

# Enterprise Unified Communication and Collaboration (EUCC) Email

Service Description Version 2.00

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Effective Date: 07/01/2012

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## Purpose

This Enterprise Service Description is applicable to **Enterprise Unified Communication and Collaboration (EUCC) Email** services offered by MN.IT Services (MN.IT) and described in the MN.IT Service Catalog. This document describes the services and features that are included with **the Enterprise Unified Communication and Collaboration (EUCC) Email** offering.

## Overview

EUCC Email is a hosted enterprise messaging solution managed by MN.IT Services and its business partners, and is based on Microsoft® Exchange Server 2010. It provides a reliable, security-enhanced messaging environment with the flexibility to meet changing business needs, as well as single sign-on access to email, calendar, and contacts from virtually anywhere, at any time.

Together with the Microsoft Outlook® messaging and collaboration client, EUCC Email simplifies communications. It improves the way information is shared and how users connect with others, while also increasing message security and compliance. This combination gives organizations a comprehensive time and information management solution for improved collaboration with customers, partners, and coworkers. Service Metrics

## Benefits

EUCC Email is an enterprise-grade service that improves business efficiencies, increases productivity, and provides cost savings. With standard protocols, advanced deployment and management tools, and innovative client features, EUCC Email is a powerful communication solution for organizations.

These are the top benefits of using EUCC Email:

- **Flexible messaging services.** Email, shared calendar, Outlook connectivity, and Microsoft Outlook Web App (OWA) provide the flexibility to meet diverse and evolving organizational needs.
- **Regulatory compliance features.** Meeting the increasingly complex regulatory requirements is eased with Sarbanes-Oxley and SAS 70 Type II self-assessment and audit support.
- **Multilevel data protection.** Safeguards are applied on multiple fronts, from message encryption support to the multilevel message filtering capabilities that include spam and virus protection, to the logical and physical security that protects customer information in the data centers.
- **Mobility device support.** Mobility features provide the messaging agility that organizations require to stay competitive in the marketplace, so that users can access their hosted services and stay connected anywhere in the world. At the same time, remote device wipe and policy provisioning help to ensure that sensitive data is protected.

## Standard Features

This section describes the standard features of the EUCC Email service. Where applicable, customer options are noted, along with feature limits and the responsibilities of MN.IT Services (MN.IT).

## EUCC Email Infrastructure

The EUCC Email solution includes Exchange Server deployments that are integrated with other components to provide a comprehensive, remotely hosted messaging service for the enterprise. A secondary data center is deployed, to ensure business continuity if a failure or outage occurs at the primary datacenter. Figure 1 (shown on the next page) diagrams the high-level architecture for EUCC Email.

