

Microsoft SharePoint 2007 Service Offering

Effective March 1, 2009, the Bureau of Communications and Computer Services introduced the Microsoft SharePoint 2007 service offering, a versatile technology that promotes enhanced efficiency and productivity through powerful collaborative tools for document and workflow management.

The Six Pillars of Microsoft SharePoint

Collaboration

SharePoint 2007 collaboration tools will help your organization get more done by providing a platform for sharing information and working together in teams, communities and processes.

Portals

Portal sites connect your employees to business critical information, expertise, and applications. SharePoint 2007 is a world class Enterprise Portal platform that makes it easy to build and maintain portal sites for every aspect of your business.

Search

SharePoint 2007 contains actionable search results that respect security permissions, and allows users to go beyond documents and across repositories to unlock information.

Content Management

SharePoint 2007 is built on a well-integrated platform, Enterprise Content Management (ECM) from Microsoft easily extends content management to every information worker in an organization through integration with familiar tools like the Microsoft Office system.

Business Processes

SharePoint 2007 provides built-in workflow templates to automate approval, and review. You can create, maintain, and analyze custom workflows enabling you to streamline your collaborative processes.

Business Intelligence

Business Intelligence with SharePoint 2007 provides an infrastructure that makes it easy for decision-makers to access information anytime, anywhere. People can get up-to-date information where they work, collaborate, and make decisions, whether it's on the desktop or over the Web.

The SharePoint service is comprised of three levels. A description of those levels and related service information are as follows:

I. SharePoint Standard

- Document Libraries
- Team Sites/WorkGroup Collaboration
- Workgroup Calendaring
- Office 2007 Integration
- Basic Workflow
- Web Based Search Capability Content Management

Requirements:

Standard or Professional MSEA license

Service Rates:

Refer to the MSEA Catalog page (FY09 Rate Sheet) for Standard or Professional license rates.

FY09 SharePoint usage is included in your current rate structure.

In FY10, a separate SharePoint rate will be established.

II. SharePoint Enterprise

- All Standard options listed above

MS Enterprise features – Excel Services, InfoPath forms, Intelligence, Enterprise Search, and Performance Point

Requirements:

Standard or Professional MSEA license

Microsoft Enterprise Client Access License

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SOI Communications Conference

MS BCCS has joined forces with ILEAS, IEMA, and ISP to launch the first State of Illinois Communications Conference, a symposium on the global emergency communications tools and resources available to serve Illinois first responders in times of emergency. This year's conference is geared towards the specialized needs of emergency responders at both the state and local level.

The conference will provide information to law enforcement officials, emergency management staff, public information officers, and other first responders about the communications tools, systems, and processes available in Illinois. The schedule includes informative general session speakers, opportunities for networking with colleagues, emergency mobile unit demonstrations and walk-throughs, and breakout sessions on specific communications topics and issues.

Speakers include Melanie Magara, Assistant Vice President for Public Affairs from NIU, who will share important lessons learned from the February 14, 2008 shooting on their campus; and Torri Spiegelhalter, AT&T Government Advocate Program and Homeland Security Director.

Demonstrations and walk-throughs will be conducted with the State Unified Command trailer, a local unified command vehicle, and an Illinois Transportable Communications System (ITECS) trailer. Breakout session topics include Star-Com 21, IWIN, the State Communications Interoperable Plan (SCIP), and the new State of Illinois Rapid Electronic Notification System (SIREN).

The conference will be held May 11th and 12th at the Hilton Hotel in Springfield. Conference registration is available online at www.ileas.org. Continuing education credits are available to attendees, and attendance can be applied toward the Illinois Police Chiefs' in-service requirement. ●

It's Good to be Green!



- **BCCS** is 60% complete with a project that uses virtualization technology to achieve an eight-to-one reduction in computer servers. As a result of this project, the bureau expects to reduce the cost of power consumption by at least \$487,000. According to the International Data Corporation, eliminating 50 servers reduces greenhouse gas emissions over three years by the equivalent of 900 tons of carbon dioxide. This equates to 177 passenger cars not driven or the electricity used by 105 households for one year.
- **Through** a Central Management Services contract, the Department of Commerce and Economic Opportunity now purchases non-chemical pest control services and nontoxic glues, pastes, glue sticks and correction fluid.



New Storage Offerings and Rates

MS/BCCS is offering two new storage services that may allow you to reduce your overall storage costs. Storage Area Network (SAN) storage has been offered as the only option at a rate of \$.90 per Gigabyte (GB) per month since the beginning of FY08. Since that time, we have purchased and installed additional storage hardware and software which will provide greater flexibility in meeting your data storage needs. This will allow us to more directly tie your usage to the cost of providing the service. Below is a detailed description of the new Storage offering and rates:

Tier 1 - SAN Storage (\$.90 per GB Per Month): This type of storage is normally the high-performance storage systems usually associated with Database systems, application servers, email servers, file servers, etc. SAN's are networks of large disk arrays primarily used in large scale, high performance enterprise storage operations. Because of the high-performance characteristics and redundancies built into the systems, SAN arrays and networking equipment are relatively expensive. The currently available rate for this service will remain unchanged.

