Email Task Force Meeting
December 19, 2012
8:15 a.m., K-State Foundation Center Room 146G

Participants: Rob Caffey (co-chair), Steve Coulson, Bill Chestnut, Don Crawford, Eric Dover, Seth Galitzer, Renee Gates, Rebecca Gould (co-chair), Larry Havenstein, Brian Lindshield, Josh McCune, Melissa Morris, Michael Raine, Scott Schleender, Lisa Shubert, Ken Stafford, Theo Stavropoulos, Steve Waldron, Lynn Waugh, Dave Williams, and Marla Wood.

1. Rebecca will add two sets of comments on costs, as well as comments Steve Coulson made on the statistics, to the draft report.

2. Draft report discussion:
   - There is no charge for Google or MS 365.
   - Add to the report that it cost $260,000 for Merit to host Zimbra this year.
   - The group will ask to meet with the Provost to discuss the processes the committee went through, especially as they relate to the survey.
   - Either MS 365 or Google would meet all of the email and calendar requirements. Students and a number of departments are moving towards Google.
   - Synching may not be an issue.
   - The calendar integration may be an issue with Google.
   - For resource (room and equipment) management, MS is the way to go.
   - A large percentage of faculty and staff use MS Office. Staff may be using Google because it’s where they can get the apps. They would probably use MS is it included the same apps.
   - HIPAA is an issue for Google apps, not email or calendar.
   - Google apps is the preferred method for sharing.
   - A hybrid of Google and MS 365 is a possibility but requires further analysis.
   - The consensus among others contacted is that it is unwise to use different email and calendar systems for different groups.
   - Don’t have answers yet on feasibility of a hybrid solution.
   - A high percentage of the students will probably continue using Google.
   - Block listing is much lower with either of these products than it is with what we currently have.
   - Users can iMAP to other product if they want to. However, taking away the forwarding capability might cause an uproar.
   - Faculty and staff seem to be evenly divided between Google and MS 365. Their greatest concern is that whatever is selected is reliable.
   - From January to January of 2011 there were no outages.
   - Support staff prefer MS 365 because its calendar restrictions are much easier to implement.
   - Google makes changes to their apps very quickly, making work on the backend more onerous.
   - MS uses Active Directory instead of Shiboleth. Shiboleth is the direction industry is heading.
   - Students who are using Google will use it regardless of the decision, and they appreciate the frequent changes Google makes. They will probably keep a personal account, but also use the K-State system.
   - NC State went totally with Google.
   - Bifurcating students and staff is done at some institutions, but staying with one provides a lifetime email address. It is also problematic when collaborating on documents. Calendaring is another problem. There would also be no busy search or global address capabilities without adding another layer.
   - K-State would have to run email, and that wouldn’t help blacklisting.
   - If the email system goes down on one, collaboration can still be one on the other.
• Calendar power users commented that availability on calendars needs to be shown, busy search is extremely important, and it’s important to restrict access at a granular level. They preferred Google, but the issue of restricting resources was unknown when they participated in the demo. MS 365 has fewer work arounds, and Google would require changes in business processes. This would result in more work in central IT to figure out the work around.
• Google support is documentation, not people; however the Google tutorials are good.
• Younger users want to be on the cutting edge, so Google is more attractive to them. Others want something stable that doesn’t change a great deal, so they prefer MS 365.
• Faculty don’t use a calendar. A lot of students and student organizations use the Google calendar.
• Arch, Vet Med, and the Library will go with MS 365 regardless of selection.

3. Having a project manager 100% devoted to the Zimbra transition was extremely valuable. There were many on-campus sessions. The timeline is much shorter this time, but the transition should be easier.

4. Action items:
• Counterparts at Colorado State, NCState, and Berkley will be contacted to see what the users think about their solutions.
• The report will be finalized and given to Ken.
• A meeting with the Provost will be requested for the 2nd week of January.
• The feasibility of support will be discussed with the whole of the IT team.
• A business analyst will document use cases with Lisa and other calendar power users.
• Rebecca will call Purdue to discuss email offerings.