**Figure 1: EUCC Email high-level architecture**

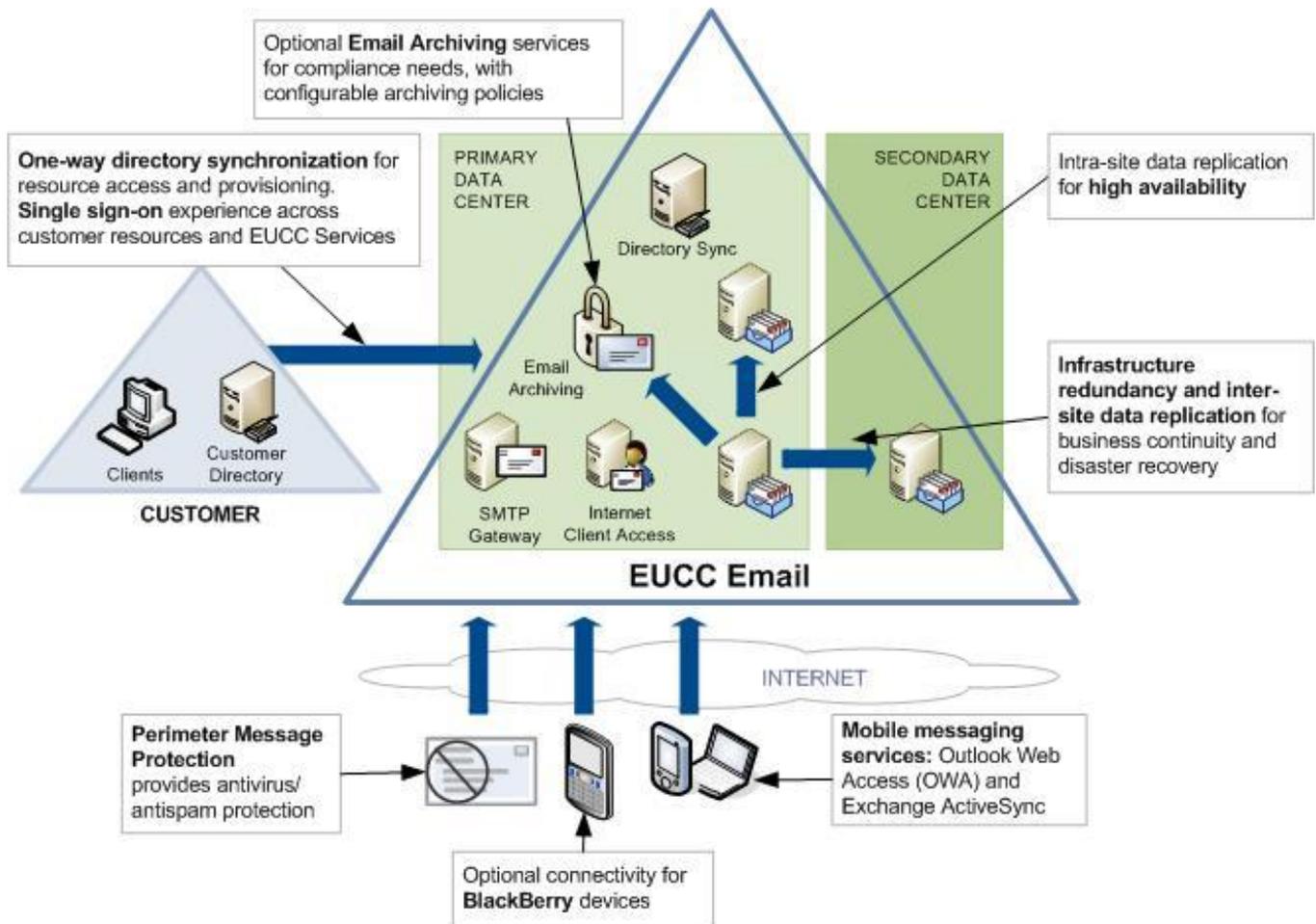


Figure 1 illustrates the following architecture:

- From the customer’s organization:
  - One-way directory synchronization enables a single sign-on experience across customer resources and the EUCC Email service.
- The EUCC Email Service provides:
  - A primary and secondary data center with infrastructure redundancy and inter-site data replication, for business continuity and disaster recovery.
  - Intra-site data is replicated within a datacenter for high-availability.
  - Various email server with different roles within the service. This includes mailbox servers and SMTP relay servers for routing email.
  - Perimeter Message Protection provides antivirus and anti-spam protection to all mailboxes within EUCC Email.
  - Mobile messaging services from the Internet such as Outlook Web App (OWA) and Exchange ActiveSync are included with the service.
- EUCC Email optional services:
  - Email archiving services for compliance needs with configurable archiving policies.
  - BlackBerry connectivity for BlackBerry devices.

**MN.IT Responsibility**

- Deploy and maintain Exchange Server and related components.

## Mailbox Size Limits

For EUCC Email, the default Standard mailbox size is 5 GB, with an executive option available which provides an additional 20 GB of storage (25 GB total). Customers select a mailbox size that applies to each user by setting an extension attribute in the Enterprise Active Directory (EAD).

EUCC Email provides three different notifications to users when their mailbox has reached a certain size limit:

- Warning. The user receives an email warning when the mailbox is approaching the maximum size limit.
- Prohibit Send. The user receives an email prohibit send notification when the mailbox size limit is reached, users will be unable to send new messages until deletions bring the mailbox size below the limit.
- Prohibit Send/Receive. EUCC Email rejects any incoming mail when the mailbox size limit is reached, and sends a non-delivery report (NDR) to the sender. The sender has the option to try resending the mail later. To receive messages again, the user must delete email until the mailbox is below the size limit.

Table 1 shows EUCC Email mailbox sizes and the levels at which notifications and restrictions take effect.

**Table 1. Mailbox Size Limits and Notifications**

Mailbox	Warning	Prohibit Send	Prohibit Send/Receive
Standard (5 GB)	4.5 GB	5.0 GB	5.5 GB
Executive (25 GB)	24.5 GB	25.0 GB	25.5 GB

## Resource Mailboxes and Shared Mailboxes

Not all EUCC mailboxes are associated with individual users; therefore special-purpose mailboxes are available:

- Resource mailboxes. Provide access to conference rooms and equipment (e.g., cars, projectors, etc.).
- Shared mailboxes. Used for business functions such as help-desk requests, where one or more people process the email. These mailboxes can be used to send or receive all types of email.

### Customer IT Responsibility

- Identify and populate the defined extension attribute in the Enterprise Active Directory (EAD) to set mailbox size, features, and options.

### *Conference Room Management*

EUCC Email includes the Resource Booking Attendant (RBA), which automates scheduling of conference rooms and other resources. A resource mailbox that is RBA-configured accepts, declines, or acknowledges messages from a meeting organizer. EUCC Email enables the customer to customize these responses through Outlook Web App (OWA). The customer sets booking policies or rules for the organization’s resource mailboxes. These might include who can schedule a resource, when it can be scheduled, what meeting information is visible on the resource’s calendar, and the percentage of schedule conflicts allowed.

