Email Upgrade Task Force Meeting  
November 20, 2012  
8:00 a.m., Foundation 146G

Participants: Rob Caffey (co-chair), Chris Casey, Don Crawford, Bill Chestnut, Eric Dover, Seth Galitzer, Renee Gates, Rebecca Gould (co-chair), Larry Havenstein, Brian Lindschield, Melissa Morris, Michael Raine, Scott Schlender, Lisa Shubert, Theo Stavropoulos, Dave Rintoul, Steve Waldron, Lynn Waugh, and David Williams

1. Rob visited with Lindsey Chapman in the university attorneys’ office and she will attend the next meeting. He provided her with copies of the agreements for both Office 365 and Google Apps for review and has requested information from both of the K-State representatives regarding eDiscovery and legal holds to share with her.

2. Rebecca has researched pricing and will email her findings to the committee.

3. Emporia had decided to go with Live 365 but changed their mind. Rebecca will contact them to find out why.

4. Rebecca contacted Wayne State, an institution that also uses Zimbra hosted by Merit. They have encountered the same problems we have, even though they are only 40 miles from Merit, and their CIO serves on the Merit Board of Directors.

5. Google pros:
   • More apps, e.g. Blogger, Docs, Sites, GooglePlus for groups, GoogleGroups
   • Can set up groups on the fly
   • Can set up groups with an API
   • Google has a lot of online training with good documentation and videos.
   • There is strong third-party support for GoogleApps
   • Individuals can purchase extra space without going through K-State.
   • An estimated 75% think Google is the way to go.
   • More institutions currently use GoogleApps (This may be because Live 365 is a newer app)
   • Google is very intuitive for students and they are very comfortable with it
   • GoogleApps suite is already being used by some departments on campus because of collaboration space.
   • Not a total replacement for listservs, but does have advantages such as capability to access archives.
   • Integration and interface much better than Live 365.
   • GoogleApps are very well standards-based so it has better interfaces.
   • Calendar: Google groups in the calendar get an email address. Distribution list?  Each user can create a local distribution list.  In general that if you use MS products they work better if you use MS top to bottom.
   • Google is more reliable than MSN because of redundancy.

6. Google cons:
   • Not a lot of person-to-person support. Need to use a third party for person-to-person support.
   • Google’s “graveyard”. The product life cycle of Google Apps is more problematic than in Live 365. While Google is on the cutting edge, MS is more stable and has a longer product life cycle.
   • Google will make feature changes with little or no notification and roll out process, so not everyone gets it at the same time. Roll outs take from one to two weeks.
   • With the movement to the cloud, we more or less accept whatever changes they decide to make.
   • IM is not as powerful as in Live 365.
• Hangout is not as efficient as Lync.

7. Live 365 pros:
   • eDiscovery is built into MSN.
   • IM is powerful.
   • There is rich collaboration in Lync.

8. Web browser capabilities vary from product to product. Google likes Chrome; Live 365 likes Internet Explorer.

9. ITS will provide training and support for either product. Support would primarily be for faculty and staff. Students more readily adapt. Support would be more for the apps than email.

10. Seth will demonstrate Google calendaring, and Eric Dubois will demo Live 365 in a separate meeting next week. Lisa will send her concerns with Google calendaring to Seth in advance. Scheduling resources needs to be addressed. After the demonstrations, functional comparisons will be made.

11. The survey needs to be deployed the week after thanksgiving. Different questions will be asked of each user group (faculty, staff, and students).

12. Action items:
   • Rob and Rebecca will complete a survey draft for next week’s meeting.
   • Dave Williams will provide questions used in a previous survey.
   • Rebecca will contact other universities currently using Live 365 and Google.
   • Rebecca will email pricing information.
   • Eric and Seth will provide calendaring demos at a meeting the week of the 26th.

13. The next meeting is scheduled for 8:00 a.m. on November 27 in Union 207.