Project Description: Over the past few years the executive branch departments within the State of Alaska government gained significant cost savings to the State through the standardization of information technology software and hardware purchases. The executive branch departments also determined the State could save money, reduce resources and become more efficient if IT would standardize, consolidate, and centralize information technology infrastructure, functions and operations.

The Enterprise Active Directory and Messaging project began this process and will serve as the foundation for future consolidations. This project put in place the infrastructure to allow the executive branch to implement applications across the enterprise beginning with email and calendaring. Previously all of the executive branch departments supported their own network operating system (NOS) infrastructure and many also supported their own email solutions. The goal of this project was to replace the 15 different departmental NOS infrastructures with a single enterprise NOS and to replace the several separate email systems with a single centrally managed email system.

The State of Alaska established a centralized enterprise directory and Email/Collaboration system based on Windows 2003 and Exchange 2003 or successor products for state employees serving within the Executive Branch. This new technology replaced five disparate legacy messaging and calendaring systems that had considerable interoperability challenges. Enterprise Technology Services (ETS) assumed responsibility for the maintenance of the enterprise suite of infrastructure services, but ownership and control of the Active Directory objects within the enterprise remains under agency discretion. This allowed the State of Alaska to benefit from a centralized offering and consolidation, without sacrificing the relationships between agency IT Staff and their agency end users. The project provided:

- Single Enterprise Exchange e-mail, calendaring and mobile devices support
  - Fewer email and calendaring systems will meant less time spent in administration of email and calendaring
  - As the migration is completed 170 directory servers will be replaced by approx. 54 Active Directory (AD) domain controllers.
- Single Authentication / Active Directory
  - Support for Enterprise Data Security Requirements Overall system administration is be reduced.
- Appropriate Staffing, Training and Responsive Change Management was implemented
- An enterprise wide ability to consolidate/migrate File and Print Services will be implemented in phase II of the project
- Active Directory will become the State's authoritative directory service
- Security is improved by using consolidated server/application management

- For the first time in the history of the State all executive branch employees will be using the same system
- The State will gain the ability to use staff across department lines due to standard processes and products.
- Puts in place the ability to share file servers between departments. Project will put in place up to 8 shared file servers.
    - Four initial major locations
    - Four additional locations not yet determined
- Several departmental file servers will be decommissioned as departments migrate.
- Some servers will not be able to be re-used due to transition requirements (running both in parallel)

The State worked for over a year to plan, design and implement this project. Participants came from every Department of the Executive Branch, Microsoft, Avanade, and several local vendors. This eclectic and dedicated team labored diligently to settle the technical, organizational, and social issues that moving to this enterprise level technology entailed. Thanks to their great efforts the Exchange project reached "go live" on June 2, 2007 at 2:30 pm – less than a day after the scheduled implementation date. The 16,000 members comprising the user base will be transitioned to the new system over the next five weeks. As of June 4th More than 1,000 of those users have already made the switch with amazingly few problems. This user experience was improved by a strong information and training program throughout the latter months of the project. An innovative orchestration of Emails, town hall meetings, training classes, and hands-on training labs in several locations throughout the State provided a rich knowledge building experience for this very large group. This effort is now paying off handsomely during the roll out by dramatically lowering the typical rate of new user service requests.