

# Electronic Messaging Services

Service Name	Electronic Messaging Services
Description	This service provides delivery and storage of electronic mail messages
Eligibility	Faculty, staff and students are eligible for this service.
How to Request Service	<ul style="list-style-type: none"> <li>• Approved work Requests</li> <li>• Requests and incidents escalated from the IT Service Center</li> <li>• Approved operational procedures</li> </ul>
Availability	Business Critical - Availability target is 24X7X365 except for scheduled maintenance, holidays or acts of nature or dependent party outages, or seasonal services. System redundancy and Full On-call engineer support is available with 4 hour after-hours response target. Full Support Center Service request schedule is available.
Charges	There are no charges for this service .
Service Line	Systems and Networks
Features	<ul style="list-style-type: none"> <li>• Send and receive email, both internally and via the Internet.</li> <li>• Enterprise Calendaring features with sharing, and free/busy scheduling capability for appointments and reminders.</li> <li>• Enterprise global address list of email addresses and "for internal use.</li> <li>• Provide mailbox storage space in fixed sizes to hold and store messages per identified business requirements.</li> <li>• Send and receive limited sized file attachments (such as Word documents, Excel spreadsheets, etc) with messages being sent or retrieved.</li> <li>• Provide the ability to create mail distribution groups holding a number of email addresses for easy distribution.</li> <li>• Delete Email and calendar items per corporate legal and business requirements.</li> <li>• Provide access to messaging services over the internet via company approved browser solutions.</li> <li>• Provide shared messages, contacts, and calendar items.</li> <li>• Provide effective anti-virus and anti-spam solution.</li> <li>• Provide access to email lists allowing a user to send email to a single list address in order to communicate with all list members who have optionally subscribed.</li> </ul>
Owner	Kyra Zollman
Pre-requisites	<ul style="list-style-type: none"> <li>• Functioning network and server infrastructure</li> <li>• Internet access for mail and messaging to/from the Internet</li> <li>• Person reporting a problem provides sufficient data to research the problem</li> <li>• People with smartphones are responsible for configuring their devices with provided settings</li> </ul>
VP Customer	Vice President of Finance and Administration
Delivery Channels	<ul style="list-style-type: none"> <li>• Delivered messages via desktop, laptop, and smartphone devices</li> <li>• Completed work requests</li> <li>• Completed requests escalated from the IT Service Center</li> <li>• Resolved incidents escalated from the IT Service Center</li> <li>• Consulting Support</li> </ul>
Service Targets	<ul style="list-style-type: none"> <li>• 95% of electronic discovery requests satisfied within two weeks.</li> <li>• 95% of spam messages filtered.</li> </ul>