



Consolidated Technology Services • WA

Service Announcement

April 8, 2014

TO: CTS Listserv Customers
FROM: Kay Metsker
CTS Server/Storage Support Manager
SUBJECT: CTS Listserv Service

Consolidated Technology Services (CTS) is seeking customer feedback on their future use of the CTS Listserv service.

The Department of Enterprise Services (DES) recently negotiated Master Contract Number 01313 with GovDelivery for Digital Communication Solutions. The pricing information for this contract can be found at: <http://des.wa.gov/SiteCollectionDocuments/ContractingPurchasing/GovDelivery/GovDelivery01313Pricing.pdf>.

As a result of this contract, CTS anticipates that many of our current Listserv customers will decide to migrate to GovDelivery. Some of our customers, though, have expressed a desire to stay with Listserv and have asked if CTS plans to continue offering the Listserv service.

CTS plans to complete a Business Analysis on the future of the service, but will need to know the future size of the customer base for the service. We are requesting that you respond back to your CTS Customer Account Managers on whether your agency plans to remain with the CTS Listserv service. CTS will take the information, determine if the service can remain viable, and whether any rate changes will be necessary to continue.

Please provide your feedback by April 21.

CTS Customer Account Managers:

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Other CTS Contacts: For questions or comments, please contact Kay Metsker, Kay.Metsker@cts.wa.gov, or the CTS Service Desk, 360-753-2454 or servicedesk@cts.wa.gov