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"To enrich lives through effective and caring service"

May 22, 2013

To: Each Supervisor

From: Tom Tindall
Director *by JE Jones*

Subject: **INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER
AGREEMENT (ITSSMA) WORK ORDER FOR COUNTYWIDE EMAIL
MIGRATION**

This is to advise you of ISD's intent to solicit and execute a new ITSSMA work order to provide countywide email migration support for the next 12 months in an amount not to exceed \$2.395 million. This ITSSMA work order will provide infrastructure assessment, design, capacity planning, integration process, and migration support for seven (7) departments with approximately 17,000 email accounts and all related legally required archive files and backup. The approved budget for Fiscal Year (FY) 2013-14 email conversion is \$2.395 million.

BACKGROUND

ISD now provides email services to 18 departments, consisting of over 52,000 users.

During FY 2013-13, ISD will expand countywide email services to the next group of seven departments. These departments now maintain, operate, and budget for their own email systems. Duplicate resources are required and for each department to support these identical business functions. ISD and the CIO will continue to consolidate the County email, while continuing to monitor the email market to provide the best solution to County departments.

SCOPE OF WORK

Under the supervision and direction of ISD Information Technology Services, the scope of work for each department migrated will be:

- Review departmental email environment to be migrated.
- Review target email environment at ISD's Downey Data Center (DDC).
- Confirm email network bandwidth requirements with ISD.
- Develop and document an email migration strategy for Exchange 2010, fall back strategy, and automated tools to be used.
- Migrate an estimated 17,000 email accounts, mailboxes and user profiles, rights and privileges to the Countywide Email System and conduct post-migration briefings.

JUSTIFICATION

Due to various software products and versions deployed by County departments, ISD does not have all the resources to effectively accomplish this migration. Additional temporary technical support is the most effective way to accomplish the countywide email objective, as well as achieve the long term savings and efficiency. Historically, email conversions have been completed on a fixed fee basis by department, but one consolidated work order is expected to reduce migration costs.

FISCAL IMPACT

The CEO has included funding of \$2,395,000 in the FY 2013-14 Proposed Budget.

NOTIFICATION TIMELINE

Consistent with ITSSMA policies and procedures, we are informing your Board of our intent to proceed with this work order. If no objection is received from your Board in ten (10) business days upon receipt of this Board notification, ISD will proceed with this work order according to County policy.

If you have any questions or require additional information, please feel free to contact me at (323) 267-2101, or your staff may contact Dave Chittenden of ISD's Information Technology Services at (562) 940-2901.

TT:DC: dw

cc: Chief Executive Officer
Executive Office, Board of Supervisors
County Counsel

REVIEWED BY:



Richard Sanchez
Chief Information Officer

5-28-13

Date