Commonwealth Office of Technology
Rated Service Description

MESSAGING SERVICE (MB10)

MB10 Per User, per month

The MB10 service provides licensing and support for Exchange email, Skype for Business, SharePoint Online, and OneDrive for Business. Please note that to purchase MB10 service, customers also have to be subscribers of DT10 rated service (Desktop support and maintenance).

MB10 Includes the following HARDWARE

100 GB of storage available for each mailbox

1 TB OneDrive storage for file sharing

7 GB per user storage for Cloud based SharePoint services

MB10 Includes the following SOFTWARE

Anti-virus protection software (does not reside on the desktop)

Anti-spam protection software (does not reside on the desktop)

Access to a global directory of state email addresses

MB10 Includes the following SERVICES

Facilitation of Service Provisioning and Implementation

Incident Resolution Services via the Customer Service Center

Ability to send and receive encrypted messages

10 MB attachment limit

Ability to send/receive instant messages, see presence and conduct online meetings

Web and video conferencing with up to 250 end users

SMTP/Mail relay service (ability to direct messages from server application software to the Microsoft Exchange system)

24 X 7 X 365 access to the Commonwealth Service Desk

Support staff is available on-site Monday - Friday, 8:00am to 5:00pm. Personnel are on-call for after-hours, emergency support. All support is included in the cost of this service.

MB10 To Initiate Service or Report a Problem with this service

Please contact the Commonwealth Service Desk:

· 24x7 Phone support: 502-564-7576 · Toll free support number: 800-372-7434

· Via e-mail CommonwealthServiceDesk@ky.gov

You will also need to complete and submit a COT-F181 form to the Commonwealth Service Desk when you request to initiate this service. Please note that a valid COT Billing Number will be required on the COT-F181 Form. The COT-F181 form can be found here: http://technology.ky.gov/Pages/cotForms.aspx

MB10 Additional Service Clarifications

· MB10 Rated service with above mentioned hardware, software, and services is available for the customers who also subscribe to DT10 (desktop support and maintenance).

· Customers who are unable to migrate to the Office 365 cloud solution will be provisioned an on-premise messaging service. The on-premise messaging service will include a standardized 5 GB mailbox (with 10 MB attachment size limit). On-premise customers will not be able subscribe to Skype for Business, SharePoint Online, and OneDrive for Business.

· For a mailbox recovery or investigation, services will be charged at the rate of $75.00/hour, with a two hour minimum.