Product Number: 2382.02.10

E-MAIL POST OFFICE HOSTING

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The Department of Technology Services (DTS) provides E-mail Post Office hosting for State of Utah agencies. DTS hosts post offices on a group of clustered servers capable of failover should one server go down.

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Post Office Hosting	Manage and maintain customer's email in a shared multi-server environment. Customer data is maintained on the DTS Storage Area Network.
Disaster Recovery	Post Office data is backed up nightly to online storage for quick retrieval. Data is retained for two weeks for disaster recovery only.
Additional Features	Includes all features of the GroupWise Enterprise Services product.

ORDERING AND PROVISIONING

This service is ordered with other E-mail services (See Enterprise E-mail Services.) To order Enterprise E-mail Services customers should contact their agency assigned Customer Relationship Manager or the DTS Customer Support Center, (801) 538 3440 or (800) 678 3440.

DTS RESPONSIBILITIES

Manage and maintain all software and hardware related to the hosting environment.

Provide customer support on email related issues.

Manage the customer's post office with updates, maintenance, or backups.

AGENCY RESPONSIBILITIES

Pay all associated Novell Master License Agreement (MLA) charges quarterly.

Comply with State Acceptable Use policies.

Comply with State Security policies.

Report any problems encountered to the DTS Enterprise Service Desk. The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Enterprise Service Desk are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage vary by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencys.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied