Idaho Technology Authority (ITA)

ENTERPRISE STANDARDS – S2000 SOFTWARE – DESKTOP AND NOTEBOOK

Category: S2120 – ELECTRONIC MAIL – MESSAGING

CONTENTS:

I.   DEFINITION

Software that manages and facilitates the sending and receiving of electronic messages, correspondence, calendaring, and associated file attachments.

II. RATIONALE

Electronic mail (e-mail) remains the most common component of both public and private office automation efforts. In order for employees from different State agencies to seamlessly communicate electronically, it is desirable to share the same electronic mail and calendaring software. This also allows the State to benefit from economies of scale in software licenses, user training, and technical support. Further, a common standard facilitates opportunities for consolidation of infrastructure and services. The electronic mail approved products should provide the highest level of integration with other approved enterprise desktop products. As electronic mail becomes more integrated into business functions and other software applications, it is important to have standard products that provide the broadest base of integration.

III. APPROVED STANDARD(S)

Messaging Application Programming Interface (MAPI)

IV. APPROVED PRODUCT(S)

1. Client:

   A. Microsoft Outlook vendor supported version(s).

2. Server:

   A. Microsoft Exchange vendor supported version(s).

V. JUSTIFICATION

The Microsoft electronic mail products offer greater functionality than standards-based e-mail products, which utilize the Internet's Post Office Protocol (POP) that is designed to allow single user computers to retrieve electronic mail from a POP server. One example is the global address book, which contains the names and addresses of all registered users. This increased functionality provides for simplified ease-of-use, which leads directly to higher employee productivity. While the Microsoft electronic mail products are proprietary in nature, they support the Internet's POP to allow electronic communication with Internet users all over the world.

VI. TECHNICAL AND IMPLEMENTATION CONSIDERATIONS

The Office of IT Services (ITS) is developing plans for an enterprise e-mail system for all executive branch agencies. Agencies planning to implement Exchange 2007 must contact ITS and obtain ITA approval prior to taking any action, including expending any funds, for such implementation.

Microsoft ended mainstream support for Outlook 2000 in June 2004 and ended mainstream support for Exchange 2000 in December 2005.

Deployments of new systems should not use Outlook 2000 or Exchange 2000.

Consistent configuration and full completion of the properties for each user in Exchange is important in order to provide an easy-to-use directory function. To reduce security risks, the ITA recommends implementing the Outlook E-Mail Security Update for the Outlook client and the latest Exchange post service pack hot fixes.

VII. EMERGING TRENDS AND ARCHITECTURAL DIRECTIONS

An emerging trend is the use of a unified messaging or common user in-box for e-mail, voice mail, and fax services. A unified in-box product allows subscribers to access voice and fax messages from their e-mail program without changing their phone number or

e-mail address. Using products that complement Exchange and the Outlook client software, users may hear and/or view, store, delete, and forward voice and fax messages.

Agencies should begin to review and plan for Outlook 2007, which is included in Office 2007.

VIII. PROCEDURE REFERENCE

S2120 - Electronic Mail – Messaging used on the State of Idaho's Wide Area Network must comply with the Department of Administration's "*P1040 – Employee Electronic Mail and Messaging Use."*

IX. REVIEW CYCLE

Six (6) Months

X. CONTACT INFORMATION

For more information, contact the ITA Staff at (208) 605-4064.

REVISION HISTORY

07/01/2018 – Changed "OCIO" to "ITS".

12/19/2017 – Updated Section IV. Approved Products

07/01/2013 – Changed "ITRMC" to "ITA".

6/16/2009 – Added Procedure Reference and deleted Timeline.

10/10/2007 – Updated Approved Products to include Outlook 2007 (latest service pack release) and Exchange 2007 (latest service pack release). Added requirement for ITRMC approval prior to an agency taking any action, including expending funds, to implement Exchange 2007.

5/15/2007 – Removed Outlook 2000 and Exchange 2000 as an Approved Product. Mainstream support ended in June 2004.

11/15/2006 – Added a reference to Outlook 2007 in the "Emerging Trends and Architectural Directions" section.

5/16/2006 – Revised to note that Microsoft ended mainstream support for Exchange 2000 in December 2005.

12/6/2005 –   Revised to note that Microsoft ended mainstream support for Outlook 2000 and will be ending Exchange 2000 support and to include direction not to use these applications when deploying new systems. Reference to Exchange 5.X was removed as unnecessary, since Exchange 5.X is not an approved product. Emerging Trends in section VII were updated.

Effective Date: December 7, 2001