

# IOT Enterprise Shared Services - 2023

## Who We Are:

We consist of six staff that provide multiple enterprise level service for messaging and collaboration as it pertains to Office 365.

## Our Mission:

Provide 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:** Jason Littrell

## What We Do:

### **Messaging and Collaboration Services (Office 365 infrastructure, etc.)**

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.

**Our Products:** N/A

## Our Tools:

ASM 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

**Our Customers:** State employees and contractors

**Our Budget:** Please see Seat

## Major Accomplishments:

- Migrated 39,000+ user mailboxes to Exchange Online reducing storage and infrastructure costs.
- Migrated 39,000+ user home folders to OneDrive for Business reducing storage and infrastructure costs.
- Implemented Domain-based Message Authentication, Reporting and Conformance (DMARC) reporting which moves us towards a more secure mail environment and will help protect email domains from unauthorized use, commonly known as email spoofing.
- 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.
- Migrated 39,000+ user off on-premise anti-spam solution to Office 365 offering (EOP SpamPortal)
- 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.
- vRA self-service automation for internal IOT teams

## Current Projects:

- Office 365 governance and security hardening
- Implement Domain-based Message Authentication, Reporting and Conformance (DMARC) hard blocking which is a protocol that uses Sender Policy Framework (SPF) and DomainKeys Identified mail (DKIM) to determine the authenticity of an email.