

eHealth Ontario

Service Management  
Monthly Report  
ONE Mail  
Overview  
January 2012

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## Revision History

Date	Version	Revision
February 08, 2012	1.0	Monthly Release

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## 1.0 Agency Update

The latest eHealth Ontario eNewsletter and News Releases are available at [Read the stories](#)  
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### 1.1 Client Specific Updates:

#### **New clients**

ONE® Mail Deployment - Go Live RFC submission for ONE® Mail Partnered – (Thunder Bay Regional Health Sciences Centre)

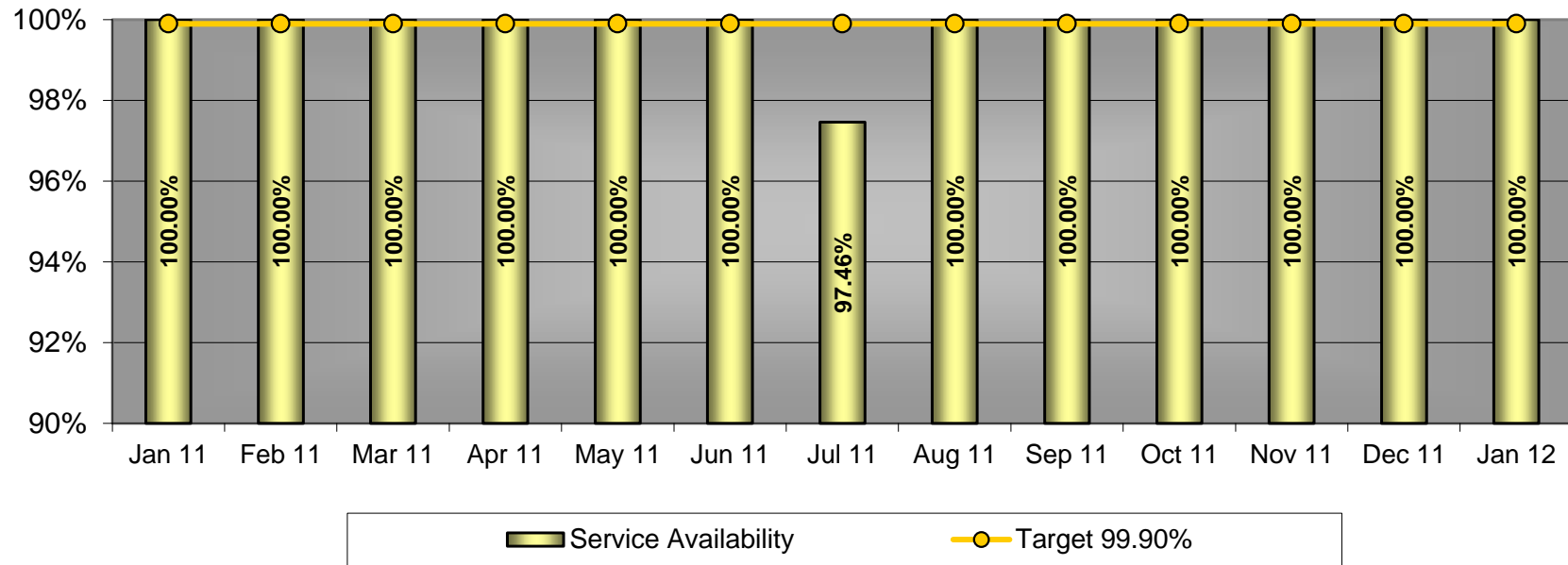
ONE® Mail Deployment - Go Live RFC submission for ONE® Mail Partnered – (St. Joseph's Care Group).

#### **Incidents**

No major incidents to report this month

## 2.0 Service Level Targets ONE Mail

### ONE Mail Service Availability



### 3.0 Service Level Targets – Summary:

**-ONE Mail availability 100%**

### 4.0 Client Impacting Events (Problems/Changes):

ONE® Mail Deployment - Go Live RFC submission for ONE® Mail Partnered – (Thunder Bay Regional Health Sciences Centre) (No Push) .

ONE® Mail Deployment - Go Live RFC submission for ONE® Mail Partnered – (St. Joseph's Care Group) (No Push))

## 5.0 Client Improvement Activities:

-Public website ONE Mail Page Renewal-Public site to be renewed and updated. The Google map with all ONE Mail user organizations will be improved for ease of use