

## Introduction to WaSERV

The **Washington State Electronic Records Vault** (WaSERV, commonly referred to as the Vault) stores email according to an agency's records and retention requirements. WaSERV provides a solution for managing large volumes of email – moving this information to a secure repository makes it significantly easier for agencies to:

- Comply with litigation, regulatory and industry requirements for records preservation
- Search, retrieve, and review electronic documents in a timely and cost-effective manner
- Reduce costs through the use of a common repository that uses single instance storage;
- Preserve information assets and Intellectual Property

## Background

WaSERV has been a DIS service offering since May 2008. In June 2010, it officially became part of the Shared Services offering which includes Email and Gateway services. At the direction of Governor Gregoire, all cabinet agencies will use this Shared Service.

## Becoming a Vault customer

Readying an agency to migrate to the Vault requires significant preparation, both on the part of the agency, and by the service provider (DIS). Below, the process is outlined at a high-level:

**Step 1:** The basic foundational work required for agencies to use WaSERV is accomplished when agencies prepare for, and move to, Exchange 2010 (and become part of the State Governmental Network [SGN] and Enterprise Active Directory [EAD] if they are not already).

**Step 2:** Early in the Vault preparation process, customers must complete a WaSERV customer application: [http://cts.wa.gov/products/Forms\\_online/CSD\\_waservapp.aspx](http://cts.wa.gov/products/Forms_online/CSD_waservapp.aspx) Completing this application signifies to the service provider that your agency has identified certain required points of contact and is ready to proceed. At this point, agencies will also form their project team - typically a Project Manager, IT lead, and Records Officer. Small agencies may have one person filling these roles, and will be provided appropriate support.

**Step 3:** Two-hour Vault overview meetings are available for agencies and may be scheduled by request. This high-level meeting provides agencies with an initial look at the process, and the opportunity to ask questions and gain significant insight about the service.

**Step 4:** Next, retention policy work by the agency begins. This is a critical step that can take three to six months (on average). The service provider will assign your agency a project support specialist to help you walk through each step, answer your questions, and provide access to resource materials (such as lessons learned from other Vaulted agencies, vendor best practices, etc.). The more engaged an agency is with their support specialist, the better the results. Collaboration during this step is extremely important. This work includes developing the overall mailbox policy, the custom folders, and the excluded folders. **Note:** *The service provider and the customer can begin developing the Vault migration schedule upon completion of this step, or at any time through Step 8 as desired.*

**Step 5:** Once an agency has finalized its retention policies, Active Directory groups can be created. **Note:** *This is a good time for agencies to create Vault test user accounts.*

**Step 6:** At this point, the service provider can begin the technical configuration of the Vault environment, in close contact with the customer. **Note:** *Custom folder roll-out can begin on the test user accounts to verify the configuration and appearance of the custom folders.*

**Step 7:** Next, testing begins on the test user accounts. No live data is involved at this point. Agencies typically request between two and four weeks to familiarize themselves with the functionality of the Vault using these mock accounts.

**Step 8:** An agency's first group to migrate to the Vault is the Pilot group. These will be actual staff selected by the agency according to their needs - typically IT staff, and the agency's Vault Project Manager and Records Officer. Agencies typically allow users in the pilot group between two and four weeks to familiarize themselves with the functionality of the Vault.

**Step 9:** All agency users are migrated to the Vault in groups defined by the agency, on the schedule previously defined by the agency and agreed to by the service provider. **Note:** *The service provider will help you make changes to the Vault configuration, schedule, etc. as identified during testing in Steps 7-10.*

**Step 10:** Once agencies have completed migration to the Vault, the next step is to discuss the migration and handling of .pst files. This discussion is typically launched with a two-hour first-look meeting, which tends to be highly technical.

### **Why can't my agency just move to Exchange 2010 and the Vault, and migrate our .pst files all at the same time?**

By migrating to each technology solution individually, and giving both users and technical staff the opportunity to learn about them, adapt to changes, and become comfortable using the products, the customer and the service provider can work through issues more quickly and easily, and accommodate changes as needed.

Also, it's simply not good practice to introduce three new technology solutions at the same time, from the perspective of the users or the technical staff. When new technology solutions are launched, even with the best possible planning, issues will come up. Knowing which technology solution is causing the issue is half the battle in correcting it. Launching all three at once would create an extremely challenging support situation for both the agency and the service provider.

### **Will I pay less than the Shared Services rate until my agency's mailboxes include the Vault?**

No. The per-mailbox price includes the Vault, and will be charged at the point that agencies move to Exchange 2010. Migrating to the Vault previously required a set-up fee of \$1000. This fee has been eliminated under Shared Services, with the understanding that there will be some delay between migration to Exchange 2010 and migration to the Vault.

### **When will the new Vault environment (EV9) be ready for agencies to migrate?**

We are working to build and test the environment for the newest version of the Vault (EV9), which is compatible with Exchange 2010. We expect this environment to be ready for customers to begin scheduling migration during the first calendar quarter of 2011.