

The Switch to Google Apps for E-mail

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06/24/2008

Oberlin College

- Liberal Arts College and Conservatory of Music
- Small Campus of 2800 students
 - 2200 College of Arts and Sciences
 - 400 Conservatory of Music
 - 200 Double Degree
- <http://www.oberlin.edu>
- <http://www.oberlin.edu/cit>



30,000 students
1,600 international students
5,000 graduate students.
8,000 on-campus residents
substantial commuter population

4 schools & 9 senior colleges
1,200 full-time faculty
5,000 staff

\$144.7 million annually in outside
research grants and contracts, a
significant factor for the Louisiana
economy.

**LSU is a land-grant, sea-grant and
space-grant institution, one of only 21
such universities in the nation**

LSU

Researching ways to save coastal wetlands

University of California San Diego (UCSD)

- 23,000 undergrads
- 6,000 grads
- 20,000 faculty, staff, affiliates

- Primary campus and several significant remote sites
- IT recently restructured

Why is Oberlin Changing E-Mail Systems?

- Current system has reached “end of life”
- Future options
 - Upgrade existing system
 - Use a service provider
 - Google Apps for Edu
 - 6.8 GB disk quota and growing
 - All services: Web, POP, IMAP
 - Currently no charge. Possible advertisements in the future
 - Integration with Oberlin College systems
 - Microsoft Live
 - Large disk quota
 - Two services: Web and POP (no IMAP)
 - Extra on-site infrastructure for integration

Google Apps for Edu

Oberlin's primary focus is on e-mail

- 6.8 GB e-mail quota and growing
- Also supports web interface mail client, POP, and IMAP

- Other applications

- Calendaring
- Google docs
 - Presentations (like PowerPoint)
 - Spreadsheets
 - Storage area

Benefits / Issues

- Benefits
 - Very large e-mail quota
 - E-mail and spam is managed by Google
 - Currently no charge and no advertisements
 - Google reserves the right to show advertisements
 - Relatively easy to set up
- Why are providers (like Google and Microsoft) doing this?
 - Customer for life
 - Provide other services

Google Culture

- Innovative
- Adaptable
 - Rapid series of small changes
 - Instead of major version changes
 - Little or no advance notice of changes
- Web interface Search
 - Don't file e-mails into folders
 - Tag if needed
 - Messages filed in folders from an email client are tagged

Privacy

- Lots of internal discussion
- Google's privacy policy
 - <http://www.google.com/a/help/intl/en/users/privacy.html>

Pre-Pilot, Pilot and Approval

- Internal Testing with CIT planning staff
- Open Pilot for other Technology involved Faculty and Staff
- Administration gives tentative approval
- Memorandum on College web site
 - info sent to student newspaper
- Open information Sessions for Faculty, Staff and Students
 - small attendance, but word spreads

Pilot Particulars

- Mail delivered to both Google and Oberlin accounts
- Special domain Gapps.oberlin.edu is created for testing. It will be deleted in the future.
- Users must configure their e-mail address
- Very basic documentation provided on our wiki

How People Sign Up

- Opt-in web site
 - Takes about 1 business day
 - Account will be same as ObieID
 - “Nickname” will be your current e-mail address
- Google password linked to something we call ObieID.
 - Oberlin’s almost single sign on
 -

Help and Documentation

- <http://citwiki.oberlin.edu/index.php/OCMail>
- Send e-mail questions to cit@oberlin.edu
- Training classes planned
- Opt-in for all available July 7, 2008

Oberlin's Early Mistakes

- Link to old email web interface still prominent on Oberlin Web pages
- Word spread like wildfire about opportunity to Opt-in Early
 - Public opt-in for everyone July 7th

Questions for Oberlin to Answer

- When will other Google Apps be made available?
- Will students be able to keep accounts after graduation?

A Brief History of E-mail @ LSU

- 2000 introduced PAWS portal
- Student e-mail was one of first apps on portal
- 2003 Outsourced e-mail to Outblaze and we haven't looked back
- 2006/7 migrated fac/staff to Exchange
- 2008 – re-evaluate student e-mail
- June 2009 – Outblaze renewal unlikely

Function/Service	Windows Live	Google Apps Education
<i>User Provisioning /Identity Mgt / PW Synch & Maint</i>		
Single Signon	<p>Yes, using Simple Object Access Protocol (SOAP) to exchange XML msgs via HTTP to retrieve authorization token</p> <p>1)Need IIS server with .NET SOAP solution as intermediary to Windows Live ID SOAP Service</p> <p>2)LSU written SOAP calls to Windows Live ID SOAP Service</p>	Yes, via single signon API (SAML based)
User Provisioning	MIIS	API – java, .net, PHP, python, etc libraries create API XML requests
Inactivity	No login in 365 days and email is marked for deletion. Account not deleted	No penalty for inactivity
Global Address Book	no	GAL of all who are provisioned. Might be able to add others thru API available in 4Q 2008?

Function/Service	Windows Live	Google Apps Education
<i>User Provisioning /Identity Mgt / PW Synch & Maint</i>		
Password at Vendor	Not used by single signon	Not used by single signon
Password Create	MIIS pull from AD?	API call to create user entry
Password Change in PAWS	?	API call to update user entry at Google
Password Change at Vendor	Not reflected back to LSU?	Redirect URL back to LSU's change pwd?

Function/Service	Windows Live	Google Apps Education
<i>Institutional Branding</i>		
Branding	Email	StartPage – ie portal, Email
Domain	Tertiary – tigers.lsu.edu	Tigers.lsu.edu Or lsu.edu and they route unknown users to us
Return Address	Tigers.lsu.edu or student can request something else (this means all our code must use correct email address)	User can create nickname (different username).

Function/Service	Windows Live	Google Apps Education
<i>Spam Filtering</i>		
	Will not accept e-mail from 3 rd party spam filtering provider	Will accept e-mail from 3 rd party spam filtering provider, or uncleaned e-mail

Function/Service	Windows Live	Google Apps Education
<i>Resources Required</i>		
Software/Hardware	MIIS (maybe limited version) SQL server 2000 (not 2005) Windows 2003 .net API – javascript single signon server W2k3 external connector	APIs, tomcat server? SAML – tomcat webserver java web services Developer Pk2.0

Function/Service	Windows Live	Google Apps Education
<i>Feature Set (Macro)</i>		
Total Storage	5G	5G
Max Email	14M	20M
Max attachment	10M	20M
Advertisements	Students – no Others - yes	Students, employees – no Others - yes
Forwarding	yes	yes

LSU Decision Analysis

- Feature Set is least consideration b/c of rapidly changing landscape
- Identity Management
- Overall resource requirements
- Institutional Branding
- Spam Filtering
- Business Continuity / Disaster Recovery
- Future Flexibility: maybe e-mail is for old people!

About UCSD's Messaging environment

- Small central POP3 mail store
- Decentralized mail stores
- 7-8 years ago a migration to Exchange at the dept level

UCSD Messaging Project

- Focus group formed to discuss and plan new central messaging environment
- Google was ruled out near the beginning of this discussion
 - eDiscovery
 - concern about lack of control
 - \$\$
- Needs included POP, IMAP, webmail and MAPI

UCSD Messaging Project

- Exchange was chosen

So... What is UCSD doing with Google?

- Disaster Recovery
- Possibility of opt-in use for some classifications of users

Questions?

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Evaluate this Session

- <http://resnetsymposium.org/rspm/evaluation/>