

Enterprise E-mail Functional Requirements Specification

Version 1.5



Enterprise E-mail	Version: 1.5
Customer (Functional) Requirements	Created on 07/23/2009

Revision History

Date	Version	Description	Author
8/27/2009	1.0	Basic and Extended requirements added to document for review by functional requirements team.	Scott Jecko
9/1/2009	1.1	Basic and extended requirements updated based on feedback from requirements team.	Scott Jecko
9/2/2009	1.2	Document updated (archiving requirements added) in preparation for sending to team and key stakeholders for final review.	Scott Jecko
9/4/2009	1.3	Document updated: added basic requirements 1.9 and 1.10 (public folders) based on feedback from technical team.	Scott Jecko
9/15/2009	1.4	Document updated: added basic requirement 1.27 (ability for user to customize their view in the client application) based on feedback from AEIT Advisory Committee.	Scott Jecko
9/17/2009	1.5	Document updated: modified requirements 1.14, 1.22, 1.72, and 1.77 based on feedback from HSMV.	Scott Jecko

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Requirements Specification

1. Enterprise E-mail Scope

Define the scope of the "Enterprise E-mail" project. (from F.S. 282.34 and Preliminary Scope Statement).

282.34 Statewide e-mail system.--A state e-mail system that includes the service delivery and support for a statewide e-mail, messaging, and calendaring service is established as an enterprise information technology service as defined in s. [282.0041](#). The service shall be designed to meet the needs of all executive branch agencies and reduce the current cost of operation and support.

The product of this project will be a proposed plan for the establishment of the statewide electronic mail system. By December 31, 2009, the AEIT shall submit the proposed plan to the Governor, the President of the Senate, and the Speaker of the House of Representatives. The plan shall be developed to reduce costs to the state and include, at a minimum:

- a) An analysis of the in-house and external sourcing options that should be considered for delivery and support of the service. The analysis shall include an internally hosted system option, an externally sourced system option, and, if necessary, a combined in-house and externally sourced option.
- b) A cost-benefit analysis that estimates all major cost elements associated with each sourcing option, including the nonrecurring and recurring costs of each option. The analysis must also include a comparison of the total cost of each enterprise e-mail sourcing option and the total cost of existing e-mail services in order to determine the level of savings that can be expected.
- c) Estimated expenditures for each state agency associated with e-mail costs for the 2009-2010 fiscal year.
- d) The plan must identify any existing e-mail infrastructure that should be considered for reuse.
- e) A concise analysis of the ability of each sourcing option to meet major system requirements, including federal and state requirements for confidentiality, privacy, and security.
- f) A complete description of the scope of functionality, operations, and required resources associated with each sourcing option.
- g) Recommendations for standardizing the format of state e-mail addresses.
- h) A reliable schedule for the decommission of all state agency e-mail systems and the migration of all agencies to the new system beginning by July 1, 2010, and completing by June 30, 2013.

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2. Requirements Workgroup Methodology

Define the process by which requirements were gathered and grouped as either “basic” or “extended”.

The primary objective for the requirements workgroup was to gather all functional requirements for the state e-mail system (via excel spreadsheet) and compile all requirements into a complete, concise, and categorized functional requirements specification. The activities required to compile the requirements specification included reviewing the 2006 e-mail survey (and additional historical documentation), creating the 2009 e-mail survey, sending 2009 survey to agency e-mail (business) experts, compiling survey results into the formal requirements specification, and obtaining requirements approval from key stakeholders. **Note: There are two subsequent surveys being sent out (to gather current agency inventory and financial information); the results of these two subsequent surveys are not included in this document.**

The workgroup reviewed the 2006 survey (and other data sources such as schedule IV-C data and AEIT DCC questionnaire) and determined the list of categories and questions to be included in the survey. Agencies were asked to respond to each requirement question by selecting “currently have and use”, “do not have/do not use”, or “would like to have”. Agreed upon categories for the 2009 survey included E-mail, Calendar, & Contacts (user interface and administrative requirements); Archiving, Retention, Search, Discovery requirements; Disaster Recovery requirements, Backup & Restore requirements; Security, Anti-Virus, Filtering requirements; Remote Access & Mobile Messaging requirements; Additional E-mail requirements. The survey also provided a section for agencies to address their concerns/issues regarding a statewide e-mail system.

