

From: Travis Jr, William (ITS)

Sent: Wednesday, January 22, 2014 4:59 PM

To: ocfs.dl.connections.dap.comm.exec.dir.dist

Cc: McKinney, Kim (ITS) (Kim.McKinney@its.ny.gov); Proud, Kristin (OTDA); Digman, Brian (ITS); Walsh, David (ITS); Whitford, Peter J (ITS) (Peter.Whitford@its.ny.gov); Poole, Sheila (OCFS)

Subject: New York State Email

Dear Commissioner,

I wrote to you a couple of weeks ago communicating the conversion from our existing NYS email system to a new email system, Office365. The rollout has begun and we have had many successful conversions from the old system to the new system. However, in any large deployment such as this, circumstances arise which did not surface in testing and staff have experienced connectivity issues. As a result of the outages experienced in the Counties and in the State agencies, we have convened an internal taskforce of engineers from ITS and engineers from Microsoft. In addition, we have suspended deployment of the Office365 product until such time as we are confident that these implementation issues are resolved.

Please accept my apologies as we work to improve the email system utilized by all State and Human Services staff. If you have any questions, please do not hesitate to contact me.

Thank you

Bill

William E. Travis Jr.
Human Services Chief Information Officer
Office of Information Technology Services
(518) 402-3194

