

IT GOVERNANCE RECOMMENDATION FORM
Emerging Technology Working Group
FY 2013/14

Title: Replace Email System Due to Functional Deficiencies

Recommendation:

The Committee identified multiple deficiencies and limitations with the current email system and recommends to the CIO that the university seek to deploy a new or upgraded email system that provides more collaborative tools, provides space for secure file storage, and accommodates large mailboxes and attachments.

The committee did not evaluate or recommend any particular service, but is open to being charged to investigate further solutions.

Background/Findings:

The committee conducted a dialog on the campus' current Exchange-based email system and noted key limitations related to the system's limited mailbox sizes and minimal collaboration functionality compared to services such as Gmail that are already being used by many students and faculty to create new online learning environments. Students on the committee noted that there is a general preference to not use the campus provided Office 365 accounts in favor of forwarding mail to personal email services. To address the limitations and create a common and cohesive set of features for students, faculty, and staff, members identified functionality that is critical to supporting academic and administrative functions required of the email system:

1. Unlimited mailbox capacity
2. Means to securely and quickly share large files
3. Chat and video enabled services such as online hangouts for real time interactions between faculty and students
4. Improved indexing of mailbox contents
5. Training and resources for faculty and staff to fully utilize features available

Working Group Ruling:

Total Present (Vote via email)	10
Total Available	10
Total For	10
Total Against	0

Working Group Comments:

Name: Jordan Gonzalez (ASI Business Senator)	Comment: This is my first year using Microsoft Outlook and its feel prehistoric compared to using Google Gmail.
Name: Jasmine Andino (ASI Engineering Senator)	Comment: The current Outlook system is currently being underutilized by students in favor for email systems that have more capabilities (i.e. Gmail).
Name: Emily Velasco, (Communications Specialist, Public Affairs)	Comment: As a staff member, and alumna, I strongly feel the email system needs a major overhaul. I, however, am not sure we need unlimited mailbox capacity. Even at its fullest, my Gmail account (15GB) is still 90 percent unused.
Name: Walter Marquez, Associate (Vice President, FP&M)	Comment: Based on our discussions, this appears to be more of a Faculty/Student concern.
Name: Kevin Morningstar (Co-Chair)	Comment: Basic mail service is no longer meeting the needs of any segment of the campus community. Larger mailboxes, sharing of large files, and online collaboration aren't emerging technologies, they are what is expected.

Comments:

Recommendation was drafted after the committee's second meeting that occurred on December 5th. The December 5th meeting was attended by two students, two faculty members, two staff members and both co-chairs. The committee was polled via email and all members responded stating their positions and comments on the recommendation as noted above.

Based upon the committee's recommendation and comments, I&IT staff have been evaluating new O365 plans that address all of the functional limitations noted by the committee members and provides for integration into the campus' current infrastructure. Based upon this analysis, the technical staff recommends that students move to the *Office 365 Education A2 Plan* and staff and faculty to move to *Office 365 Education A3 Plan*. Costs for the student plan would continue to be free, while staff and faculty would cost \$4.50 per user per month.

Services included under the new plans would include:

- Large Mailboxes – 50GB per use
- Web Conferencing – HD video conferencing, screen sharing, and IM
- File Sharing – Via SkyDrive Pro each user will have 25 GB of cloud storage accessible from anywhere
- Collaboration Sites – Ability to setup SharePoint site for teams/classes to work collaboratively
- Security Integration – Supports single sign on using campus credentials
- Spam & Malware Protection – Using Microsoft's filtering tools
- Online Office Apps – Use of Word, Excel and PowerPoint via web browser
- Licensing of Office (A3 plan) – On up to 5 PCs/Macs per user
- Unlimited Storage (A3 plan) – Archiving and legal hold capabilities

Pending approval of the recommendation by the CIO and IT Governance Executive Committee, I&IT staff are in the early stages of developing a draft technical migration plan for students, staff and faculty. The implementation target under consideration is Fall 2014.