

State of California E-mail Services Questionnaire

This e-mail questionnaire is being conducted by Finance to gather information about e-mail systems deployed within the State of California departments. Finance will use this information to assess how the State of California may be able to reduce the overall cost of providing e-mail services in California State government. After the initial assessment is performed, Finance may contact some of the participating departments for additional information and input on how to achieve this objective. Please return the completed questionnaire by October 7, 2003, to Annde Ewertsen.
 email address: annde.ewertsen@dof.ca.gov
 ph. 445-1932 ext. 3228

Thank you for your assistance in this matter.

Department:
Address:
Contact Person:
Telephone number:

- A. Does the department purchase e-mail services from HHSDC? Yes No
 (If no, please answer the questionnaire.)
 (If yes, please answer only the applicable questions.)

- B. Does the department purchase e-mail services from a private provider? Yes No
 (If no, please answer the questionnaire.)
 (If yes, please answer only the applicable questions.)

Hardware:

E-mail Servers

- 1. Total number of servers used to support e-mail services:

- 2. Number of the above listed servers solely dedicated to serving e-mail services:

- 3. Total annual hardware maintenance cost, type of contract and expiration date of contract of servers listed in Question 2:
 (maintenance costs= support contracts with hardware vendors, i.e. basic or premium, not PYs)

Production		Test	Backup
# of servers	# of CPUs	# of servers	# of servers

Production	Test	Backup

	Production	Test	Backup
cost			
type			
expiration date			

- 4. Are any of the servers used to support e-mail currently being financed? Yes No
 (If no, proceed to Question 6)

- 5. Provide the amount of financing remaining in dollars and months per server.

server	remaining \$	remaining months

- 6. Does the department backup e-mail offsite? Yes No
 (If no, skip to Question 8)

- 7. Provide the annual costs associated with storing and/or backing-up e-mail offsite:

storing	backing-up

Software:

Type of operating system, e-mail software and version numbers:

Operating Systems

8. What operating system(s) is the department using on the servers on which email software has been installed (please provide the number of systems running)?
9. Total annual operating system maintenance costs and maintenance contract expiration date for each system listed in Question 8:
(maintenance costs= support contracts with software vendors, i.e. basic or premium, not PYs)
(e.g., If 2 Unix systems, add the annual costs for both systems)

	Unix	Windows NT	Windows 2000	Windows 2003	MVS	VM	Novell	Other (please list)
# of systems								
version #								
Annual Cost								
contract exp. date								

E-mail Software

10. Type of e-mail software and version number
(e.g. MS Exch 5.5, Lotus Notes ND6 , Groupwise 5)
11. Total annual platform maintenance costs for e-mail software listed in Question 10:
(maintenance costs= support contracts with software vendors, i.e. basic or premium, not PYs)
(e.g., If 2 MS Exchange, add the annual costs for both platforms)

	MS Exchange	Lotus Notes	Groupwise	cc:Mail	Office Version	Other:
Name:						
Version:						
Annual Cost						
contract exp. date						

Other Software

12. Has the department purchased anti-virus and/or spam software for the e-mail system?
(If no, go to Question 16)
13. Was spam protection part of the anti-virus software?
(If yes, skip Question 15)

Yes No

Yes No

14. Name, version number, maintenance costs, and contract expiration date for Anti-virus software:
(maintenance costs= support contracts with software vendors, i.e. basic or premium, not PYs)

Name	Version #	Contract Exp.	Annual Maint. Cost

15. Name, version number, maintenance costs, and contract expiration date for Spam protection software:
(maintenance costs= support contracts with software vendors, i.e. basic or premium, not PYs)

Name	Version #	Contract Exp.	Annual Maint. Cost

16. Has the department purchased back-up software for the e-mail system?
(If no, go to Question 18)

Yes No

17. Name, maintenance costs, and contract expiration date for back-up software:
(maintenance costs= support contracts with software vendors, i.e. basic or premium, not PYs)

Name	Version #	Contract Exp.	Annual Maint. Cost

18. Does the department have other costs associated with e-mail recovery planning not identified in this survey? (If no, go to Question 20)

Yes No

19. Provide an explanation of the costs _____

Operations:

20. Does the department have e-mail users in more than one physical location?

Yes No

(If yes, please provide the number of separate locations.)

of locations: _____

21. Number of e-mail users:

Production	Test
Production	Test

22. Number of mailboxes:

23. Standard mailbox size limit, if applicable: (e.g., 20mg, 40mg)

size: _____

24. Number of e-mail users with mailbox size of:

mb	# of mailboxes
<26 mb	
26-50	
51-100	
101-150	
151-250	
251-500	
>501	

25. Does the department purchase some type of annual access license (other than maintenance) for your e-mail system? (e.g., Client Access) (If no, go to Question 27)

Yes No

26. Number, type of license, annual cost, expiration date of licenses identified in Question 25:

Name	Version #	Contract Exp.	Annual Maint. Cost

27. Number of PY equivalents by classification that support email function:

classification PY equivalent

(i.e., anyone with any responsibility toward supporting email system):

28. Number of PY equivalents from Question 27 by classification that are needed to maintain e-mail help desk function and support for e-mail administrative functions such as mailbox moves, adds, changes, and deletions:

classification	PY equivalent

Other Costs:

29. Does your department have connectivity to :
(If no , go to Question 31)

	Teale	HHSDC	Other (please list)
Yes			
No			

30. Type and quantity of connection:
(e.g., T1, T3)

Type	Quantity	CIR	Annual cost											

31. If your e-mail services were provided by Teale or HHSDC, would your department need additional bandwidth and/or circuits?
(If no, go to Question 35)

Yes No

32. Estimate the additional requirements

bandwidth	circuits	
	# of	type (T1, T3)

33. What is the estimated one-time costs for installing additional circuits or acquiring additional bandwidth
(hardware, software, consultant services, Telco costs, etc.)? Provide source of estimate and underlying assumptions.

	bandwidth	circuits
One-time costs		

34. What is the estimated increase in annual operating costs for the additional circuits and/or CIR (including monitoring) not including one-time costs listed in Question 33)?

35. Do you plan to add or expand capacity in the next 12 months?

	Teale	HHSDC	Other (please list)
Yes			
No			

36. Please list and explain any other costs associated with the department's e-mail system not identified in the survey.