access your Email account through most Internet Browsers. Accessible through the Internet and designed with most of the features of the full “Fat” client.
- Support for mobile devices – integrated support for many mobile platforms such as Blackberry devices.

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. This will give all parties an opportunity to prepare and organize their Email systems in the most optimal fashion, prior to migrating users to NYSeMail.

The end-users will receive two notifications in advance of the migration. The first will be several weeks in advance of the NYSeMail migration - shortly after the Technical Liaisons are contacted. This will give the end-users a brief overview of what to expect, advise them of the scheduled dates for migration and support, and give them a link to state intranet hosted informational materials. The second notification will

be a reminder within 3-5 days of the migration and will include a refresh of the initial communication as well as any new information that arises.

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. From Monday to Thursday of the first week the impact will be minimal and the end-users should not experience any major disruptions. Friday of the first week 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 second 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. Thank you in advance for your cooperation and support in this important IT modernization initiative.

Sincerely,

Ellen Kattleman
Deputy Director, Applications
NYS Office for Technology