



# DUVAL COUNTY PUBLIC SCHOOLS

## PROJECT: MICROSOFT® EXCHANGE UPGRADE

### CLIENT DESCRIPTION

As the 20th largest school district in the nation, Duval County serves more than 129,000 students. It is the second largest employer in Jacksonville with approximately 8,000 teachers and a similar number of support staff at 104 elementary schools, 25 middle schools, 17 high schools, two academies of technology, three exceptional student centers, five special schools, and seven charter schools.

“Idea Integration was the top competitor in open source competition for this contract because of their vision and expertise in implementing similar solutions for other organizations. Once implemented, more DCPS employees, such as teacher paraprofessionals and volunteers at schools, will be provided have email accounts, school-based teachers will notice increased functionality, the system will be more reliable, and we will be better able to backup and recover essential email.”

— **Craig Honour**

Chief Information Officer  
Duval County Public Schools

### BUSINESS CHALLENGE

Duval County Public Schools (DCPS) currently has a centralized Microsoft Exchange messaging system that services approximately 12,000 Exchange users. Due to bandwidth limitations, 2000 use the full MAPI Outlook client and the rest use Outlook Web Access as their primary method for accessing Exchange. DCPS has approximately 300 users that synchronize Exchange with PDAs using both Palm and Windows CE technologies. They have a small number of users that connect via BlackBerry, Ipaq, or similar devices and expect that number to grow.

DCPS' electronic communications services do not meet current district needs for functionality, current employee number, projected growth, or archiving requirements. These production systems include Web, application, and mailbox servers and associated backup tape libraries. To remedy the problem, DCPS wanted to contract a provider to upgrade the Exchange production system over a five-year time period. The hardware for the solution would reside within the DCPS enterprise and would be maintained as part of the contracted service.

### TECHNICAL SOLUTION

DCPS chose Idea Integration to upgrade their Microsoft Exchange messaging system. Idea Integration will upgrade DCPS' existing system with a more robust system that will increase functionality to include account automation, archiving, calendaring, messaging, antivirus support, and video teleconferencing. The upgraded system will have faster connection and response times for teachers, larger storage capacities, and a comprehensive disaster recovery infrastructure. The solution will be scalable, allowing data to be easily stored, managed, and extracted. Idea will also build a new architecture foundation for DCPS' future Web system that will enable parent Web access to student information.

“In implementing this system, DCPS is improving the efficiency and district-wide communications capability of teachers, administrators, and students. Idea is proud to be part of such an extensive and important project for the Duval County Public School District.”

— **Jim Albert**

President  
Idea Integration