Upon receiving all survey responses, the workgroup determined which requirements should be recommended for inclusion in the “basic” and “extended” section of the functional requirements specification. Factors that were considered in the basic or extended decision included, % of agencies that currently provide, # of total users currently supported, and the legal necessity of fulfilling the requirement. The workgroup also identified whether the requirement will be a user, agency admin, or SSRC admin capability.

Once approval of this document is obtained from key stakeholders, these functional requirements will be used as an attachment in upcoming RFI's and potential RFP's (or ITN's). An in house or externally sourced solution should meet the basic functional requirements specified in this document (or provide ample reasoning why a requirement is not technically or financially feasible).

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3. Requirements Workgroup Goals

Goal ID:	Name – Description
3.1	Manage Scope: Understand the preliminary scope statement for the statewide e-mail system and ensure that requirements remain within scope.
3.2	Manage Time: Specification must be complete within 6 weeks (30 business days).
3.3	Manage Time: Workgroup will use the 2006 Messaging Optimization Workgroup Survey as a basis for the 2009 Enterprise e-mail survey.
3.4	Ensure Completeness: Specification must be complete and detailed enough to submit to outside vendors as Request For Information (RFI) or Request For Proposals (RFP) or an Invitation to Negotiate (ITN).
3.5	Ensure Completeness: Specification must include an attachment which provides a narrative and breakdown of existing agency resources (personnel, equipment – including storage capabilities, software-licenses) and current spend (reuse IV-C data where applicable) on e-mail. (Note: this information will be captured in the inventory survey which is being compiled by the Enterprise E-mail technical team – and is not included in this functional specification.)
3.6	Ensure Completeness: Specification must include an attachment which lists each agencies' risks, issues, or constraints (such as software-application dependencies, contracts, or legal requirements) that may affect their ability to transition to an Enterprise E-mail System. (Note: this information will be compiled into a FAQ document which will be posted to the project web site and made available to all stakeholders.)

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4. Requirements Workgroup Glossary

Glossary Name – Description	
ID:	
4.1	Basic requirements - The functional requirements that should be met as part of the “basic” (minimal) solution-offering (whether in house or outsourced). Note: all functional requirements will be subject to a technical and financial feasibility analysis.
4.2	Extended requirements - The functional requirements that could be met as part of the “extended” solution offering (potentially at an additional cost to the customer). Note: all functional requirements will be subject to a technical and financial feasibility analysis.
4.3	E-mail, Calendar, Contacts - The end-user services of an e-mail product that can be found in all e-mail platforms in use by the State today.
4.4	Archiving, Retention, Discovery - The method of retaining e-mail messages to comply with the Freedom of Information Act, Florida Public Records Law, State and Federal retention requirements, Sarbanes Oxley, HIPAA or agency-specific requirements; Archiving is a systematic approach to saving and protecting e-mail messages in their entirety which can be retrieved by the individual user and/or a system administrator; Retention is a period of time e-mail messages are retained to meet agency and/or federal requirements; Discovery is the ability to search e-mail archives, journals, etc. based on specific criteria to provide information for legal and public records requests; Search is the ability to scan e-mails based on specific criteria such as sender, date, subject, content, etc. and produce results for review. E-mail Searches for compliance with Federal Rules of Civil Procedure, public record requests, court ordered production of electronic records, IG or internal investigations, etc. include various levels of complexity, software utilities and their underlying databases.
4.5	Disaster Recovery - The services that allow an agency to continue to work during and/or soon after a disaster. Disasters can affect one agency in the loss of a server to affecting multiple agencies after a natural disaster such as a hurricane. Business continuity and recovery plans are designed to address all severity levels.
4.6	Backup & Restore - Making copies of data so that these additional copies may be used to recover the original after a data loss event.
4.7	Security, Anti-Virus, Filtering - The services that protect the end-user from receiving inappropriate, threatening and/or destructive messages as well as protecting sent data.
4.8	Remote Access, Mobile Messaging - The method by which a user can access their e-mail and/or other services by means other than at their work site.
4.9	Additional E-mail Services - The features and services that allow users to communicate with their co-workers, project team, etc. outside of sending an e-mail.