### MN.IT Responsibility

- Manage RBA settings.

## Accessing EUCC Email Services

EUCC Email offers users many options for accessing EUCC Email, including the following:

- Outlook

- Outlook Web App (OWA)
- Windows Mobile device connectivity
- BlackBerry device connectivity
- Microsoft Entourage® email
- POP3 and IMAP4 protocols
- Applications developed with Exchange Web Services
- SMTP submission and relay

### Office Outlook

MN.IT recommends using the latest version of Outlook to access EUCC Email. Outlook with cached mode is recommended because it provides the best features and performance when accessing computers running Exchange Server remotely. It also helps make any network latency issues nearly transparent to the user.

### *Customer IT Responsibility*

- Procure, deploy, manage, and support client software and compatible devices using the latest version of Outlook to access EUCC Email.

### *Limits*

- Outlook 2010 or Office Outlook 2007 with the latest service pack is recommended for optimal performance.
- Office Outlook 2003 is not allowed.

### *Outlook Anywhere*

- With the Outlook Anywhere feature of Outlook, users can connect to a EUCC Email mailbox through MNET using remote procedure call (RPC) over HTTP. This is the protocol that most EUCC email users will connect with.

### *MN.IT Responsibility*

- Provide configuration instructions to customers.

### *Limits*

- Outlook Anywhere is not available from the Internet.
- Outlook Anywhere requires the Windows 7® operating system, or Windows Vista®, or Windows XP SP1 with a hotfix, or Windows XP SP2.
- Office Outlook 2010 with the latest service pack is recommended; Office Outlook 2007 is allowed.

### *Autodiscover Service*

With the Exchange Autodiscover service, Outlook clients can receive user profile settings directly from EUCC Email by using the client domain credentials. These settings automatically update the client with the information necessary to create and maintain the user's profile.

An SSL certificate is required in conjunction with the Autodiscover service. This SSL certificate is limited to a single primary SSL domain. Users who are associated with other primary or secondary domains that are not included in the certificate experience a one-time prompt in Outlook the first time they connect to the service. The users can select the option to not receive further prompts. An Office Outlook 2007 hotfix (KB 956528) is available that allows users to avoid this prompt altogether.

### *Customer IT Responsibility*

- When necessary, provide the published Office Outlook 2007 hotfix to all client computers, or implement Domain Name System (DNS) and service connection point (SCP) configuration updates to allow the prompting scenario to be avoided.

#### *MN.IT Responsibilities*

- Create a DNS record for mobility-related URLs.
- Request an SSL certificate that includes the primary customer domain.
- Install SSL certificates.

#### *Limits*

- Requires Office Outlook 2007 or Outlook 2010 with the latest service pack.

#### Outlook Web App

With Microsoft Outlook Web App (formerly Outlook Web Access) users can access email, calendar, and contacts from a Web browser such as the Windows Internet Explorer® Internet browser.

The OWA client provides EUCC Email users with a rich messaging client experience similar to that of Outlook users. The OWA Premium client provides features that are not available in the OWA Light client. For more information about the different features available in OWA Premium and OWA Light, visit [help.outlook.com/en-us/140/bb899685\(EXCHSRVCS.140\).aspx](http://help.outlook.com/en-us/140/bb899685(EXCHSRVCS.140).aspx).

Default automatic timeout values for the OWA sessions are as follows:

- OWA Premium client
  - Public computer or Private computer: fifteen (15) minutes
- OWA Light client
  - Public computer or Private computer: fifteen (15) minutes

#### *MN.IT Responsibility*

- Provide a common OWA URL

#### *Limits*

- The OWA interface automatically localizes standard content to the language pack preference that is selected in OWA options
- Internet Explorer versions prior to version 7.0 can use only OWA Light, which has a reduced set of features
- EUCC Instant Messaging is required for instant messaging (IM) and presence integration in OWA
- Forms-based authentication (FBA) is required for OWA
- Access to OWA requires an encrypted SSL connection

#### *Exchange Control Panel*

The Exchange Control Panel (ECP) provides self-service administration capabilities through its web-based management interface that is accessible from OWA. The following capabilities are available to IT professionals and can be delegated to end users if desired.

- **Remote wipe.** With this ECP feature, users can manage the process of remotely erasing lost or stolen ActiveSync enabled devices.

- **Mailtips.** With this feature, informative messages are displayed to users while they are composing a message. These informative messages, which provide information about the recipient to help avoid non-delivery reports (NDRs), can be configured using ECP.

#### *MN.IT Responsibility*

- Set up and control access for security groups to allow role-based access permissions for ECP access.

#### Mobile Device Connectivity with Exchange ActiveSync

EUCC Email includes the Exchange ActiveSync service. This service provides synchronization of email, calendar, contacts, and tasks with compatible Windows Mobile devices, and with other devices that are licensed to use the Exchange ActiveSync protocol, including those from Nokia and Apple. Features vary depending on the version of the mobile device. Authentication is conducted over SSL using a user name and password.