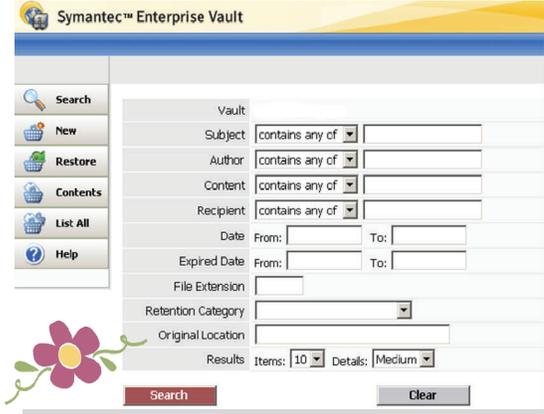
Tier 2 - Network Attached Storage (NAS, \$.65 per GB per Month): This type of storage is used for the purpose of supplying file-based data storage services to other devices on the network. This type of storage typically utilizes higher drive capacities, slower disk drives, and less redundancy than Tier 1 storage, thereby reducing the overall cost. We are able to offer this type of storage for both file-based (CIFS and NFS) or block level using i-SCSI. This is a new rate and equates to a 28% discount off the Tier 1 rate.

Tier 3 - Archive or Content-addressable Storage (CAS, \$.45 per GB per Month): CAS technology is intended to store data that does not change significantly over time. In the past this has typically used older WORM (write once, read many) technology. This storage is traditionally used as a replacement for worm, tape media, or tier 1/2 that is used for storing large amounts of scanned documents/images, or older archived documents that rarely change. It is of particular interest to large organizations that must comply with document-retention laws. This type storage is being used for our email Enterprise Vault (EV) and Mainframe Disk Library (virtual tape) projects. ●

New Menu Options for CSC/CMC Callers

- Option 1** - IT Service Desk (*enter your 2 digit agency number, or press 1 for a list of agency numbers*)
- Option 2** - Illinois Century Network/Communications Management Center
- Option 3** - Videoconferencing services
- Option 4** - Telecom repair or support issues
- Option 5** - New product or new service
- Option 9** - Repeat a menu, press 9

Spring Into Enterprise Vault!



Spring is the traditional season for many of us to clean up our yards, homes, and desks. What better time to organize our filing cabinets and clean-out our e-mail than while we are introducing our new Enterprise Vault product?

The Enterprise Vault will replace your current method of archiving to the Large Personal Folders (also known as .PST files). Think of the vault as being your “overflow” closet or storage area to hold items or e-mails that you don’t need several times each day. Instead of using your living room or dining room to hold your out-of-date or less frequently used items, why not store them in an upstairs closet or basement? The vault will even do a lot of the work for us! E-mail, calendar items and attachments older than 60 days will be automatically moved to the Vault unless you have moved the items sooner yourself. Items will be vaulted according to age and size; with the oldest and largest going first. The PIM team has vaulted 1720 CMS users for a total of almost one terabyte with many more to go.

The benefits of Enterprise Vault are numerous:

- Centralized archiving will reduce mailbox sizes, eliminate storage of PST files on servers, and reduce backup time and costs
- Each e-mail entering and exiting the system will be journaled for one year allowing increased management and reporting capabilities for legal and personnel purposes
- The user will be able to view archived e-mail via Outlook Web access which is something we cannot do today

When PIM begins your migration to the vault, you will most likely be unable to access your *Large Personal Folders* or *Archive Folders* until it is complete. Migration typically requires an evening and one business day to complete. A folder will be created within Archive Explorer that matches your archive structure. You will find your new icons in the upper right hand corner of your screen. You may search for vaulted e-mail by clicking on one of two icons: the **Search Vaults** icon or the **Archive Explorer**.

How can you prepare yourself to be “vaulted”?

Log on to www.bccs.illinois.gov for valuable information contained in the Quick Reference Guide; the FAQ document and the on-line tutorials.