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5. Requirements Workgroup Team

Name	Role	Contact E-mail	Contact Phone
Jason Allison	Project Lead	Jason.Allison@aeit.myflorida.com	414-8046
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Terry Kester	Requirements Lead	Terry.Kester@aeit.myflorida.com	413-7906
Scott H. Higgins	Workgroup Participant	scott_higgins@dcf.state.fl.us	921-4487
Joel Gallay	Workgroup Participant	gallayj@fdva.state.fl.us	727.518.3202 ext. 507
James Payne	Workgroup Participant	James.Payne1@dot.state.fl.us	414-4057
Stacey Burns	Workgroup Participant	Stacey.Burns@dot.state.fl.us	414-4417
Phillip Gorden	Workgroup Participant	Phil.Gorden@dot.state.fl.us	728-6308
Kevin Kerckhoff	Workgroup Participant	Kevin.Kerckhoff@dep.state.fl.us	245-3117
George Powell	Workgroup Participant	George.Powell@ssrc.myflorida.com	414-2952

6. Requirements Workgroup References

Reference Name and Description	Location
Preliminary Scope Statement	AEIT Site http://www.myflorida.com/myflorida/cabinet/aeit/index.php?pg=proj&proj=ent_e-mail
Florida Statute 282.34 (Statewide e-mail system)	FI Senate Site http://www.leg.state.fl.us/STATUTES/index.cfm?App_mode=Display_Statute&Search_String=&URL=Ch0282/SEC34.HTM&Title=-%3e2009-%3eCh0282-%3eSection%2034%230282.34
Florida Statute 282.041 (Definitions)	FI Senate Site 2008->Ch0282->Section%200041#0282.0041">http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=Ch0282/SEC0041.HTM&Title=->2008->Ch0282->Section%200041#0282.0041

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7. Basic Functional Requirements

Req. #	Category	List the basic functional requirements – what capabilities should the service provide.
1.1	E-mail, Calendar, Contacts	Ability for the user to send, receive, and delete e-mail and attachments.
1.2	E-mail, Calendar, Contacts	Ability for the user to reply to e-mail and attachments.
1.3	E-mail, Calendar, Contacts	Ability for the user to forward e-mail and attachments.
1.4	E-mail, Calendar, Contacts	Ability for the user to print e-mail messages.
1.5	E-mail, Calendar, Contacts	Ability for the user to customize e-mail messages with word processor like features for formatting of e-mail content.
1.6	E-mail, Calendar, Contacts	Ability for the user to establish rules (auto reply, out of office reply, temporary transfer to another party, move files to inbox folders).
1.7	E-mail, Calendar, Contacts	Ability for the user to spell check.
1.8	E-mail, Calendar, Contacts	Ability for the user to organize content into personal folders or similar storage mechanism to aid with e-mail retrieval.
1.9	E-mail, Calendar, Contacts	Ability for the agency admin to migrate existing public folders into the statewide e-mail system.
1.10	E-mail, Calendar, Contacts	Ability for the agency admin to create and manage public folders or similar storage mechanism to aid with the collection, organization, and sharing of information with other people in their individual agency or organization.
1.11	E-mail, Calendar, Contacts	Ability for the user to create contact lists, including those imported from other sources.
1.12	E-mail, Calendar, Contacts	Ability for the user to export contact lists.
1.13	E-mail, Calendar, Contacts	Ability for the user to share contact lists / address book.
1.14	E-mail, Calendar, Contacts	Ability for the agency admin to create and share distribution lists (including the ability to create query based distribution lists from LDAP-like directory services).
1.15	E-mail, Calendar, Contacts	Ability for the user to create calendars and customize calendar views.
1.16	E-mail, Calendar, Contacts	Ability for the user to schedule resources such as conference rooms, teleconference rooms, etc.
1.17	E-mail, Calendar, Contacts	Ability for the user to create reminders and tasks.
1.18	E-mail, Calendar, Contacts	Ability for the agency admin to accommodate programmer testing of e-mail functionality embedded in software applications.

