



COMPLIANCE COMPONENT TEMPLATE

DEFINITION

<i>Name</i>	Instant Messenger (IM) Services
<i>Description</i>	Instant messaging is a real-time communications service or product that requires the client to connect to an instant messaging service. It is implemented as a secure confidential system in the State of Missouri. Instant messaging differs from e-mail in that conversations happen in real-time. Also, most services convey an "online status" between users, such as if a contact is actively using the computer. This would include audio video conferencing, file sharing, and text-to-text communications. Instant messaging applications may also include the ability to post an away message, the equivalent of the message on a telephone answering machine.
<i>Rationale</i>	More efficient, productive, responsive communications between state employees and clientele.
<i>Benefits</i>	Improve and facilitate timely communications.

ASSOCIATED ARCHITECTURE LEVELS

<i>Specify the Domain Name</i>	Application
<i>Specify the Discipline Name</i>	Electronic Collaboration
<i>Specify the Technology Area Name</i>	Instant Messenger Services
<i>Specify the Product Component Name</i>	

COMPLIANCE COMPONENT TYPE

<i>Document the Compliance Component Type</i>	Guideline
<i>Component Sub-type</i>	

COMPLIANCE DETAIL

<p><i>State the Guideline, Standard or Legislation</i></p>	<p>The following items MUST be adhered to:</p> <ul style="list-style-type: none">• Privacy will be maintained by adhering to the encryption and security requirements developed for the statewide email system as documented in the Technology Area section of the Security Domain Enterprise Architecture standards at http://oit.mo.gov/architecture/tamain.htm• Security logon, passwords, single sign-on capabilities• The vendor will define what Operating Systems their product is compatible with.• Operate on existing state approved infrastructure as approved in Infrastructure Domain http://oit.mo.gov/architecture/tamain.htm• Audibility logging and archiving of any form of communication which includes text without the client being able to turn it off.• All communication must be encrypted• Multiple administrator capabilities of multiple administration levels or groups of clients• The vendor will list all IM packages their product is compatible with.• The ability for an administrator to configure which other IM packages a client has access• Ability to work with network devices such as Personal Computers, PDA's, cell phones, and pagers• Able to set configurable restrictions on IM connections by user or by group• Mutual file sharing access limited by user or group• Presence notification ability• Vendor must explain their products multitasking capability• Wireless network capabilities• Protect against viruses or must use existing virus protection as defined in security domain http://oit.mo.gov/architecture/tamain.htm. Protect against electronic eaves dropping• The vendor will specify maximum number of users within a conversation• The vendor will specify maximum number of conversations that can take place at the same time• The vendor will specify the bandwidth needed for each communication type (i.e video, audio, text, etc.) <p>The following items SHOULD be adhered to:</p> <ul style="list-style-type: none">• Allow web conferencing• Integrates with current email directories• The ability to automatically forward IM to recipient's email account when they are offline• Simultaneous video and audio capabilities• Marquee ability• Spell checking• Offline messaging (missed messages will appear when recipients signs on)• The vendor should explain the difference aspects of their products conferencing ability• Audibility logging and archiving of any form of communication which includes video and audio without the client being able to turn it off.
<p><i>Document Source Reference #</i></p>	

Compliance Sources

<i>Name</i>	Security and Infrastructure Domains	<i>Website</i>	http://oit.mo.gov/architecture/tamain.htm
<i>Contact Information</i>			
<i>Name</i>		<i>Website</i>	
<i>Contact Information</i>			

KEYWORDS

<i>List Keywords</i>	IM, Instant Messenger, AIM, MSN Messenger, NetSend, OmniPod, Sametime Messaging, Yahoo, Windows Messenger
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COMPONENT CLASSIFICATION

<i>Provide the Classification</i>	<input type="checkbox"/> <i>Emerging</i> <input checked="" type="checkbox"/> <i>Current</i> <input type="checkbox"/> <i>Twilight</i> <input type="checkbox"/> <i>Sunset</i>
<i>Sunset Date</i>	

COMPONENT SUB-CLASSIFICATION

<i>Sub-Classification</i>	<i>Date</i>	<i>Additional Sub-Classification Information</i>
<input type="checkbox"/> <i>Technology Watch</i>		High virus vulnerability
<input type="checkbox"/> <i>Variance</i>		
<input type="checkbox"/> <i>Conditional Use</i>		Possible bandwidth issues and over usage issues

Rationale for Component Classification

<i>Document the Rationale for Component Classification</i>	
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Migration Strategy

<i>Document the Migration Strategy</i>	
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Impact Position Statement

<i>Document the Position Statement on Impact</i>	As recommended by META, it is the committee's recommendation that IM be implemented with the agency's email package. Be advised that additional cost may be incurred.
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CURRENT STATUS

<i>Provide the Current Status</i>	<input type="checkbox"/> <i>In Development</i> <input type="checkbox"/> <i>Under Review</i> <input checked="" type="checkbox"/> <i>Approved</i> <input type="checkbox"/> <i>Rejected</i>
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AUDIT TRAIL

<i>Creation Date</i>	12/07/04	<i>Date Approved / Rejected</i>	12/22/04
<i>Reason for Rejection</i>			
<i>Last Date Reviewed</i>		<i>Last Date Updated</i>	
<i>Reason for Update</i>			