With mobile devices that have Exchange ActiveSync, users can access their Exchange Server mailbox data anytime, anywhere. Most mobile carriers have devices that support Exchange ActiveSync. Some specific Exchange ActiveSync features are:

- **Direct push technology** allows timely message delivery to mobile devices without delay.
- **Remote wipe** allows users to manage the process of remotely erasing lost, stolen, or otherwise compromised mobile devices through ECP in OWA.
- **Mobile device security policy** forces a set of security policies onto all devices that access Exchange ActiveSync.
- **Free/busy lookup features** viewing of a contact's calendar availability directly from their mobile devices. A free/busy information timeline shows when contacts are available for a call or meeting. Users can look at a contact's contact card and see when that person is available on that day or other days.
- **SMS Sync.** Exchange ActiveSync provides the ability to send and receive SMS text messages from Outlook and Outlook Web Access. Incoming messages sent via Exchange ActiveSync to the user's mobile device can be seen both in the usual SMS message location and in the email inbox.

Available security features for Windows Mobile 6.1, 6.0, and 5.0 devices with the Messaging and Security Feature Pack include:

- Alphanumeric/length password requirement
- Maximum password failures before device wipe
- Allow/deny attachment downloading
- Timeout before device lock

Additional security features available for Windows Mobile 6.1 and 6.0 devices include:

- Password strength, expiration, and history settings
- Password recovery through OWA
- Device storage encryption

#### ***Customer Business Responsibilities***

- Select an Exchange ActiveSync policy from pre-defined list to meet your business requirements. Each policy may contain multiple settings.
- Define which users are assigned to each Exchange ActiveSync policy and notify MN.IT for configuration.
- Supply educational material to users to make them aware of the Exchange ActiveSync policies.
- Educate and train end users and support teams about the email message that is sent to the end-user's inbox with instructions for downloading the device .cab file.

***Customer IT Responsibility***

- Procure, deploy, manage, and support client software and compatible devices, including all relationships with wireless carriers.

***MN.IT Responsibilities***

- Configure and maintain the Exchange ActiveSync policy settings.
- Set up and control distribution groups to allow for role-based access permissions for custom Exchange ActiveSync policy configuration.
- Configure which users are assigned to each Exchange ActiveSync policy.

***Limits***

- MN.IT does not provide support for user devices
- For Exchange ActiveSync, certain features (such as Direct Push technology, remote wipe, or device security settings) require Windows Mobile 6.1, 6.0, or 5.0 with the Messaging and Security Feature Pack (MSFP) and an active Exchange ActiveSync policy
- Expanded Exchange 2010 Exchange ActiveSync device capabilities via download require Windows Mobile 6.1 with proper Exchange ActiveSync policy assignment or with Windows Mobile 6.5 phones
- Some features listed above are currently available only on Windows Mobile devices

**Microsoft Entourage**

Microsoft Entourage is an email client and personal information manager developed by Microsoft for the Apple Macintosh operating system.

***Customer IT Responsibility***

- Procure, deploy, manage, and support client software and compatible devices.

***Limit***

- Microsoft Entourage 2008 Web Services Edition is required
- Exchange Web Services message size limit is restricted to 10 MB

**POP3 and IMAP4**

EUCC Email supports both POP3 and IMAP4 protocols. Internal customer network POP3 and IMAP4 access is enabled by default and requires encryption using SSL. Internet access to these protocols is blocked.

***MN.IT Responsibility***

- Manage per-mailbox protocol settings.

***Limits***

- EUCC Email does not support connectivity from external Internet clients
- Delegated logon is not supported
- For outbound email, the SMTP client must authenticate over an encrypted channel via Transport Security Layer (TLS)

**SMTP Relay**

The primary mail protocol that is used by Exchange Server is SMTP. Transport servers use SMTP for routing and delivery. EUCC Email supports two types of SMTP relay services for authorized internal customer applications that require SMTP mail submission:

- SMTP message submission to users inside the managed environment.
- Authenticated SMTP message relay to addresses outside the managed environment.

#### ***Customer IT Responsibilities***

- Provide IP addresses of authorized source servers.
- Manage and implement necessary changes in the customer environment to allow mail flow from the customer environment to the EUCC Email environment.

#### ***Limits***

- IP addresses for authorized source servers are required to allow SMTP relay

#### **Application Connectivity**

Applications that use messaging protocols such as MAPI, SMTP, POP3, and IMAP4 are allowed to connect to EUCC Email. Exchange Web Services or the Exchange Web Services Managed API is recommended for application development.

#### ***Customer IT Responsibilities***

- Notify MN.IT of any applications that require connectivity to the EUCC Email environment.
- Test applications to understand how they will interact with the service.
- Provide support for individual applications, add-ins, and related application compatibility testing.

#### ***MN.IT Responsibility***

- Assist customer IT in resolving problems with applications that have a negative impact on the service.