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1.19	E-mail, Calendar, Contacts	Ability for the user to share inbox, calendar, and files with users, given permission.
1.20	E-mail, Calendar, Contacts	Ability for the user to delegate their permissions to another user.
1.21	E-mail, Calendar, Contacts	Ability for the user to embed links to files and websites in e-mails.
1.22	E-mail, Calendar, Contacts	Ability for the agency admin to provision e-mail accounts for their individual agency or organization (including the ability to integrate e-mail account provisioning with LDAP-like directory services).
1.23	E-mail, Calendar, Contacts	Ability for the user to search for e-mails based on age, size, sender, recipient, subject, key word, attachment content.
1.24	E-mail, Calendar, Contacts	Ability for the agency admin to auto-enforce standard conventions for creating accounts and distribution lists.
1.25	E-mail, Calendar, Contacts	Ability for the data center admin to control message size limits for e-mail (inbound and outbound).
1.26	E-mail, Calendar, Contacts	Ability for the agency admin to create generic email accounts/addresses to be accessed by multiple users.
1.27	E-mail, Calendar, Contacts	Ability for the user to customize their view in the client application (such as adding fields, arranging fields, and ordering emails by fields).
1.28	Archiving, Retention, Discovery	Ability for the user to archive at the desktop.
1.29	Archiving, Retention, Discovery	Ability for the agency admin to provide a server based archiving solution.
1.30	Archiving, Retention, Discovery	Ability for the agency admin to archive at various regularly defined intervals.
1.31	Archiving, Retention, Discovery	Ability for the agency admin to search archive and forward, print and restore in bulk items from archive.
1.32	Archiving, Retention, Discovery	Ability for the agency admin to filter archive by sender, recipient, date, subject, content, attachments, keyword, etc.
1.33	Archiving, Retention, Discovery	Ability for the agency admin to provide long term retention separate from active e-mail system.
1.34	Archiving, Retention, Discovery	Ability for the agency admin to provide individual users the ability to search their portion of the archive repository.
1.35	Archiving, Retention, Discovery	Ability for the agency admin to meet Federal regulations for retention (i.e. Sarbanes Oxley, Gramm-Leach-Bliley Act (GLB), HIPAA, etc.)

