The Enterprise E-mail Project, part of the Unified Communications Program, has been established to address the challenges of the university’s current e-mail environment and to deliver a university-wide e-mail and calendaring solution for faculty and staff. The Office of Student Life and the Office of the Chief Information Officer (CIO) have partnered to deliver this university-wide service, which will simplify and improve communications, and ultimately support the university’s long-term plans for unified communications. The following presents an overview of the current environment, the merits of the proposed university-wide service, and the transition plan.

Current Environment and Challenges
There are over 50 e-mail systems with over 100 domains at the university, which cost an estimated $3.2M annually and create the following challenges:

- Distributed address lists make it difficult to communicate across the university.
- Systems vary widely in their functionality, availability, interpretation of law and policy, disaster recovery capabilities, etc.
- Incompatible calendars make it difficult to coordinate schedules and meetings.

The Solution: One Reliable, Feature-rich Messaging and Calendaring System for the University Community
A new “one-university” system will be built using the Office of Student Life’s proven, high functioning, highly available model.

- The basic service will include:
  - Integrated e-mail and calendaring tools
  - 0.5 GB of storage for each mailbox
  - Global address list and calendar
  - Anti-spam and anti-virus protection
  - Mobile device synchronization
  - Support for secure POP and IMAP protocols

- There will be no separate charge for using the basic service.
- Optional features will be available for additional fees.
- Strong service performance commitments will be:
  - Established based on industry best practices
  - Measured and communicated monthly
  - Independently audited on an annual basis

The Transition Plan

E-mail Project Timeline

The Benefits for Your Organization and the University

- Resource sharing ensures best available functionality and performance at less cost.
- Organizational resources (e.g., hardware, software, staff) may be focused to benefit unit goals.
- A global address list allows easy access to all Ohio State faculty and staff e-mail accounts.
- A single calendar provides ease of scheduling, saving administrative time and effort.
- University best practices for security, compliance, disaster recovery, and backups will be in place.

Next Steps
- The Project Team will work with each college unit and department over time to establish a written agreement that will include:
  - Performance commitments
  - Comparison of current vs. future functionality
  - Estimated conversion date and effort (time, labor, etc.)
  - Potential reinvestment opportunity
- Watch for project updates online at emailproject.osu.edu and in other campus communications.

Questions or comments?
Please complete our online form at emailproject.osu.edu/email.htm