

Service: Enterprise Email and Calendar

Audience	All Staff and other authorised UoA users		
Service Description	This provides all authorised users at The University of Auckland (UoA) access to email and calendar.		
Standard Service Offerings	<ul style="list-style-type: none"> <u>Enterprise Mail Account</u> All eligible customers will be given an enterprise mail account in a Microsoft Exchange environment. This will provide: <ul style="list-style-type: none"> o An email address @auckland.ac.nz and supported subdomains o Mailbox o Calendar o Tasks o Contacts o Notes <u>Shared Enterprise Resources</u> This provides the ability for individuals or groups to share common resources. This includes: <ul style="list-style-type: none"> o Shared Mailboxes (role based accounts) o Shared Calendars o Bookable Resources <u>Default Features Supported by Exchange</u> Any default features provided by Microsoft Exchange are supported. For example, this includes: <ul style="list-style-type: none"> o Sharing mailboxes or calendars with others o Assigning permissions to Delegates o Setting up shared or personal distribution lists o Access to email via the Microsoft Outlook Web Application on the internet via http://mail.auckland.ac.nz o The ability to access Public Folders <u>Security</u> The customers data will be secured with ITS standard anti-virus and anti-spam solutions. Mail deleted from the customer's Microsoft Exchange account can be recovered by the customer for up to 14 days from the date of deletion. 		
Optional Service Offerings	<ul style="list-style-type: none"> <u>Email Sub Domains</u> This provides the feature of having email addresses from an @<subdomain>.auckland.ac.nz. <u>Email Aliases</u> Email aliases afford the customer the value of having another email address associated with their current mailbox. <u>Enterprise Email Archiving</u> Server based email archiving is available by request to the Service Desk. The default policy if enabled will archive all files older than 2 years. These archived files are accessible only via Outlook 2007/2010 or Microsoft Outlook Web App on the internet via http://mail.auckland.ac.nz. Custom policies can be created upon organisational unit request. 		
Service Hours	<u>Hours</u>	<u>Days</u>	<u>Including Holidays</u>
	24	7	Yes
	<ul style="list-style-type: none"> <u>Maintenance Window</u> The maintenance window for this service, where any Change Management approved service impacting work will occur is Sunday 00:00 – 08:00. This is only indicative of when potentially disruptive work may occur, and is only used on an approved, as-required basis. <p>Excluded from service targets are:</p> <ul style="list-style-type: none"> • Agreed maintenance windows • Scheduled maintenance • Events beyond reasonable control of Information Technology 		
Support Hours	<u>Hours</u>	<u>Days</u>	<u>Including Holidays</u>
	7:30 a.m. – 6:00 p.m.	Monday - Friday	No
Only instances agreed as "Critical" priority will be actioned outside support hours.			

Service Metrics

Measure	Target
Restoration of a mailbox	90% of requests completed within 1 business day
Creating a new mailbox	95% of requests completed within 1 business day
Deactivate a mailbox	95% of requests completed within 5 business day
Creating a new shared resource	95% of requests completed within 1 business day
Changing mailbox settings	95% of requests completed within 1 business day
Availability of the email service	99.9%

Service Initiation and Service Support

All incidents and service requests are to be logged with the ITS Service Desk.

<u>Hours</u>	<u>Contact Methods</u>
7:30 a.m. – 6:00 p.m.	Phone x85100
Monday – Friday	Email askit@auckland.ac.nz
(excluding public and UoA holidays)	Web http://askit.auckland.ac.nz

Customer Responsibilities

- Adhering to Policies and Standards
While using this service it is mandatory that all ITS Policies and Standards are abided by. The Policies and Standards documents are found here:
<https://policies.auckland.ac.nz/policies/Policies/staff-it.aspx>
 - Individual and Shared Mailboxes
Individuals and groups are responsible for setting up and managing:
 - Sharing out any mailboxes, calendars, etc and the management of their delegates
 - Client and server-side alerts or rules
 - Mailbox Management
This includes items such as:
 - Filing messages
 - Deleting unwanted messages
 - Calendar Management
This includes items such as:
 - Accepting/declining meetings
 - Scheduling meeting rooms
 - Address Book/Contacts/Mailing List Management
 - Adding or removing distribution lists the customer has created
 - Removing the customer from unwanted distribution lists/mailing
 - Long term retention of email for business or regulatory purposes
 - The customer should not rely on this service as the sole repository for important business data or data covered by regulation.
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What ITS Provides

- The Environment and Platform for hosting Microsoft Exchange
This includes the running and management for the Microsoft Exchange servers, the prevention of possible threats to data by means of anti-virus, anti-spam, firewalls, effective use of groups and permissions, as well as scheduled backups.
 - End-to-End support
ITS will provide end-to-end support for the Email and Calendar service which includes:
 - Initial setup of accounts
 - Setting up shared resources such as:
 - Mailboxes
 - Calendars
 - Distribution Lists
 - Bookable Resources
 - Management of the Global Address list
 - Creating and the on-going maintenance of support documentation for end-user self-help
 - Integration for Supported Mobile Devices
 - Depending if the customers mobile device is IMAP or BES capable; it should integrate easily with the ITS Email and Calendaring service. Consultation with the manufacturer of the customers device will determine if the mobile device has these capabilities.
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Charges

The UoA is moving to an annual capacity planning model whereby the Faculties and Service Divisions will forecast their growth in ITS services 12 months in advance. ITS will request funding (as part of the annual CAPEX round) and provision for this growth. The Faculties and Service Divisions will manage how and when these services are consumed. Where growth is required in excess of the forecast a separate discussion is required with ITS to see how this can be best managed, ie within current infrastructure capacity or where new infrastructure may be required.

Those stipulated as "Optional Service Offerings" may incur a charge. In such instances, agreement and negotiation of terms will be sought prior to action being taken.

<u>Service Availability</u>		<u>Service Responsibilities</u>	
Professional Staff	Yes	Service Governance	Client Services Governance Board
Academic Staff	Yes	Technology Service Ownership	Brent Summers
PHD, Thesis and Research Staff	Yes	Business Service Ownership	Liz Coulter
Research Institute and Centre Staff	Yes	Service Delivery	ITS
I.T. and Technical Staff	Yes		
Students	Yes		

<u>Service Category</u>	Core User Services
<u>Service Group</u>	Communication and Collaboration
<u>Service</u>	Enterprise Email and Calendaring
<u>Status</u>	Production