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1.36	Archiving, Retention, Discovery	Ability for the agency admin to satisfy legal requests for e-mail discovery and provide printed or digital results.
1.37	Archiving, Retention, Discovery	Ability for the agency admin to capture all sent and received e-mails into the organization.
1.38	Archiving, Retention, Discovery	Ability for the agency admin to select the e-mail retention period for a specific e-mail (e.g. 1 year, 3 year, or 5 year).
1.39	Archiving, Retention, Discovery	Ability for the agency admin to search the e-mail "header" including Date: From, Subject, To, and CC.
1.40	Archiving, Retention, Discovery	Ability for the agency admin to search the "body" of the e-mail including the header and all text contained within the e-mail itself.
1.41	Archiving, Retention, Discovery	Ability for the agency admin to perform a "full text" search including the header, body and any attachments to the e-mail.
1.42	Archiving, Retention, Discovery	Ability for the agency admin to support litigation requests by production of responsive e-mail in to a specified location, for read and redaction purposes.
1.43	Archiving, Retention, Discovery	Ability for the agency admin to move older data to tiered storage (lower cost storage) while maintaining accessibility.
1.44	Archiving, Retention, Discovery	Ability for the agency admin to import data from other sources such as PST, NSF files into archiving solution.
1.45	Archiving, Retention, Discovery	Ability for the agency admin to put discovery search results on legal hold to suspend deletion.
1.46	Archiving, Retention, Discovery	Ability for the user (Legal, OIG, etc.) to review and mark discovery search results.
1.47	Archiving, Retention, Discovery	Ability for the agency admin to search using Boolean fields.
1.48	Archiving, Retention, Discovery	Ability for the agency admin to archive based on policy (i.e. e-mail address, OU, group, organization, etc.)
1.49	Archiving, Retention, Discovery	Ability for the user to delete, or flag for deletion by system administrators, e-mails that have met their retention, in accordance with s.119.021(2)(c) which requires agencies to "systematically dispose of records no longer needed." (Note: Deletion means complete removal/elimination of all copies of an e-mail from all portions of the system)"

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1.50	Archiving, Retention, Discovery	Ability for the user to flag individual e-mails to not be archived.
1.51	Backup, Restore	Ability for the data center admin to recover at the file level.
1.52	Backup, Restore	Ability for the data center admin to recover all messages.
1.53	Backup, Restore	Ability for the data center admin to recover a specific e-mail message.
1.54	Backup, Restore	Ability for the data center admin to recover by mailbox.
1.55	Backup, Restore	Ability for the data center admin to recover by time.
1.56	Backup, Restore	Ability for the data center admin to maintain backup and restore event logs.
1.57	Backup, Restore	Ability for the data center admin to restore previous backup without service interruption.
1.58	Security, Anti-Virus, Filtering	Ability for the data center admin to provide pre-emptive e-mail virus protection (scanning prior to delivery at the mail server).
1.59	Security, Anti-Virus, Filtering	Ability for the data center admin to provide pre-emptive e-mail content filtering.
1.60	Security, Anti-Virus, Filtering	Ability for the data center admin to whitelist/blacklist senders by domain or IP address.
1.61	Security, Anti-Virus, Filtering	Ability for the data center admin to block or allow e-mail based on multiple message attributes.
1.62	Security, Anti-Virus, Filtering	Ability for the data center admin to integrate message hygiene (antispam/antivirus) with LDAP.
1.63	Security, Anti-Virus, Filtering	Ability for the data center admin to provide message hygiene (antispam/antivirus) statistical reports.
1.64	Security, Anti-Virus, Filtering	Ability for the user to encrypt outbound e-mail.
1.65	Security, Anti-Virus, Filtering	Ability for the user to establish TLS encryption with other businesses or customers.
1.66	Security, Anti-Virus, Filtering	Ability for the data center admin to protect the reputation of outbound mail gateways.
1.67	Security, Anti-Virus, Filtering	Ability for the data center admin to protect internal e-mail customer identity.
1.68	Remote Access, Mobile Messaging	Ability for the user to access e-mail by secure web or client. (Calendar, Address book, Ability to send and receive).
1.69	Remote Access, Mobile Messaging	Ability for the user to access e-mail with Blackberry services using BlackBerry device.
1.70	Remote Access, Mobile Messaging	Ability for the user to access e-mail with non-Blackberry mobile data devices (iPhones, Treos, Pres. Etc.).

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1.71	Remote Access, Mobile Messaging	Ability for the agency admin to support other mobile device protocols (ActiveSync).
1.72	Remote Access, Mobile Messaging	Ability for the agency admin to Create, Update and Delete Blackberry accounts.
1.73	Remote Access, Mobile Messaging	Ability for the user to access mailbox and components via a web browser over a secure (encrypted) connection.
1.74	Additional E-mail Services	Ability for the user to send/receive e-mails within workflow applications.
1.75	Additional E-mail Services	Ability for the user to provide resource reservations integrated into e-mail.
1.76	Additional E-mail Services	Ability for the user to access an SMTP bridgehead for agency applications.
1.77	Additional E-mail Services	Ability for the user to integrate agency applications into the e-mail and mobile messaging environments.

