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Re: Email and Calendaring Initiative

We are asking you to provide analysis and recommendations that would allow us to design an industry standard email communications and calendaring system that will serve the needs of all departments under the VC of Administration, the Office of Information Technology and potentially the Center for Digital Humanities, as an academic partner. We are further asking you to complete a comparative cost and benefit analysis of this system with the suite of email systems and associated services as they are currently deployed and operated in these units. The comparative analysis and recommendations should reflect cost, functionality and quality of service differences. The group is to consider both Microsoft and non-Microsoft solutions.

The objectives of this request are:

1. To facilitate the release of IT resources in the distributed units that are now devoted to maintaining mail and calendaring systems so that they could be applied to other, more innovative, "differentiable" IT work.

2. To guarantee consistent reliability of email - recognizing the fact that expectations for email reliability have risen to the same level as telephones and that email is being used for many important business processes and post audit controls, etc.

3. To provide new capability that was not possible (e.g. shared calendars), or was more expensive and difficult to achieve uniformly in a fully distributed model (e.g. SPAM and virus checking).
Your design and analysis should account for:

1. Delineation of functionality and services of the email and calendaring systems as they operate today.
2. A threshold of minimum functionality, services and service levels based on the highest performing set within the union of services across the existing systems; pros and cons analysis of options.
3. System design, availability and reliability against industry benchmarks for systems with a user base greater than 5000.
4. Extended functionality in the form of integrated services like calendar and appointment functions across departments and associated services like Blackberry.
5. Security, virus and spam management within the approach and/or coordinated with university approaches.
6. Total cost of ownership for a specified life cycle – user and backend.
7. Client requirements and support.
8. Consideration of effect, and possibility of integration with, related systems such as calendars in my.UCLA or Course Management Systems.
9. Best practice operating policies.
10. Transition requirements for system and user.
11. The potential for scale up of the model and/or the system to other campus units.
12. Must include VoIP considerations (i.e. integrated messaging services).
13. What is being done at other UC campuses, other universities, and other institutions?
14. Operational considerations including record retention, archiving, restores, etc.

Your design and analysis should not be restricted by:

1. Any particular vendor or technology;
2. Existing differences in LAN configurations or network relations;
3. Existing differences in operating policies;
4. A single solution premise.

We are asking you to complete a report documenting recommendations on the design and the comparative analysis and to plan a presentation for ITMG, CSG, ITPB, and ECC in the October-December 2003 timeframe.