

BUREAU OF ENTERPRISE SYSTEMS AND TECHNOLOGY



ENTERPRISE SERVICE DESCRIPTION FOR

UNIFIED COMMUNICATIONS

MOBILE COLLABORATION SOLUTIONS

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ABOUT DAS/BEST Services

The enterprise services offered by the Department of Administrative Services' (DAS) Bureau of Enterprise Systems and Technology (DAS/BEST) are designed to provide Executive Branch agencies with access to high quality and cost-effective technology services and solutions. The state's Enterprise IT Services Catalog is updated and published annually.

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QUESTIONS ABOUT THIS SERVICE DESCRIPTION

This document was designed and developed by the Department of Administrative Services' Bureau of Enterprise Systems and Technology (DAS/BEST) to describe certain enterprise services offered by DAS/BEST to Executive Branch agencies of the State of Connecticut. Should you have any questions or comments regarding this Service Description, or desire to check to see if a more current version is available, please contact the **DAS/BEST Unified Communications Team** by dialing **(860) 622-2465** or by electronic mail at BEST.UC@ct.gov.

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Table of Contents

I.	Description of Services.....	4
II.	Choosing a Solution.....	4
III.	Eligibility / Authorized Users.....	5
IV.	Supported Devices	5
V.	Service Costs and/or Rates	6
VI.	Service Information.....	6
A.	Adding, Changing or Removing Individual Service Accounts.....	6
B.	Service Levels	7
C.	Conditions of Use	8
D.	Known Limitations with the use of ActiveSync.....	9
VII.	Existing Enterprise Good Customers.....	9
VIII.	Existing or New Blackberry Customers	9
IX.	Additional Resources	10
X.	Frequently Asked Questions	11

I. Description of Services

DAS/BEST is pleased to offer Executive Branch agencies with several options designed to provide your staff with the ability to securely access to their state electronic mail and calendar information through a state or personally-owned device. The service options are:

Good for Enterprise (GFE) is a third-party collaboration product that offers secure integration with the state's Enterprise Exchange Mail and Calendaring service. GFE provides a strict separation between personal and state content, allowing both to coexist on a mobile device without compromising security. Through GFE, users can access their state email, calendar, tasks, and contacts as well as the ability to securely download mail attachments. Additionally, GFE provides mobile device management capabilities that can be tailored to the unique needs of your agency. The use of GFE is authorized for both state and personally-owned devices.

Enterprise ActiveSync (EAS) is a capability that is part the state's Enterprise Exchange Mail and Calendaring service. Through EAS, users can access their state email, calendar, tasks, and contacts. EAS offers limited mobile device management capabilities. **The use of EAS is authorized only for state-owned devices.**

II. Choosing a Solution

In selecting a service option for your agency, there are four basic factors that you may consider when making your decision, either agency-wide or on a device-by-device basis. These are:

- ◆ **Security** – How important is the security of the device and its contents to your agency? For example an agency that frequently deals with regulated or restricted data may value security as “More Important.” **Agencies that require encryption will need to use GFE.**
- ◆ **Agency Costs** – How important are cost considerations in your decision-making?
- ◆ **Device Management** – How important is it to your agency to have a way to manage the devices used by your agency? An agency may rate this as “More Important” based on the number of state-owned devices in use by the agency. **Agencies that require unique device policies will need to use GFE.**
- ◆ **Convenience** – The state's “Acceptable Use” policy may be a factor as you or your users consider what service option makes the most sense, and where the choice to use a personal device is more important than requesting a State-owned device.

III. Eligibility / Authorized Users

Access to and use of these services is limited to customers of the DAS/BEST Enterprise Exchange Mail and Calendaring service. A valid state electronic mail account is required for a user to be eligible to use these services.

These services are provided for use with any personally or state-owned mobile device. Agencies whose staff routinely handle information or data that is regulated, restricted or otherwise protected are urged to review your use of these services with the appropriate regulatory or administrative representative, prior to making a service selection.

Any individual who desires to use one of these services on a personally-owned device does so at their own risk and agrees to hold the state harmless in the unlikely event that this use of this service results in a loss of personal data located in the device. DAS/BEST strongly recommends that user’s personal data be routinely backed up.

IV. Supported Devices

The following table provides a basic overview of the device families that are compatible with our mobile collaboration services. **Due to the ever-changing mix of device hardware, mobile operating systems and carrier requirements, DAS/BEST is not able to guarantee the compatibility of our services with any particular device.** We strongly encourage agencies to perform the appropriate due diligence before making a decision on the use of these services.

