

BUREAU OF ENTERPRISE SYSTEMS AND TECHNOLOGY



ENTERPRISE SERVICE DESCRIPTION FOR

MOBILITY SERVICES: ELECTRONIC MAIL

April 2012



ABOUT DAS/BEST Services

The enterprise services offered by the Department of Administrative Services' (DAS) Bureau of Enterprise Systems and Technology (DAS/BEST) are designed to provide Executive Branch agencies with access to high quality and cost-effective technology services and solutions. The state's Enterprise IT Services Catalog is updated and published annually.

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QUESTIONS ABOUT THIS SERVICE DESCRIPTION

This document was designed and developed by the Department of Administrative Services' Bureau of Enterprise Systems and Technology (DAS/BEST) to describe certain enterprise services offered by DAS/BEST to Executive Branch agencies of the State of Connecticut. Should you have any questions or comments regarding this Service Description, or desire to check to see if a more current version is available, please contact the **DAS/BEST Help Desk** by dialing **(860) 622-2300** or by electronic mail at Best.Helpdesk@ct.gov.

DOCUMENT HISTORY

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I. Description of Services

DAS/BEST is pleased to offer Executive Branch agencies with a solution that provides state employees the ability to securely access their state electronic mail and calendar information from their personal smart phone or tablet. This service is an optional program for state agencies and is offered as convenience to state staff in recognition of the increased use of smart phones as a personal productivity tool.

The service relies on the use of a technology based on [Good for Enterprise](#)¹, as implemented and supported by DAS/BEST. Good for Enterprise integrates with the state's Enterprise Microsoft Exchange Electronic Mail and Collaboration environment and offers users a secure and reliable way to access their work email account using their personal smart phone or tablet. The administration of the service will initially be provided by DAS/BEST. In the future, agency administration may be an option.

Users are able to securely access their state email and calendar information through the use of a device-specific software application that the user will download and install on their device.

A. Service Availability

This service will be available starting in April 2012 and will initially be limited to agencies that are customers of the state's Enterprise Exchange service hosted by DAS/BEST. DAS/BEST support for smart phone and tablet devices is limited to the Apple iPhone and iPad as well as most Android-based smart-phones and tablets.

This service will be rolled out in two phases. The first phase is being offered to current users of the state's Enterprise Blackberry service who chose to end their Blackberry service in lieu of using their personal device.

Once the first phase is complete, DAS/BEST expects to expand this service statewide.

B. Device Compatibility



Users will access their state email through the use of a device-specific application that the user downloads for free from the Apple App Store, Google Market or directly from Good. DAS/BEST suggests that users download the Good application directly from the Apple App Store or the Google Market, as appropriate for their particular device. This will ensure that the version downloaded will work on your device and that users will be notified of important software updates, when published by Good.

Users are urged to check the [Good, Technologies, Inc.](#) web site to determine if their Apple or Android device is supported². Employees have thirty-days to try out the Good service before they need to make a decision about retaining the service. Users who decide against using the service will need ask their agency to formally cancel the service.

¹<http://www.good.com/products/good-for-enterprise.php>

²<http://www.good.com/support/devices-supported.php>

C. Rates

The service has an initial one-time start-up fee of \$119.00 per device and a recurring monthly charge of \$2.08.

Should the need arise to modify these rates, DAS/BEST will communicate with customers in advance and will publish any changes in rates on the DAS/BEST web site. DAS/BEST reserves the right to place agencies on a uniform billing cycle.

D. Sample Screen Shot

Below is a sample screen shot of the Good software. There may be subtle differences in the Good application between phones and tablets and between iOS and Android devices. *Figure I.1* depicts an email list and a meeting invitation as presented on an iPhone. Users should review the specifics for their device³ on the Good Technologies, Inc. [web site](http://www.good.com).

