



FINANCE AND ADMINISTRATION CABINET
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AGENCY CONTACT MEMORANDUM #2012-0701

To: Agency CIOs, Technical Contacts

From: Steve Rucker, Commissioner
Commonwealth Office of Technology

Date: July 17, 2012

Subject: Microsoft Exchange Upgrade

Commonwealth Office of Technology is pleased to announce our plan to upgrade the state's electronic mail infrastructure to Microsoft Exchange 2010. This upgrade will provide feature enhancements such as larger mailboxes (at no additional cost), a feature rich Outlook Web App (OWA), improved resource scheduling, and improved performance and reliability.

Agency participation is very important to the success of this enterprise project. To prepare for the upgrade, we ask that agencies ensure they are using a compatible Outlook client. An Outlook 2003 client or above is required for Exchange 2010. To take advantage of some of the new features available in Exchange 2010, it is recommended that agencies use Outlook 2007 or above. Any agency that does not have an Outlook 2003 client or above will need to use the new version of OWA.

The COT Email Team is working with consultants from KiZAN and an internal project manager to formalize a design and upgrade plan. We expect this upgrade to begin during the first part of August 2012, with a project timeline of approximately 4 to 6 months.

The COT project manager will be scheduling a meeting with agency technical contacts in the near future. The meeting will consist of a project overview and a Q&A session. Thanks in advance for your cooperation and participation in this project as we move forward with this technology.

Anyone with questions or concerns should contact the Commonwealth Service Desk (commonwealthservicedesk@ky.gov) or by phone at (502) 564-7576 or Kim Green Thomas at (Kim.Thomas@ky.gov) or by phone at (502) 564-1608.