Devices	Good for Enterprise	Exchange ActiveSync ¹	Outlook Web ²
Android Phones	✓	✓	✓
Android Tablets	✓	✓	✓
Apple iPhones	✓	✓	✓
Apple iPads	✓	✓	✓
Blackberry “Q”	✗	✓	✗
Blackberry “Z”	✗	✓	✗
Blackberry Legacy ³	✗	✗	✗
Windows Phones	✓	✓	✓

Notes:

- Exchange ActiveSync (EAS) requires an EAS compatible mail client. The MDM capabilities of EAS are dependent on the device operating system, any carrier modifications to the device as well as the mail client.
- Use of the Outlook Web Application (OWA) requires an Exchange 2013 account. OWA compatibility depends on the device’s web browser. Browsers that are able to mimic the iPhone or iPad are typically OWA compliant.
- Support for legacy Blackberry devices, such as the Bold, will end on April 30, 2015.

V. Service Costs and/or Rates

The following rates apply to the services offered herein. These costs are on a per-device basis. Wherever possible, DAS/BEST will strive to place your agency on a uniform billing cycle. Agencies will be billed for the costs for annual license maintenance each May, covering the next fiscal year. Where applicable, costs will be calculated using your agency's device count as of May 1st of each year.

Outlook Web Application:	No Charge
Exchange ActiveSync:	No Charge
Good for Enterprise:	\$103.00 (Device License) \$28.00 (Annual Maintenance Costs)

Should the need arise to modify these rates, DAS/BEST will communicate with customers in advance and will publish any changes in rates on the DAS/BEST web site. The cost for any devices and associated talk, text and data plans are not included. DAS / BEST reserves the right to terminate this service in the event of non-payment.

VI. Service Information

The services described herein are available upon the publication of this Service Description. Your agency's use of these services should be reviewed in advance with your agency head or designee. Ensure that any individual enrolled in this service reviews the [DAS Cyber Security Awareness](#) page for the latest information regarding best practices when utilizing the Internet and the State network infrastructure.

Consumers of this service are responsible for adhering to the "[Personal Wireless Device Policy](#)", which can be found on the OPM web site¹ as well as any other relevant state policy.

A. Adding, Changing or Removing Individual Service Accounts

Good for Enterprise (GFE)

The GFE service is device specific, so if a user would like (or requires) Good on more than one device, such as an iPhone and iPad, two separate Good accounts will be needed for the same user. There is a cost associated with each device licensed.

To request a device account for GFE, an authorized representative of your agency must submit a Service Request using the [DAS/BEST FootPrints IT Service Management](#) system. Users should be aware that when activating the service on the device that:

- ◆ Administration is provided centrally by the DAS/BEST Unified Communications Team.
- ◆ Requests for support or to report any issues, must be submitted through FootPrints.
- ◆ The Good application requires "Device Administrator" permissions.
- ◆ A user-defined, eight digit password is required to secure access to the Good application. The password expiration policy is set to sixty (60) days.

¹<http://www.ct.gov/opm/lib/opm/secretary/personaltelecommunicationsdeviceswebversion3.pdf>

Exchange ActiveSync (EAS)

To request a device account for EAS, an authorized representative of your agency must submit a Service Request using the [DAS/BEST FootPrints IT Service Management](#) system. Prior to requesting this service, users should be aware that:

- ◆ **The EAS service is reserved only for use with state-owned devices.**
- ◆ Administration is provided centrally, by the Unified Communications Team.
- ◆ Requests for support or to report any issues, must be submitted through FootPrints.
- ◆ When setting up an EAS account, the user will need to allow EAS to be a “Device Administrator” when prompted.
- ◆ A user-defined, five digit PIN is required to secure access the device thereafter.

Use of these services requires a data plan or the use of wifi. Users are cautioned that the use of this service will result in increased data use. Users should also be aware that some carriers may deem your use of these services as a violation of your plan’s provision for “personal use” and may subject your account to a “Corporate Plan” surcharge.

B. Service Levels

DAS/BEST is responsible for implementing, managing and administering this service as well as supporting the underlying technology platform. These service levels relate to any incident or service request submitted through FootPrints.

- ◆ **DAS/BEST will respond immediately to any report of a service outage** or issue impacting a large group of users.
- ◆ **DAS/BEST will respond immediately to any report of a compromised account** or other security issue.
- ◆ **Problems from individual users** should be reported first to Agency IT staff who will then engage the DAS/BEST Help Desk, if necessary. Routine problem reports will be handled on a first reported, first served basis and only during normal business hours.
- ◆ **Requests for end-user device enrollment** will be processed on a first come, first served basis, typically within five business days of receipt of a valid service request.