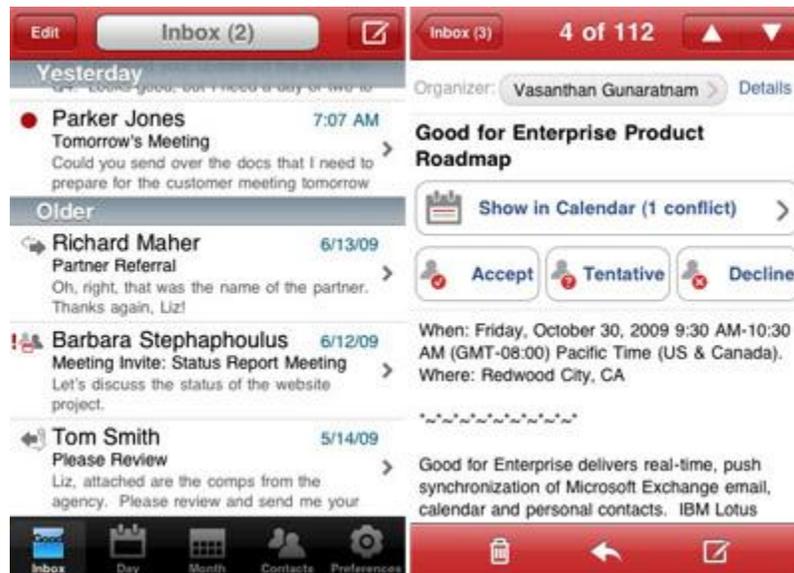


FIGURE I.1 – GOOD SCREENSHOTS

³<http://www.good.com/support/devices-supported.php>

E. Service Levels

DAS/BEST is responsible for implementing, managing and administering this service as well as supporting the underlying technology platform. DAS/BEST will provide users with problem support during normal business hours.

- ◆ **Problems reported by individual users** to the DAS/BEST Help Desk will be handled on a first reported – first served basis.
- ◆ **Requests for anew Good Account** will be processed within five business days of receipt of a valid Telecommunications Service Request (TSR).
- ◆ **Requests to issue a Good Account PIN for an already existing Good user** will be processed within twenty four hours of receipt by the DAS/BEST Help Desk of your request.
- ◆ **Requests to cancel the Good service for an existing user** will be processed within twenty four hours of receipt of a valid TSR.
- ◆ **Requests received on a weekend or state holiday** that involve existing Good users will be processed the next business day.
- ◆ **DAS/BEST will respond immediately to any report of a service outage** or issue impacting a large group of users.

F. Reporting Service Issues

Report all issues to the DAS/BEST Help Desk by email at Best.Helpdesk@ct.gov or by dialing (860) 622-2300 (Option 9).

G. Special Considerations or Additional Services

The Good for Enterprise technology platform provides extended features such as secure browsing, online file libraries, secure messaging as well as mobile device management. **At this time, DAS/BEST is only implementing the features of Good that support your ability to access electronic mail and calendar.** DAS/BEST will customers should the features of this service be expanded.

H. Customer Suggestions for Improvements

DAS/BEST welcomes the input and feedback of our customers so that we can continually improve our service and value. Customers that have feedback on the service and/or Good products are invited to submit your feedback by email to the DAS/BEST Help Desk at Best.Helpdesk@ct.gov. DAS/BEST will periodically package this feedback and send it on to Good.

I. Conditions of Use

- ◆ This service is currently offered only to agencies currently enrolled in the DAS/BEST supported Executive Branch Enterprise Exchange email system.
- ◆ Use of this service is restricted to state employees within the Executive Branch and the use of this service will require the prior approval of designated agency personnel via the TSR process.
- ◆ Individual users are permitted to transfer their license from one device to another for the same email account. User must actively use the service at least once every 30 days or the service will be discontinued as a security precaution.
- ◆ DAS/BEST reserves the right to make any alterations or adjustments to this service that are in the best interests of the state, up to and including the cancellation of this service, in whole or in part. Any substantive changes to this service will be communicated in advance.
- ◆ Users of this service are responsible to understand their individual cellular carrier's service agreements and limitations with respect to the use of Good on the device. The state is not responsible for reimbursing any user for any increase in costs that may result from an individual's use of this service under the cellular data plan agreement they have with their carrier.

II. Acquisition of Services

Agencies that are interested in this service should follow the guidelines below. If an agency has questions about this service, you are encouraged to contact the DAS/BEST Help Desk, and we will do our best to answer any questions you may have. Information on the Good software application that is installed on a user's devices can be obtained by visiting the Good Technologies, Inc. [website](#)⁴.