#### ***Limits***

- Customer-managed applications are not hosted in MN.IT managed data centers
- EUCC Email does not provide support for Outlook add-ins
- EUCC Email does not provide guidance for custom application development
- Connectivity using web-based Distributed Authoring and Versioning (WebDAV) is not allowed with EUCC Email
- Exchange Web Services message size is restricted to 10 MB
- Applications that utilize MAPI via Outlook to connect to EUCC Email should use Cached Exchange Mode to minimize performance degradation in the event of network latencies. Applications that use MAPI in Online mode are more prone to network-related issues, and MN.IT does not provide escalation or troubleshooting support for these applications

#### ***Exchange Web Services Application Permissions***

EUCC Email enables Exchange Web Services functionality by granting application permissions to customer accounts. These permissions allow the customer application to access the application mailbox and add content. Exchange Impersonation is one method used to grant application permissions.

#### ***Customer Responsibility***

- Identify the account that is to be granted impersonation rights.

#### ***MN.IT Responsibility***

- Grant the provided account impersonation rights.

## Message Transport Limit

Message transport size limits are necessary to avoid having large messages block delivery of other messages and affecting performance for all users. These are organizational-wide limits only.

Email sent from the EUCC Email environment to recipients inside or outside the customer's intranet can have a total message size of up to 25 MB (including attachments). NOTE: there is no guarantee the destination email server will accept messages of this size (it may have a lower limit).

## Address Book View Customization

EUCC Email provides the ability to configure customized views of the Outlook Address Book.

### MN.IT Services Responsibility

- Implement one Address Book view for each EUCC Email customer.

### Limits

- Customization of the Outlook Details Template is not permitted

## Disclaimer Support

Customers may be required by law or other regulatory requirements to provide disclaimers within email between recipients and senders, both inside and outside the organization. EUCC Email provides disclaimers to meet these compliance requirements.

### **Default Settings**

- Global disclaimers can be applied to all messages sent to the EUCC Email environment.
- Global disclaimers can be applied to all messages received from the EUCC Email environment.
- Scenario-specific disclaimers that are defined in customer requirements can be applied separately from global disclaimers.
- Scenario-specific disclaimers are scoped based on distribution group membership.
- Disclaimer text uses default font, size, and color of Exchange Server.
- Disclaimers are appended below the entire message thread for all outgoing messages.
- Disclaimers include a line separator between the message content and the disclaimer.
- If the disclaimer cannot be added in the original message—as with encrypted messages—a new message is created with the disclaimer, and the original message is attached to the new message.

### Customer Business Responsibilities

- Define requirements regarding disclaimers, including any scenario-specific requirements, if applicable.
- Define distribution groups for scenario-specific disclaimers.
- Define disclaimer content, including text in all desired languages, for all applicable distribution groups.

### ***MN.IT Services Responsibility***

- Set up and control access to security groups to allow role-based access.
- Configure and implement customer-provided disclaimers.
- Grant role-based access to customer security groups.

### ***Limits***

- Configuration of up to three (3) customer-provided disclaimers is allowed for initial deployment
- Font type, color, and size apply only in HTML and rich-text messages. Plain-text messages have disclaimers that also appear in plain text

- EUCC Email does not support the following in disclaimers:
  - Text greater than 1,000 characters
  - Active Directory–related queries other than distribution group inclusion
  - Images (including logos)
- EUCC Email does not provide language translation services for disclaimers
- Disclaimers are not programmatically localized
- Users do not see disclaimers in the messages in the Sent Items folder, because the disclaimers are appended by the server after messages are sent by the users. If a user is a member of multiple distribution groups that are used for specific disclaimer scenarios, the user’s outgoing messages display multiple disclaimers

**Records Management and Mailbox Data Retention**

EUCC Email supports the use of the messaging records management (MRM) features in Exchange Server to help organizations reduce the liabilities that are associated with email and other communications.

MRM makes it easier to keep messages that are needed for compliance with company policy, government regulations, or other needs—and to remove content that has no business value. This is accomplished through the use of retention policies and tags.

*Retention policies* and *retention tags* are part of the MRM technology. Retention policies use retention tags to apply retention settings to e-mail messages and folders. Retention tags define an age limit that specifies how long items are retained, and a retention action that specifies what happens to items that reach the retention age limit. Retention tags are linked to a retention policy, which is then applied to a mailbox.

Table 2 outlines the retention policy options for “deleted items” and “inbox” within EUCC Email. Note: MRM policies for calendar items are currently not available as they were removed from the Exchange 2010 product. MN.IT Services is evaluating alternate methods for managing calendar items and will make an announcement if/when they become available.

**Table 2. Messaging Records Management (MRM) Policy Options**

Policy Name	Inbox (delete after)	Deleted Items (delete after)
Never_Delete	Never	Never
AllMail45_DI30	45 days	30 days
AllMail90_DI14	90 days	14 days
Inbox0_DI14	Never	14 days
Inbox0_DI30	Never	30 days

**Customer Business Responsibilities**

- Select the Messaging Records Management policy from Table 2, to be applied to all customer mailboxes.
- Submit requests for policy changes using the MN.IT Services change request process.

