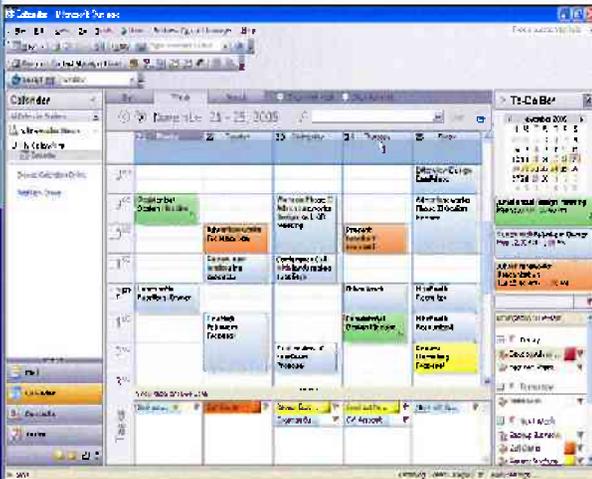




COMMONWEALTH
OFFICE OF
TECHNOLOGY

ENTERPRISE MESSAGING & WIRELESS COMMUNICATION



*“Communication
at your
fingertips”*

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Business Solutions
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INTRODUCTION

Today, all businesses and organizations worldwide consider their electronic messaging systems to be a core component of their business and deem electronic messaging as a mission critical application.

Ten years ago, the Commonwealth of Kentucky, like most government organizations, had many disparate mail systems that did not provide for ease of communication across organizations. This was not very cost effective due to the redundancy of the hardware, software, and personnel required to support these disparate systems.

The Commonwealth of Kentucky came together under a consolidated Electronic mail infrastructure in 1999. Kentucky was one of the first states that successfully consolidated their electronic mail infrastructure. Today Kentucky is one of 12 states that offer an enterprise wide messaging solution, while most other states are still attempting to consolidate their messaging infrastructure.

Commonwealth Office of Technology provides electronic messaging to over 35,000 employees of state government agencies, local governments, and education cooperatives.

Benefits of the Commonwealth's Centralized Messaging System

- A directory of 100,000+ state, education, and local government employees facilitates communication and information sharing.
- Shared calendaring across organizations allows coordination of meetings and events.
- Global distribution lists enable dissemination of information across organizations.

Access to Email

- Microsoft Outlook is an easy to use, familiar interface for access to email and calendars while at the office.
- Outlook Web Access gives access to email and calendars from anywhere (<https://webmail.ky.gov>).
- With full mailbox integration Blackberry Wireless Service is available for those who must stay connected to messaging at all times.

Security and Reliability

- Multiple layers of antivirus and SPAM filters keep data safe and secure.
- Data is backed up and fully recoverable in the event of a disaster.

- All data is stored and secured at the Commonwealth Data Center.
- For added security, sensitive messages can be encrypted using a server-based security gateway that allows secure communication with external customers.
- Data is highly available (24/7/365) with consistent 99.99% or better availability.

Additional Messaging Services

- COT manages the contract (currently with AT&T) for Wireless devices including cell phones, RIM Blackberries, and wireless accessories with a wide variety of voice and data plans.
- Fax Messaging Service works securely from a desktop client to send and receive faxes. It is fully integrated with Microsoft Outlook and the Microsoft Office suite.



Coming Soon

- COT will be providing Entrust Entelligence to all users of the Commonwealth's Messaging System in the first quarter of 2010. Entrust allows messages to be sent securely to a broad audience by offering encryption certifications (i.e. SMIME, PGP), Webmail Pull and Push, and secure PDF.
- COT is evaluating Unified Communication solutions in order to add web conferencing and instant messaging capabilities into the electronic messaging environment during 2010.

Did You Know.....

The Commonwealth's messaging system receives over 2 million email messages per week. Eighty to ninety percent of these messages are determined to be SPAM or malicious emails that are deleted and not delivered to the mailbox.



Hosted Messaging Lowers Operating Costs

Trusting email system management to COT's hosted platform reduces operating costs and the headache of managing in-house email solutions. Running a highly available electronic messaging service requires dedicated staff time including experienced email administrators to maintain the system and storage, systems administrators to maintain the infrastructure, and technical support staff to answer customer questions.

Additionally, running email service in-house requires additional hardware and software for redundant email, anti-spam and anti-virus servers, additional web and application servers for web-based email, and redundant storage for mailboxes. With outsourced email, there is a fixed service fee based on the number of mailboxes and features need. All these costs can be avoided by using the Commonwealth's Centralized Messaging System.



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