- ◆ Individual state employees who are interested in this service are encouraged to discuss this service with their supervisor or manager to ensure that their agency is prepared to support and approve their request.
- ◆ Agency IT Managers who have questions about this service are asked to contact the DAS/BEST Help Desk for additional information.

A. Agency Planning Guidance

1. Customer Responsibilities

Agencies should rely on their existing procedures for fiscal and management approval of telecommunications requests to support this service. This will require your agency to issue a Telecommunications Service Request (TSR).

Agency leadership is encouraged to reach out to DAS/BEST with any questions they may have on the use of this service.

2. Annual Service Renewal Process

There is none. Agency service and billing will continue until a cancellation order is received through the TSR process.

3. Service Cancellation Process

Agencies will need to submit a TSR to cancel this service. Agencies are asked to be mindful about any change in an employee's status that may require the termination of this service for an employee and to be sure that a TSR is submitted in a timely manner.

4. Emergency Revocations

Should an agency feel that there is a need to immediately revoke an employee's access to their email or calendar under this service, the agency is asked to have a manager or other official **call the DAS/BEST Help Desk** by dialing (860) 622-2300 (Option 9) and let the Representative know that you are calling to revoke an employee's access to Good. If you need to have the employee's access to their email revoked fully, please inform the Representative that you are calling to fully revoke an employee's access to their email. Billing will continue until a TSR to cancel the user's service is received and processed.

⁴<http://www.good.com/support/microsoft-exchange.php>

III. Agency Implementation Guidance

Agencies that desire to implement this service will find that it's relatively straightforward and consistent with the procedures used for state-owned cell phones or Blackberry devices.

Once DAS/BEST has received and processed the initial TSR, the user can expect to receive an email with instructions on next steps. This email will also contain a PIN which is used to activate Good on the device. The PIN can only be used on one device and is valid for 30 days. The customer is also responsible for having an enterprise data plan with their cellular carrier.

The customer is responsible for agreeing to and adhering to the "[Personal Wireless Device Policy](#)", which can be found on the OPM web site⁵.

Individual users should confirm that their device will work with the service by checking the Good web site, as described in *Section I.B.* Most Apple iPhones and iPads as well as Android-based devices should work.

Agencies will be expected to cancel an employee's state-issued Blackberry service as soon as possible, once an employee has confirmed that the desire to retain the service, following the normal TSR process. Employees have thirty-days to try out the Good service before they need to make a decision about retaining the service.

⁵<http://www.ct.gov/opm/lib/opm/secretary/personaltelecommunicationsdeviceswebversion3.pdf>

IV. Frequently Asked Questions

Q: How do I request Good for my personal device?

A: Agencies submit a Telecommunications Service request to DAS/BEST to initiate the process. Please refer to the additional detail outlined in Sections II and III, above.

Q: What should I do after I receive the PIN?

A: Once you receive the PIN, you should download the most recent version of the Good software to your device. After the application has successfully installed and when you open the application for the first time, you will be prompted to supply your state email address and the PIN. The PIN is case sensitive and must be typed in exactly as provided to you in your confirmation email.

Once the PIN has been verified, the Good software will connect with the Exchange Server and start to configure your account. This can take a bit of time, so be patient. Do not turn off or use your device for other purposes during this time, otherwise you'll need to repeat the steps again, because the service didn't conclude successfully.

Once Good has been properly configured, it will start to download your current messages and calendar entries. At this point, you can resume normal use of your phone. It's recommended that you do not turn your phone off until your email and calendar have finished the initial sync.

Q: Where can I find the Policy outlining the use of a personal device?

A: The "[Personal Wireless Device Policy](#)"⁶, can be found on the OPM web site.

Q: Which devices will work with the Good software?

A: While most Android devices and iPhones and iPods should work, you should review the list of [supported devices](#)⁷ found on the Good Technologies, Inc. [web site](#) to confirm compatibility.

Q: Can I use a pre-paid wireless plan?

A: Most pre-paid wireless plans will not work. Check with the carrier before proceeding.

Q: I have a Wi-Fi-only device; can I still use this service?

A: Yes.

⁶<http://www.ct.gov/opm/lib/opm/secretary/personaltelecommunicationsdeviceswebversion3.pdf>

⁷<http://www.good.com/support/devices-supported.php>

Q: Can I use the Good application if my phone or tablet is unable to get a cellular or Wi-Fi signal?

