

IOT Enterprise Shared Services - 2021

Who We Are:

The Enterprise Shared Services (ESS) department consists of 10 staff that provides multiple enterprise level service offerings across the organization. Offerings include messaging and collaboration as it pertains to Office 365, Enterprise Identity and Automation.

Our Mission:

The ESS department provides enterprise level solutions across the organization for messaging, collaboration and automation to meet our agency business needs. These services provide the platform for productivity, communications and other collaborative efforts.

Department: 493014

Manager: Elaine Kan

What We Do:

Messaging and Collaboration Services (Office 365 infrastructure, etc.)

Provide a secure, highly available, enterprise messaging solution leveraging Microsoft Office 365 to support agencies in the executive branch. The messaging environment consists of multiple components such as anti-spam, mail encryption, archiving and data loss prevention (DLP). The Exchange team provides design, implementation, security hardening, management, disaster planning, data recovery and troubleshooting of the messaging environment.

Automation

Provides internal IOT process automation, proper source control usage, and code efficiency includes creating automated testing and deployments (CI/CD pipelines) for any development efforts, assisting with more complex scripting efforts, and assisting in design and implementation of larger automation efforts. The automation team is also the lead on data collections for bill-back purposes and on custom PowerShell module distribution.

Our Products:

N/A

Our Tools:

vFire Ticket Management and SLA Measurement

Our Metrics: Mon-Fri 6am-6pm excluding state holidays

Resolve customer issues for Enterprise Shared Services within 2 IOT business days 90%+ G; 87%+ Y; <87% R

Our Customers:

Office 365 Services 39,000 state employees and contractors

Our Budget:

Please see Seat

Major Accomplishments:

- Migrated 39,000+ user mailboxes to Exchange Online reducing storage and infrastructure costs.
- Migrated 39,000+ user home folders to OneDrive for Business reducing storage and infrastructure costs.
- Implemented Domain-based Message Authentication, Reporting and Conformance (DMARC) reporting which moves us towards a more secure mail environment and will help protect email domains from unauthorized use, commonly known as email spoofing.
- Designed/implemented hybrid Exchange 2019/Exchange Online environment.
- Designed automated and streamlined process to move away from third party email archiving solution (Enterprise Vault) to leverage additional storage in Exchange Online and pass along savings to agencies.
- Migrated 39,000+ user off on-premise anti-spam solution to Office 365 offering (EOP SpamPortal)
- Implemented Self-Service Password Reset (SSPR) which empowers state users to proactively and securely reset their passwords freeing up Help Desk resources to focus on more pressing issues.
- Designed an enterprise single sign-on (SSO) solution for Office 365, paving the way for further application integration.
- Upgrading core infrastructure for DHCP to Server 2019 which will allow for native high availability services.
- vRA self-service automation for internal IOT teams

Current Projects:

- Office 365 governance and security hardening
- Implement AvePoint Compliance Guardian product for DOR
- Implement Domain-based Message Authentication, Reporting and Conformance (DMARC) hard blocking which is a protocol that uses Sender Policy Framework (SPF) and DomainKeys Identified mail (DKIM) to determine the authenticity of an email.
- Upgrade any ESS managed on-premise infrastructure running Server 2012 R2 and older to newer operating system.
- Centralized API to enable automation standardization and development efficiency
- Increase self-service provisioning for IT services via VRA