

## GROUPWISE ENTERPRISE SERVICES

---

**Effective Date:** July 01, 2009  
**Revision Date:** February 23, 2009  
**Version:** 001  
**Product Manager:** Linda Schiele  
**Phone:** 801-538-3538  
**E-mail:** [lschiele@utah.gov](mailto:lschiele@utah.gov)

The Department of Technology Services (DTS) provides Enterprise GroupWise E-mail Services that support State and other government agencies, improving productivity through communications anytime, anywhere.

### Product Features and Descriptions

Feature	Description
Email Services	Manage email domains, post offices, and user mailboxes for all state employees. Provide secure Internet access to email. Manage GroupWise Internet Agent (GWIA) and servers. Manage outgoing mail SMTP servers. Provide spam, virus and content filtering on incoming internet email. Customizable views for personal preferences and improved productivity.

### Ordering and Provisioning

To order GroupWise 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

Coordinate planned maintenance and notification of customers of planned outages.

Manage, update, and troubleshoot email servers and services. This includes software and hardware upgrades, backups, restores, problem resolution, account management, resource management, etc.

Conduct periodic Special Billing Agreement audits and updating agreements as applicable.

### Agency Responsibilities

Comply with State acceptable use policies.

Comply with State security policies.

Report mailbox counts quarterly for Novell Master License Agreement (MLA).

Pay all associated MLA charges.

Customer may be responsible for network, security, and server administration costs associated with agency email environment.

## 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](https://dts.utah.gov). Published "Business Hours" for the DTS service are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage varies 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 is voluntary.

Periodic reports will be created showing the level of satisfaction with resolution of incidents by specific support groups and the level of satisfaction of users by agency.

### Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.2 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied