

September 29, 2023

Hello and Happy Friday, DSHA Staff,

We are back again with another DTI Centralization and Transition update email. This week, we'll discuss how this process will affect DSHA's email and phone tools. Please see below and attached for more information on these topics!

If you have any questions or concerns, please submit them to the feedback box: <https://www.surveymonkey.com/r/DSHAITSurvey>. Questions submitted last week were added and addressed in the FAQ document.

- **How will this process affect my email?**
 - Your email address will change from `firstname@destatehousing.com` to `Firstname.lastname@delaware.gov`. If you have the same first and last name as another employee or already have a state email address, this format may look a little different for you. More information will be shared closer to the deployment date.
 - The Egress Software will manage email encryption. Sophos will no longer be used.
 - You can find Microsoft 365 Outlook training resources here: [Outlook training - Microsoft Support](#).
 - *The FAQ document has added additional questions and responses regarding email changes. Please review it at your earliest convenience.*

- **How will this process affect my phones?**
 - **Desk Phone**
 - The Cisco 8851 phones currently on the desktops won't change. The voicemail system will stay the same. When a message is left on voicemail, the recipient will still have the ability to listen to it via their email.
 - Each user will have Jabber access. Jabber can be used to answer and place calls from any laptop.
 - There will be changes to how you dial external phone numbers. More information will be shared closer to the transition and centralization date.

 - **Cell Phone**
 - There will not be any significant changes to existing work-issued cell phones. Employees will receive instructions to go to the app store on their phone and download an application (Intune) that needs to be installed. Employees receiving or requesting new work-issued cell phones will still go through DSHA's Procurement team. When the cellphone is issued, an application (Intune) needs to be installed. This is done for security purposes and to access the State-run applications (email, jabber, etc.) from the cellphone. DTI will manage all work-issued cell phone security.

Thank you to those who attended our first Lunch & Learn session on Tuesday. We hope you found the information helpful, and if you have any feedback on how to improve for the next one, please submit your thoughts to the feedback box: <https://www.surveymonkey.com/r/DSHAITSurvey>.

Invites for the Lunch & Learns, as well as Information sessions, were sent last week. As stated in the headline, these events are optional. However, we suggest you attend at least one to prepare for the upcoming transition. The next IT Transition and Centralization event will occur next Friday, October 6, at 11:00 a.m. via WebEx.

As always, we look forward to hearing from you, and have a great weekend.

Thank you,
LDR

Lynn D. Raikes