IOT Enterprise Shared Services - 2020

Who We Are:

The Enterprise Shared Services (ESS) department consists of 13 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)

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.

Enterprise Identity Services

Manage Active Directory (AD) domain services for the organization, which is the backbone for authentication and name resolution (DNS). The AD team is responsible for design, implementation, security hardening, disaster planning, recovery, management and troubleshooting of Active Directory infrastructure issues.

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:

Mail Services	39,000 state employees and contractors
Active Directory Domain Services	39,000 state employees and contractors

Our Budget:
Please see Seat

Major Accomplishments:
- Migrated 39,000+ user mailboxes to Exchange Online in order to reduce storage and infrastructure costs.
- Implemented DomainKeys Identified Mail (DKIM) for mail flow for Exchange Online
- 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.
- 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.

Current Projects:
- Migrating On-Premise Home folder content to Office 365 OneDrive for Business
- Active Directory hardening
- Implementing Advanced Group Policy Management (AGPM)
- Implement Domain-based Message Authentication, Reporting and Conformance (DMARC) which is a protocol that uses Sender Policy Framework (SPF) and DomainKeys Identitfied mail (DKIM) to determine the authenticity of an email.
- Upgrade Active Directory Domain Controllers across forest to 2016