

## DoIT Service Catalog

### Service: E-Mail Account Hosting

---

**General information:** The Computing Unit maintains an Exchange architecture that provides e-mail accounts for over 7,500 state users. The combined solution provides a comprehensive scheduling and messaging environment for groups of any size.

**Purpose:** The goal of the E-Mail Account Hosting service is to provide a central collaboration toolset for users throughout the state.

**Scope:** E-Mail Account Hosting currently services Executive Branch State Agencies; however other branches and jurisdictions within Nevada are eligible to subscribe to the services.

**Features:** Along with general Outlook client E-Mail services, we include spam and virus protection, internal instant messenger and desktop-to-desktop conferencing services as part of the E-Mail account charge.

**Usage:** The Mainframe Application Hosting Service is currently utilized by 31 budget accounts. Other than scheduled maintenance windows and unscheduled interruptions, the system is available 24 hours per day, 365 days per year. Both first and second level engineering support is available at all times.

**Value Proposition:** There are many key differentiators associated with the use of the centralized E-Mail Account Hosting service. These include access to a common address book so users do not have to manually add e-mail address information for other state E-Mail system users, centralized resource scheduling, availability of secure wireless email, extensive anti-spam and anti-virus protection, and shared calendaring and appointment scheduling.

**Future Plans:** The E-Mail Account Hosting service continues to grow organically. Several features will be improved during the FY08-09 biennium, including an upgrade of both the server environment and Microsoft Exchange, an upgrade of the client technology and the improvement of resiliency in the service. The instant messaging environment will also be significantly upgraded to support the growing demands in this area. For the FY10-11 biennium, we will be adding a rate component so that users who require additional storage in their e-mail can elect to extend that limit and pay an associated storage rate.

Options and Features		
Options/Choices	Cost	Notes
E-Mail Service	See DoIT Rate Model.	Client license, calendaring, e-mail send and receive.
Wireless E-Mail – Blackberry	Included.	Provides secure bi-directional communications with the State of Nevada network and E-Mail system. Customers are responsible for acquiring approved devices and paying monthly service fees to cellular vendors.
Additional Storage	FY10-11 Planned.	Additional online storage for users requiring large mailboxes.

**Access:** All Computing Services should be requested through the Department of Information Technology Help Desk. The Help Desk can be reached by email at [helpdesk@doit.nv.gov](mailto:helpdesk@doit.nv.gov), by phone at 775-684-4333, or by fax at 775-684-5867. Customers will be contacted by support staff that will be able to assist with their request. New customers will be provided a template service level agreement for review and amendment to be signed before new services are provisioned.

**Example [Typical customer and expected benefits]:** With approval, provide a testimonial.