



# Western Regional Center

National Oceanic & Atmospheric Administration  
U.S. Department of Commerce



## OCIO Systems Support Seattle IT Updates - July 2011

### Unified Messaging Service - Google Apps for Government

- We have received some updates regarding the new Google Apps for Government. It shows the majority of users will be migrated to the new email system in December. We will provide more information as we get closer to the roll-out date.



## Unified Messaging Service



### What We Are Getting:

- Email (25GB), Calendar and Collaboration (docs, IM, Video) provided by Google
- Blackberry with instant 2-way synchronization for calendar and email
- Enhanced e-Discovery capabilities (Quick global search, tag for litigation hold)
- Built-in archive with self-service restore capabilities.
- Tier 2 and 3 Help Desk for Google Apps and Blackberry (Tier 1 Help Desk is same)

### When Are We Getting It?

- First pilot participants move in August
- New pilot participants move (~60 NOAA-wide), move in September
- Early Adopters (~250 NOAA-wide), move in October
- Everyone else, move in December

### What About Training?

- LOTS of training: live, webex, and on-demand

NOAA Office of the Chief Information Officer



If you have any questions, please call the Computer Helpdesk at 6377.

## July Tech Tips

- **Helpdesk and Requests**

We have two email accounts setup for Helpdesk and Requests. Helpdesk questions involve software or hardware already installed on your machine that you need help using. Helpdesk questions can be sent by any user to [SeattleSSD.Helpdesk@noaa.gov](mailto:SeattleSSD.Helpdesk@noaa.gov)

Requests for new software installation, adding hardware to a machine, or moving computers to new locations should be sent by *supervisors* to [SeattleSSD.Requests@noaa.gov](mailto:SeattleSSD.Requests@noaa.gov)

If you have any questions, please call the Computer Helpdesk at 6377.  
Previous Tech Tips located at [www.wrc.noaa.gov/systems/techtips.htm](http://www.wrc.noaa.gov/systems/techtips.htm)

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