C. Conditions of Use

- ◆ Cloud-based storage solutions such as Box, Dropbox or those associated with other applications cannot be used to store any state information.
- ◆ Users who have a valid GFE account are not eligible to use the EAS service.
- ◆ A user must be willing to agree that the use of this service on a personally-owned device is considered a personal convenience for the user and as such, the State will not reimburse or otherwise compensate the user for any costs associated with the service. Such costs may include, but are not limited to, monthly call and data plans, long distance calling charges, additional data or roaming fees, charges for excess minutes or usage, equipment, surcharges and any applicable fees or taxes
- ◆ A user of this service on a personally-owned device must be willing to agree to hold the state harmless in the unlikely event of the loss of any information on a user's personal device that may result from a user's voluntary use of this service.
- ◆ Good or ActiveSync accounts that have not been accessed for a period of 45 days or more will be deemed dormant, following the state's password policy. Dormant accounts will be suspended as a security measure. There is no reimbursement for the cost for any licensing or maintenance fees if an account is purged due to dormancy. However, there is no cost to reestablish Good for which a device was previously registered and costs paid.
- ◆ This service is limited to agencies currently enrolled in the DAS/BEST Executive Branch Enterprise Exchange Mail and Calendaring System.
- ◆ Agencies will be expected to ensure that their users understand the conditions of use, prior to requesting the GFE or EAS service.
- ◆ Individual users are responsible for the security of any device that has permissions to access the state email system and shall ensure that no regulated or restricted information is stored on the device.
- ◆ Use of this service can be revoked at any time and without prior warning, at the request of the agency or by DAS/BEST for misuse, or if such revocation is deemed to be in the best interests of the state.
- ◆ DAS/BEST reserves the right to make any alterations or adjustments to this service that are in the best interests of the state, up to and including the cancellation of this service, in whole or in part. Any substantive changes to this service will be communicated in advance.
- ◆ It's recommended that agencies assign two individuals (one primary and one backup) with the responsibility for providing Level 1 and Level 2 support of state owned devices. Each agency shall make its own determination as to what extent, if any, it will provide service support to users of personally owned devices.

D. Known Limitations with the use of ActiveSync

As noted previously, the ActiveSync features provided by Microsoft are designed specifically for mobile use. Therefore, users should be aware that these features are a subset of the features found when using the Microsoft Office Outlook client.

Before considering the ActiveSync Service, DAS/BEST recommends that you perform the necessary due diligence to understand what issues may exist with your device's operating system and/or a given ActiveSync client. Listed below are some of the known limitations under the current version of ActiveSync.

- ◆ Mail flagged in Outlook will not synchronize as separate Tasks.
- ◆ Synchronization of Outlook Notes is not supported.
- ◆ Synchronization of Personal Outlook Distribution Lists is not supported.
- ◆ Access to or Synchronization of Public Folders is not supported.
- ◆ Digitally Signing Mail is not supported.¹
- ◆ There is no selective wipe. Wiping a device will restore it to factory settings.
- ◆ Second-factor authentication is not supported.
- ◆ Mobile application deployment is not supported.
- ◆ Access to shared mail or calendar accounts is not supported.²

VII. Existing Enterprise Good Customers

There is no need to reenroll devices that were participating in the Good for Enterprise Service as of the publication of this document. However, those agencies remain subject to the service costs outlined in the original [Mobile Electronic Mail – Personal Devices](#) Service Description published in April 2012.

VIII. Existing or New Blackberry Customers

Effective with the publication of this Service Description, agencies will now be able to purchase new Blackberry "Q" and "Z" devices directly from state's approved carrier's product schedules in the same manner as your agency would obtain an iPhone or Android device. These new devices rely on Exchange ActiveSync to integrate with the Enterprise Exchange environment.

Agencies are asked to be aware that DAS/BEST support for the legacy Blackberry Enterprise Server and legacy Blackberry devices will end on April 30, 2015 or at the conclusion of the Exchange 2013 migrations – whichever occurs first.

¹ This capability may be offered on some EAS clients, but it is not currently supported by Exchange.

² The lack of access to shared mail or calendar accounts is a limitation due the GFE and EAS security models.

IX. Additional Resources

DAS/BEST Service Catalog (FootPrints IT Service Management)

<http://footprints.ct.gov/MRcgi/MRentrancePage.pl>

Good for Enterprise Device Compatibility List

<http://media.www1.good.com/documents/GoodForEnterprise-CertifiedDevices.pdf>

Exchange ActiveSync Client Compatibility List

http://en.wikipedia.org/wiki/Comparison_of_Exchange_ActiveSync_clients

Acceptable Use of State Systems Policy

<http://www.ct.gov/best/cwp/view.asp?a=1245&Q=314686>

Personal Wireless Device Policy

<http://www.ct.gov/opm/lib/opm/secretary/personaltelecommunicationsdeviceswebversion3.pdf>

State Data Classification Policy

<http://ct.gov/best/cwp/view.asp?a=1245&q=465958>

X. Frequently Asked Questions

Q: How does my agency enroll in this service before access can be granted to individual users?