**Customer IT Responsibility**

- Validate and test all customer policies are implemented and have the desired results.

**MN.IT Responsibilities**

- Create and manage retention polices.

- Create and manage retention tags. Link retention tags to retention policies.
- Assign mailboxes to retention policies as identified by customer business.

#### *Limits*

- EUCC Email does not provide restoration of items deleted as a result of retention policies
- A mailbox can have only one Messaging Records Management policy applied to it

## **Multiple Language Support**

Exchange Server provides multiple language packs that provide a localized experience in OWA and Office Outlook. The availability of languages may differ between OWA and Outlook. For the current list of languages, see [Client Language Support for Outlook](#) and [Client Languages for Outlook Web App](#) in Microsoft TechNet.

#### Customer IT Responsibility

- Deploy language packs to users.

#### *MN.IT Responsibility*

- Install available server-side language packs.

#### *Limit*

- MN.IT Services customer support is available in the English language only

## **Antivirus Support**

All messages that are transported through EUCC Email are scanned for viruses. If a virus is detected, the virus is deleted and the message is then delivered to the recipient. A notification of the virus detection is sent to the sender and/or recipient of the message.

#### Limit

- Notifications are sent only to EUCC Email senders who are sending mail within the EUCC Email environment

## **Blocked File Types**

Particular types of email attachments from non-trusted sources are blocked from entry into the EUCC Email Services environment. Customers can extend the list of blocked attachment file types through the change request process.

## **Deleted Item Retention**

EUCC Email provides deleted-item retention, which allows users to restore items from any folder, including the Deleted Items folder. Users can perform this recovery themselves using OWA or Outlook, eliminating the need for a mailbox restore.

#### Limit

- The deleted-item retention period is 30 days

## **Deleted Mailbox Retention**

EUCC Email retains mailboxes for a period of time after they have been deleted. Deleted mailboxes can be recovered by placing a service request with MN.IT Services.

### Limit

- The deleted-mailbox retention period is 30 days. After that time, deleted mailboxes cannot be recovered

## **Mailbox Data Protection and Recovery**

Continuous replication of mailbox data to multiple servers provides data recovery capability in the event of a local messaging infrastructure failure. For large-scale failures, established service continuity management processes are initiated.

### Limit

- Data restoration limits are defined in the [Deleted Item Retention](#) and [Deleted Mailbox Retention](#) sections of this document
- MN.IT Services will not be responsible for retaining any mailbox data after the account termination
- MN.IT Services shall not restore, provide on any storage media or send out any data pertaining to terminated mailboxes beyond the “deleted mailbox retention” period

## **Service Continuity Management**

EUCC Email is hosted in enterprise-level data centers that are designed to deliver highly available, highly resilient Online Services. Because of this, EUCC Email is available at 99.9-percent uptime.

However, service availability can be affected by hardware failures, natural disasters, and human error. To address this possibility, EUCC Email offers service continuity management, a process for managing risks to ensure that an organization's IT infrastructure is capable of providing continuing services if normal availability solutions fail. Service continuity management for EUCC Email includes provisions to recover from such unexpected events.

Two metrics commonly used in service continuity management to evaluate disaster recovery solutions are:

- Recovery point objective (RPO). The acceptable amount of data loss at the conclusion of the data recovery process.
- Recovery time objective (RTO). The acceptable amount of time the service can be down before being brought back online.

EUCC Email has set an RPO and RTO in the event of a disaster:

- 45-minutes RPO: In the event of a failover to a secondary data center, EUCC Email restores a copy of your data that is equal to or less than forty-five (45) minutes old at the time of service disruption.
- Two-hour RTO: Your service will resume within two (2) hours after disaster declaration is made to failover from the primary to secondary data center.

Standard services restored with service continuity management are core mail (EUCC Email mailboxes), client access services (OWA, Windows Mobile), transport, BlackBerry Enterprise Server and delegated administrative controls through ECP.

### Customer Responsibility

- Be available to work with the EUCC Email team in the event of a declared disaster.

### ***MN.IT Responsibilities***

- Update internal and Internet DNS records and other name records that point to EUCC Email resources, such as mail gateways and mobile messaging URLs.
- Update network firewall ACLs. (Note that they may be pre-provisioned during the initial deployment.)
- Ensure network connectivity to a secondary site.

- MN.IT enables the service continuity management process to restore access to core services and data within the stated RPO and RTO.
- Continuity of Operations Planning (COOP) including:
  - Strategic planning for disaster recovery and risk mitigation that adhere to sound business continuation programs.
  - Business impact analysis

#### *Limits*

- To restore service, customer client access may require some reconfiguration
- All onboarding activities are excluded from service continuity management
- Some services and processes are not functional at RPO/RTO, including mailbox migration, cross-forest free/busy, and public folder synchronization

## **Message Filtering**

The message filtering service offered by EUCC Email provides Internet e-mail filtering through Microsoft Forefront™ Online Protection for Exchange (FOPE). This filtering solution provides enterprise-class reliability for messaging security and management, and protects against spam, viruses and malware.

