AGENCY CONTACT MEMORANDUM #2019-0901

TO: Agency IT Leadership, Technical Contacts

FROM: Jim Barnhart, Deputy Chief Information Officer

DATE: September 18, 2019

SUBJECT: **Entrust Secure Email Services**

The Commonwealth Office of Technology (COT) will no longer use its current software, Entrust, for sending/receiving secure email as of December 31, 2019. Nearly all state employees now use Microsoft Office 365, which has secure email capability. Office 365 supports secure email for both internal ky.gov and external domains.

Agencies and employees need to begin using Office 365 secure email features as soon as possible, as COT will not support Entrust software after 12/31. If users have Entrust-encrypted emails they want to keep, they must decrypt those emails prior to 12/31. Otherwise, Entrust-encrypted emails will not be accessible or readable after the deadline.

For detailed instructions on how to decrypt your emails, click here.

Additional details about this transition will be sent to Agency Information Technology Executive Directors. Please contact your Agency Information Technology Executive Director, and/or Michael Parsons (Michael.Parsons@ky.gov) for additional information.