Email Upgrade Task Force Meeting  
October 9, 2012  
8:00 a.m., Union 209

Participants: Rob Caffey (co-chair), Chris Casey, Anthony Cobb, Joel Cranmer, Eric Dover, Seth Galitzer, Rebecca Gould (co-chair), Larry Havenstein, Brian Lindshield, Anne Longmuir, Michael Raine, Lisa Shubert, Bobby Specht, Ken Stafford, Theo Stavropoulos, Lynn Waugh, and David Williams.

1. Review of what happened with Merit/Zimbra two weeks ago. On Wednesday, October 26, Merit suffered a disk failure. There were no observable problems after the disk was replaced; however, on Thursday additional disks failed, and the campus was without email for many hours. Merit will give K-State a credit for the downtime, but there have been eleven outages since January 1. Every outage has been caused by a different problem at Merit; Zimbra is not the problem. No other Big 12 institution has had similar problems. A summary of email offerings for the Big 12 and other institutions can be found at [www.ksu.edu/its/emailupgrade/data.html](http://www.ksu.edu/its/emailupgrade/data.html)

2) Updated focused charge to the task force from CIO. The Task Force is charged with finding one or more suitable options for new email and calendaring systems by December 21, 2012, to be implemented by the expiration of the current Merit contract. It is estimated that seven terabytes of data will need to be moved to the new system, and the disruption to users must be kept to a minimum.

3) Merit contract timeline. The Merit contract is up in May 2013; however K-State might be able extend the contract for a few additional months if necessary.

4) Email blocking issues. When users give up their credentials in response to phishing scams, spams are frequently the result. About a month ago, thirty-one users simultaneously gave up credentials to scammers, causing a tremendous amount of spam. The spam has caused K-State to be intermittently blocked from Hotmail, MSN, and Comcast. Gmail has never blocked K-State email. The filters on K-State outgoing mail have been tightened.

5) Review of requirements, options, and previous discussions.
   a) The statistics from the April 27, 2012 meeting will be updated and reposted.
   b) None of the other Regents institutions have had the email issues K-State has had.
   c) The faculty and student issues will be addressed separately.
   d) Email and calendar don’t necessarily have to be an integrated product.
   e) Reducing customizations would assist greatly.
   f) In sample after sample Gmail seems to be the student choice.
   g) According to the IT Satisfaction survey, 80% of the 1293 student respondents don’t use Zimbra calendar. Google calendar is easier to use and very flexible. Multiple accounts can be established in Gmail. Switching from one account to the other is easy to do.
   h) Colorado State, Princeton, Oklahoma State, and Stanford have all recently switched email providers.

6) In summary. Issues to be considered by the Task Force:
   a) Basic email functionality
   b) Calendaring
   c) Spam issues and blocking of email
   d) Reliability of the service - uptime
While an expansion of collaboration applications is outside the scope of this initiative and are not a primary consideration, it would be very beneficial if a single system could accommodate all of these needs.

7) Action items:
   a) Seth Galitzer will arrange a demonstration of Gmail Education Apps.
   b) Eric Dover will arrange a Live 365 demonstration.
   c) A suggestion box will be added to the Email Upgrade website.

8) Next meeting. The next meeting will be on Tuesday, October 16, at 8:00 a.m., location to be determined.