EUCC Email message filtering includes these features:

- **Internet traffic filtering.** Inbound Internet email traffic is routed through FOPE, where each message is evaluated against predefined rules.
- **Encryption.** TLS encrypts SMTP traffic in two ways: 1) Opportunistic inbound 2) Opportunistic outbound
- **Message quarantine.** Spam filtering uses a quarantine for messages marked as spam. User notification email messages provide access to quarantined email messages.

#### MN.IT Responsibility

- Manage changes to policy settings.

## **Public Folders**

Public folders are used to share messages and files in an organization. EUCC Email provides public folders only for customers with a documented business need for them, and not as part of the default service.

#### Customer IT Responsibility

- Migrate or populate information into Public Folders.

#### *MN.IT Responsibility*

- Work with new customers in the assessment phase to determine whether there is a critical business need for public folders.

#### *Limits*

- The public folder store can contain up to 50 GB of content in aggregate (for all customers using EUCC Email)
- EUCC Email does not support public folder applications
- EUCC Email does not provide item-level or tree-level restoration of data that is stored in public folders on request. Public folder data recovery is available only in the event of a local messaging infrastructure failure.

#### Organizational Forms Library

For customers using organizational forms, EUCC Email grants the appropriate permissions for uploading forms to defined individuals or groups.

#### ***Customer IT Responsibilities***

- Provide the custom organizations form(s) to MN.IT for upload.
- Perform any functionality testing and validation that is appropriate.

#### ***MN.IT Responsibility***

- Upload and maintain the organizational forms.

### **Inbound/Outbound Fax Integration**

EUCC Email can integrate with the customer's existing fax solution, for solutions that allows fax routing via SMTP.

#### **Customer Responsibility**

- Configure the existing fax service for integration with EUCC Email.

#### ***MN.IT Responsibility***

- Configure and manage SMTP transport rules.

### **User Communications**

EUCC Email can provide customers with service-related training guides and user communication templates. The guides and templates outline the steps required to complete the migration successfully, and provide other helpful information for the user.

#### **Customer Business Responsibilities**

- Customize the communication templates that are provided by EUCC Email.
- Provide end-user training, including new hires.

#### ***MN.IT Responsibilities***

- Provide communication templates and user training guides.
- Work with the customer to create a communication strategy for the mailbox data migrations.

### **Additional Roles and Responsibilities**

In addition to the roles and responsibilities identified in the sections above, there exist other, more general ones as it relates to the EUCC Email service.

#### **Customer IT Responsibilities**

- Create/delete/modify mailbox accounts; user, resource and shared mailboxes, including:
  - Reset passwords
  - Move, Add, Change, Delete (MACD) mailboxes
  - Add, modify and delete "global" distribution lists
- Change, modify and delete distribution lists and groups, including membership.
- Manage Active Directory users, groups, contacts and computer accounts. Note: these elements could be in your local domain or in the Enterprise Active Directory (EAD) domain.
- Join computers to the customer domain; connect computers to MNET or other approved internet connection.
- Provide Tier 1 (level 1) Help Desk support for email users.
- Provide connectivity to MNET or approve internet connection with sufficient bandwidth capacity.

***MN.IT Responsibilities***

- Manage overall EUCC Email environment, including maintenance and patching.
- Manage Information Lifecycle Management (ILM) infrastructure, which provisions and de-provisions accounts and synchronizes various Active Directory information from customer domain (e.g., phone numbers, title, etc.).
- Operate a Tier 2 (level 2) Help Desk to support a customer's Help Desk resolve incidents and requests.

**Optional Service Features**

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This section describes optional features for EUCC Email service offerings. These optional features are available to customers at an additional cost.

**BlackBerry Device Connectivity**

The BlackBerry Enterprise Server (BES) for EUCC Email is used to synchronize email, calendar, contacts, and tasks with BlackBerry devices. BES is available at an extra charge. Due to the requirement of co-locating the BES with Exchange Server, the EUCC Email service deploys, hosts, and supports BES in the EUCC data center.

**Customer IT Responsibilities**

- Procure, deploy, manage, and support client software and devices compatible with the latest version of BES software, and manage relationships with wireless carriers.
- Provide MN.IT with BES IT policy settings.

***MN.IT Responsibilities***

- Procure and maintain an up-to-date BlackBerry client access license, server license, and support agreement directly with Research In Motion (RIM).
- Deploy and maintain BES to provide service for BlackBerry devices.