A: Yes, in an offline mode. If you don't have a cellular or Wi-Fi signal, you can still access the email and calendar information that is stored on Good at the time the signal was lost. You can also respond to emails, but they will not be set until your phone or tablet has reestablished a valid cellular or Wi-Fi connection.

Q : What changes do I need to make to my wireless carrier plan?

A: You are required to have an Enterprise Data plan with your wireless carrier to use the Good software, additional fees imposed by your carrier, if any, will be your responsibility.

Verizon Customers Only

Verizon wireless Android devices require you add feature code 73666. Remember there are fees associated with this which you should discuss with Verizon before making the request.

If you currently have a "grandfathered" unlimited data plan, you should also ask for feature code 71764, which will give you an Enterprise unlimited data plan (otherwise you will be lowered to a 2GB plan). You can do this by emailing the request to Verizon at snegov@verizonwireless.com from your state email account; include your cell phone number in your request. Verizon will notify you within 10 days of the status of the request. Verizon wireless may contact you directly on you cell number to confirm your request. Remember there are fees associated with this which you should discuss with Verizon before making the request.

Q: Is there a cost for using the Good software?

A: Your agency will be charged a one-timestart-up fee per used of \$119and then \$2.08 per month per used for the service. These fees are subject to change. In contrast, the yearly cost for state Blackberry service is \$288 for the data and phone plan and \$240 for email service.

Q: What if I need to restore my phone from a backup?

A: Users should be aware that device back-up and restore procedures, such as those offered by Apple iTunes or Samsung Kies may result Good prompting you for a PIN following a restore. This is a security precaution built into the Good software. Should that occur, please contact the DAS/BEST Help Desk to request a new PIN.

Q: Will an update to the OS on my phone cause any issues?

A: This will depend on the type of upgrade. For example, Apple iPhone users who upgrade from iOS 4.x to iOS 5.x will force you to re-PIN. In that example, the customer would need to contact the DAS/BEST Help Desk to ask for a new PIN. You can request a new PIN in advance of your planned OS upgrade. This new PIN will remain valid for 30 days. Your old device will continue to function under the old PIN until the OS upgrade occurs. If your device is

configured for automatic “over the air” (OTA) updates, you may lose your ability to use Good once that upgrade occurs. Should that occur, you will need to request a new PIN.

Q: What if I get a new phone?

A: You should to contact the DAS-BEST Help Desk and inform them in advance of the date you plan to get a new phone. They will delete the old data and send you a new PIN for your new phone on that date. This new PIN will remain valid for 30 days.

Q: Is my password for Good the same as my network login password?

A: No, they are independent. You can reset the password to anything you’d like that also conforms to the Good password policy in force at the time you change your password.

Q: I have a Wi-Fi only device, why am I prompted for a phone number during the setup process?

A: This is used to help identify your device on the Good server. A best practice is to use your work phone number.

Q: What if my phone is lost or stolen?

A: You are required to notify the DAS/BEST Help Desk as soon as you know your device has been lost or stolen. DAS/BEST will erase any data associated with Good on your device.

Q: Can I download attachments?

A: You can download and view attachments, but you cannot edit or save them to your device. This is a security feature built into the Good product.

Q: What happens if I have issues with my Good service?

A: Most problems are usually resolved by making sure that you have a strong cellular or Wi-Fi signal. Users should also try exiting the Good application fully and then log back in. If that doesn’t work, users are asked to turn off and then restart the phone and check to see if the Good service is working properly. Experience has demonstrated that these self-service steps will resolve the majority of problems that users encounter. If you are still experiencing issues after you have taken these steps, you are asked to notify the DAS/BEST Help Desk at best.helpdesk@ct.gov or by dialing (860) 622-2300 (Option 9).

Q: Can I use this device on my iPad?

A: Yes. Please refer to the Good User documentation identified in the following Q & A.

Q: Where can I get documentation on how to use Good?

A: Please refer to the links below.

iPad – http://www.good.com/media/pdf/documentation6/UserGuide_iPhone.pdf

iPhone – http://www.good.com/media/pdf/documentation6/UserGuide_iPad.pdf

Android – http://www.good.com/media/pdf/documentation6/UserGuide_android.pdf