A: *Yes. Please refer to Section VI.A, above.*

Q: How do I request to use Good on for my personal device?

A: *Users can request in the manner described in Section VI.A, above. A link to this site can be found in the Resources section of this document. New FootPrints customers will be asked to create an account in FootPrints before proceeding.*

Q: I would like to use ActiveSync on my Phone and Tablet. Do I need multiple ActiveSync Accounts?

A: *No, you can use the same account for both, assuming that both devices are state-owned. The EAS account is not device specific.*

Q: I would like to use Good on my Phone and Tablet. Do I need multiple Good Accounts?

A: *Yes. This is one of the security features of Good. There is a cost for Good for each device.*

Q: Where can I find the Policy outlining the use of a personal device?

A: *A link to the "Personal Wireless Device Policy" can be found on the Section IX of this document.*

Q: Which devices will work with Good or ActiveSync?

A: *A link to the device compatibility lists for these services can be found Section IX of this document.*

Q: I have a wifi-only device; can I still use these services?

A: *Yes.*

Q: Can I use Good or ActiveSync if my phone or tablet is unable to get a cellular or wifi signal?

A: *Typically, no. Both Good and ActiveSync may allow you to generate (but not receive) mail, but any "sent" mail will remain in the mobile client's Outbox until your device regains a network signal. The ability to use operate your device off-network can vary based on your device, OS and other factors.*

Q: What changes do I need to make to my wireless carrier plan?

A: ***For state-owned devices**, no changes are needed.*

A: ***For personally-owned devices**, your carrier may require you to have an Enterprise or Corporate Data plan. Additional fees imposed by your carrier, if any, as a result of your use of these services will be your responsibility.*

Q: Is there a cost for using these services?

A: *There is no cost for the use of Exchange ActiveSync. There is an agency cost for the use of Good. Please refer to Section V for additional detail.*

Q: Do I need to back-up my phone to protect my mail?

A: *No. Both Good and ActiveSync provide you with access to your current Exchange Account. All your account data resides on the state's mail servers located in the state data center. Therefore, there is no need to back-up your devices to protect your state mail.*

*However, **DAS/BEST strongly recommends that any device be regularly backed-up** to prevent the loss of important information, in the event of a device wipe (intentional or accidental).*

Q: Will an update to the OS or the mail client on my phone cause any issues?

A: *This will depend on the nature of the upgrade. If you are unsure, we recommend that you review the release notes for the new version of your OS or mail client prior to installing the upgrade.*

Q: What if I need to purchase a new **personal** phone?

A: *DAS/BEST strongly recommends that you reset your phone to factory settings before turning in your device to a carrier or a third party.*

If you used the Good service on your phone, you will need to request that a new device account be created for your new phone. Because the prior account device will be dropped, there is no additional cost for Good.

Q: What if my **state phone** is lost or stolen?

A: ***Once you have determined that the device is irretrievably lost, you are asked to follow your agency's policy and/or procedure for the loss of state equipment.** In the absence of such guidance, you or someone in your agency will need to contact the DAS/BEST Help Desk at (860) 622-2300 for further assistance.*

Q: What if my **personal device** is lost or stolen?

A: *Good users will need to contact the DAS/BEST Help Desk at (860) 622-2300 for assistance.*

Q: Can I download attachments?

A: You can download and view attachments, but you will require some form of “Office” application to read and/or edit the document. Users who expect to download and retain information on their devices are probably candidates for a state-owned device, running Good.

The use of cloud-based storage services, such as Box, Dropbox or OneDrive are not authorized for use to store state data or information.

Q: Is there a trial period for the Good or ActiveSync services?

A: There is no trial period for Good or ActiveSync.

Q: I have permissions to multiple State mail and/or calendar accounts, will Good or ActiveSync allow me to access these from my device?

A: By design, both Good and ActiveSync will only permit you to access one state Exchange account per device.

Q: What happens if ActiveSync stop working?

A: Most problems are usually resolved by making sure that you have a strong cellular or Wi-Fi signal. If you’ve made a recent password change, you must update your mail client password setting. Users should also try exiting the ActiveSync client fully, and then open it again. If that doesn’t work, users are asked to turn off and then restart the phone and check to see if ActiveSync is working properly. Users experiencing connectivity issues should also attempt to access <http://ctmail.ct.gov> from your device’s browser. Your ability to access this address from your device will indicate the status of network connectivity and that the mail system is functional.

Experience has demonstrated that these self-service steps will resolve the majority of problems that users encounter. If you are still experiencing issues after you have taken these steps, you are asked to reach out to your agency’s IT staff for additional help.