***Limits***

- MN.IT does not provide support for BlackBerry devices or handheld applications
- There is a one-to-one relationship of BlackBerry devices to mailboxes

**BlackBerry Mobile Data System Connection Service**

Mobile Data System Connection Service (MDS-CS) is an optional feature with BES that allows BlackBerry devices to access Internet and intranet resources via HTTP(S). The feature requires enablement and configuration on the managed BES servers, where all requests will be pushed to a single MN.IT-hosted proxy server that can be configured to have access to both corporate intranet resources and Internet resources.

***Customer IT Responsibilities***

- Procure, deploy, manage, and support client software and compatible devices.
- Manage relationship(s) with wireless carriers.

***MN.IT Responsibility***

- Provide HTTP(S) browsing connectivity from the EUCC Email BES system to the MN.IT proxy server.

***Limits***

- MN.IT does not provide MDS data push

- MN.IT supports configuration for a single MN.IT-hosted proxy server

## Email Archiving

Email archiving is the management and long-term storage of important emails - including attachments - independent from an individual user's mailbox. Depending on specific business and legal requirements for data retention, each customer may choose to utilize the archiving service differently.

Email archiving includes:

- End-user tools to search all message objects that are accessible to them within the archive.
- Capturing inbound and outbound email and preserving it for quick access from a centrally managed location at a later date. This process is called "message journaling" and can be applied to a subset or all mailboxes within a customer's organization.
- e-Discovery search tools to allow designated persons (e.g., Archive Investigators) to search through archived content in the customer's storage policy/policies, in order to comply with the legal discovery process.
- The ability to define and implement appropriate email retention policies - per customer - as well required litigation hold policies as needed. Note: Once content is added to the archive it will only be removed when it exceeds the retention period. If content is in a legal hold, it remains in the legal hold until the legal hold expires or is cancelled and the content reverts to the applicable retention period.

All Email Archiving data retention policies are unique to each customer and can range from 1 day to infinite (never delete). Therefore, as part of the Email Archiving Questionnaire, each customer will define their retention periods. Data retention periods can be adjusted by submitting a request to the MN.IT Service Desk.

### Customer IT Responsibilities

- Define security groups in Active Directory and manage membership to designate accounts that can conduct compliance searches; providing that information to MN.IT for configuration.
- Complete and return the Email Archiving Questionnaire provided by MN.IT.
- Complete the Email Archiving Activation process provided by MN.IT, which includes: creating Active Directory groups, an archiving test account and an archiving service account.

### ***MN.IT Responsibilities***

- Ensure all email content that is "message journaled" is added to the archive on a scheduled basis.
- Provide both Archive Investigator and end-user search tools.
- Complete these 2 items when any public requests made pursuant to the Minnesota Government
  1. Refer the requesting party to the customer and any other state organization that is party to the e-mail communication or within the scope of the request; and
  2. Notify the customer and any other state organization that it is a party to the e-mail communication or within the scope of the request that MN.IT received, MN.IT must seek their guidance and defer to them on how MN.IT should respond, including the classification of the requested information and what should be disclosed consistent with the Act.
- Monitor and manage overall email archiving system, including backups.
- Establish and maintain customer archive setting as specified in the "Enterprise Email Archiving Activation Instructions and Questions" document.

## Additional Service Information

### Planning for Service Changes and Growth

EUCC Email is designed and deployed based on the number of Exchange Server mailboxes that are established during the customer's detailed discovery activities with MN.IT. Additional capacity is built into the initial planning and deployment of services based on common growth scenarios and stated customer growth.

When user growth greater than 5 percent is predicted, the customer is asked to notify the MN.IT through the standard change request process to allow appropriate evaluation and planning of service expansion. This notification process applies to increasing the number of total mailboxes as well as expanding the scope of customer usage scenarios (such as deployment of mobile devices) or introducing new applications that run within the EUCC Email environment.

#### Customer Business Responsibilities

- Provide mailbox and messaging service usage and growth estimates.
- Provide advance notification of any significant user growth or messaging service usage beyond initial estimates.

#### *MN.IT Responsibilities*

- Plan capacity based on the customer's sustained growth rate, and add infrastructure as required.
- Adjust growth capacity to enable evaluation and planning for necessary service expansion.

## Related Information

*Optional: References to applicable documents such as:*

- Minnesota Statutes 207 Chapter 16E (MN.IT Services, formerly The Office of Enterprise Technology)
- Enterprise Technology Fund 970 Rate Schedule
- Operational documents and information on MN.IT websites
- Enterprise Unified Communication and Collaboration (EUCC) Service Level Agreement

### Learn About other EUCC Service Offerings

The documents described here provide more information about other EUCC Service from MN.IT. These documents are available on the [MN.IT Service Catalog](#).

### Enterprise Unified Communication and Collaboration (EUCC) Email Service Description

EUCC Email is a remotely hosted enterprise messaging solution that is based on Microsoft Exchange Server. This provides a reliable messaging environment that includes email, shared calendar, Microsoft Outlook® Web App, and Exchange ActiveS