8. Extended Functional Requirements

Req. #	Category	List the extended functional requirements – what additional capabilities could the service provide.
2.1	Archiving, Retention, Discovery	Ability for the user to manually archive to server from their client.
2.2	Archiving, Retention, Discovery	Ability for the agency admin to electronically redact information from archival storage.
2.3	Archiving, Retention, Discovery	Ability for the agency admin to digitally certify search results.
2.4	Archiving, Retention, Discovery	Ability for the agency admin to catalog responsive e-mail (by case) so that e-mail can be electronically certified as complete to fulfill the production.
2.5	Archiving, Retention, Discovery	Ability for the agency admin to demonstrate due diligence and maintain markings for privileged and non-responsive search results.
2.6	Archiving, Retention, Discovery	Ability for the agency admin to provide a full audit trail of discovery and review.
2.7	Disaster Recovery	Ability for the data center admin to do real-time replication to alternate site.
2.8	Disaster Recovery	Ability for the data center admin to do near-time replication to alternate site.

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2.9	Disaster Recovery	Ability for the data center admin to fail-over mail system and clients to alternate site.
2.10	Security, Anti-Virus, Filtering	Ability for the data center admin to retrieve quarantined messages.
2.11	Security, Anti-Virus, Filtering	Ability for the data center admin to add digital signatures to e-mail.
2.12	Remote Access, Mobile Messaging	Ability for the user to access e-mail archive.
2.13	Remote Access, Mobile Messaging	Ability for the user to use wireless service with GIS.
2.14	Additional E-mail Services	Ability for the user to provide fax service integrated into e-mail.
2.15	Additional E-mail Services	Ability for the user to integrate telephone messaging (VOIP) into e-mail and vice/versa.
2.16	Additional E-mail Services	Ability for the user to provide List Server option for internal and external publishing of information (report subscriptions).
2.17	Additional E-mail Services	Ability for the agency admin to integrate directory services with other complimentary external systems for a unified client experience.
2.18	Additional E-mail Services	Ability for the agency admin to provide RSS Feeds.

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9. Functional Requirements Summary

The functional requirements discovery and analysis process yielded the following results:

- **Email, Calendar, and Contacts** service category had a 97% “have and use” response average.
- **Archiving, Retention, Discovery** service category had a 66% “have and use” response average and a 23% “would like to have” response average.
- **Disaster Recovery** service category had a 59% “have and use” response average and a 34% “would like to have” response average.
- **Backup & Restore** service category had a 79% “have and use” response average and a 19% “would like to have” response average.
- **Security, Anti-Virus, Filtering** service category had a 67% “have and use” response average and a 24% “would like to have” response average.
- **Remote Access, Mobile Messaging** service category had a 71% “have and use” response average and an 11% “would like to have” response average.
- **Additional E-mail** service category had a 48% “have and use” response average and a 26% “would like to have” response average.

Based on these results, the majority of requirements for each category made it into the basic requirements recommendation. In each category except for email, calendar and contacts, the survey showed that there is a potential need for extended services (varying service components, service levels, and costs). This is especially likely for the archiving, disaster recovery, security, and remote – mobile messaging categories. The survey also verified that more than half of agencies polled currently have and use a document collaboration and workflow application. However, in keeping within the scope of the statewide “e-mail, messaging, and calendaring” system proposal, it was agreed that collaboration services (such as shared documents and workflows, instant messaging, and discussion forums) should remain out of scope for this project. Finally, the technical and financial feasibility of each functional requirement will be further evaluated by the Enterprise E-mail technical and financial workgroups prior to submitting the proposed plan for statewide e-mail by December 31, 2009.