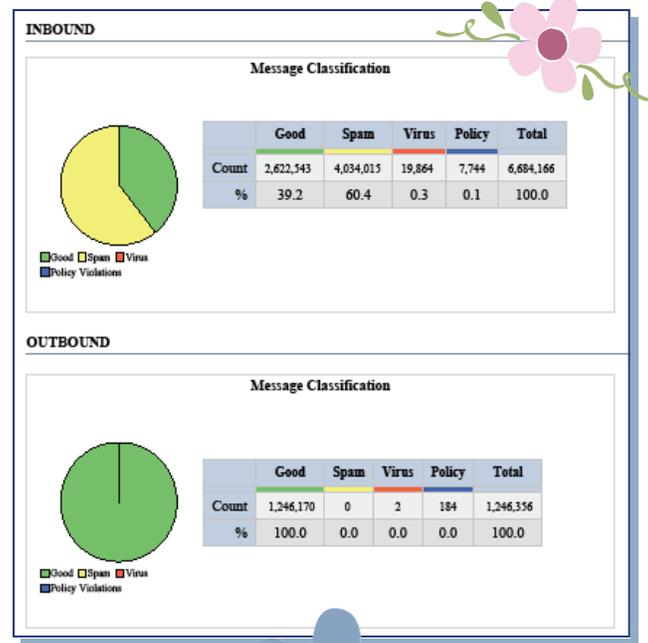
1. The user will be able to view archived e-mail via Outlook Web access which is something we cannot do today
2. Clean out your inbox and move e-mails to folders in your large personal folders
3. Turn off your “**auto-archive**” in **Settings**, because the vault will override it
4. Set your default **User Settings** per the Quick Reference Guide located on the web site at: www.bccs.illinois.gov

Call your IT Coordinator for further assistance as you get used to the new tools provided by Enterprise Vault.

The PIM Team has put a little Spring in their step!

Not only is the PIM team actively working to provide the vaulting solution to all CMS users, they are migrating HFS and DCEO to Microsoft Exchange 2007 from GroupWise and vaulting those users at the same time! **Bev Virden** at HFS and **Dave Townsend** at DCEO have been invaluable resources and have worked right along with the BCCS PIM team to make the migrations go as smoothly as possible.

February 2009 E-Mail Statistics



Spring Cleaning Your Work Area

Spring is here! Use this time to remove clutter and reorganize your work areas. Being organized on the job improves your efficiency and productivity. Having all your ducks – or paper clips – in a row will also help reduce stress and lessen the odds of something slipping through the cracks. Be prepared by making organization an everyday affair.



- **Sort your email**

To keep your inbox from overflowing and becoming a bigger burden later on, take time at the end of each day to sift through that day's email. Answer any that require a response, forward those that need someone else's attention, file what you need, and delete what you don't.

- **Tidy up your desk**

Take some time at the end of each workday to file paperwork and return office supplies to their proper place. Wipe off your computer and desktop if they need it.

- **Prepare for tomorrow**

Make a list of everything you need to accomplish tomorrow, including any meetings you are scheduled to attend. Your day will get up and running much faster the next morning.

- **Relax and recharge**

Spend your evening unwinding or doing something you enjoy so you're re-energized and ready to go the next day. ●

Illinois Century Network



Paul Plunge RTC3, David Chesney RTC2, Abby Seyler RTC1, Robin Woodsome - Manager

It is always a pleasure to represent the ICN at events statewide. Where else in the state can you find full egress, backbone redundancy, free technical support, consultation, and proactive monitoring and management from a single provider?

The ICN is a service that impacts the state agencies, as well as, schools, colleges and universities, libraries, museums, research institutions, local governments, health care and not-for-profit organizations. With a 99.9% reliable backbone and well trained and responsive technical staff located in nine regions, constituents typically use conference and meeting venues as an opportunity to thank our staff for their very personal attention and top notch support.

The last week of February found the Illinois Century Network in St. Charles, Illinois at the Illinois Computing Educators Conference (ICE). Attendees from school districts all over the state meandered through over 150 exhibits to learn the latest and greatest in technology and connectivity for the classroom. The conference has been in existence in one form or another for more than twenty years and is one of the premier events of its kind to attract the educators in Illinois.

We look forward to meeting face-to-face with many more constituents at future events. ●

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Service Rates:

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An additional annual cost will be incurred when the Microsoft Enterprise CAL is procured (currently \$27 per user/year). This CAL will entitle you to use Excel Services, InfoPath forms, Business Intelligence (including Performance Point), Enterprise Search and Business Data Catalog.

III. SharePoint Custom Development

All custom SharePoint Development must go through the Information Technology Governance (ITG) Charter process. Please refer to the ITG web site <http://bccs.illinois.gov/governance> for additional information.

Custom Development will require all users to adhere to the Microsoft License agreements. Custom Development may result in an additional charge. This will be determined after all requirements have been identified and assessed.

Requests for SharePoint service may be submitted via SharePoint Enterprise Service Request (ESR) located on the BCCS website http://bccs.illinois.gov/forms_it.htm. For further information, please see the BCCS Service Catalog <http://bccs.illinois.gov/bccscatalog>, or contact John Cunningham at john.cunningham@illinois.gov. ●