Email Task Force Meeting  
December 4, 2012  
8:00 a.m., Union 207

Participants: Rob Caffey (co-chair), Steve Coulson, Bill Chestnut, Joel Cranmer, Eric Dover, Seth Galitzer, Renee Gates, Anthony Cobb, Rebecca Gould (co-chair), Larry Havenstein, Brian Lindshield, Anne Longmuir, Josh McCune, Melissa Morris, Lisa Shubert, Bobby Specht, Theo Stavropoulos, Steve Waldron, and Marla Wood.

1. Calendaring demos. A ‘webinar-style’ demo of MS Live 365 and a more interactive demo of Google were organized for high-power calendar users on Friday, November 30, by Seth Galitzer and David Williams. Due to the format of the presentation, discussion on MS Live was somewhat limited. There was no general consensus that one product was better than the other. Comments included:
   - Google Maps impressed the participants.
   - Both products can hide calendars.
   - Google shows who created an appointment.
   - Both accommodate notes function.
   - Google shows who has scheduled a resource. It is unclear if Live 365 has a similar function.
   - Neither product allows dragging a meeting from one calendar to another.
   - Questions were raised about time zone issues for those who are traveling, but that is a training issue.
   - Both are hosted offsite.
   - There was a perception that there were fewer issues when email and calendar were hosted locally, but that is not necessarily true.
   - The task force has only viewed integrated solutions.
   - Both products offer pop-up browser areas.
   - Some Live 365 features are only available with the Outlook client, e.g., permissions. The new version could include those features on the web client as well.
   - When using Outlook, Live 365 only synchs the differences between the client and the web, speeding up processes.
   - Live 365 works on all browsers.
   - Live 365 includes both personal and distribution groups that can be comprised of internal and external addresses. This wasn’t discussed during the Google demo.
   - Rooms do not have email addresses but have their own calendars.
   - With both products users can subscribe to external calendars that are automatically updated.
   - Participants want to be able to track who edited appointments. This will be checked.
   - Google’s export data centers could be located anywhere, while Live 365 allows domestic-only. This affects a minimal amount of export control data. Someone may have negotiated on this requirement with Google. Rebecca will check on it.
   - No response has been received from the attorneys on data location requirements.
   - Rob will research Google vault pricing.

2. A campus-wide demo will be scheduled within the next two weeks. The integration of calendars (personal and work) will be included.

3. Companies are reluctant to host Zimbra for K-State because of the customizations and the number of users (approximately 30,000).

4. Other considerations:
   - Doing nothing is not an option.
   - The commonality of users by having them all on one system is a benefit.
   - External email addresses for the distribution of email could be set up in user profiles. There would be no local inbox.
• A blended option using the email and calendar systems of one product, while using the applications suite of the other product (or some other combination) is a possibility.
• Perceptions of the products must be a consideration.

6. Zimbra pros:
• Least disruptive transition
• Filters

7. 365 Live pros:
• Nebraska uses it, so K-State would have a close contact during the transition.
• Mobile device integration

8. Google pros:
• 10G attachments
• Calendar flexibility – good feeds from multiple organizations, and ability to hide calendars
• Privacy settings

9. Cons: Live 365 has had conversion problems with large attachments and multiple campuses.

10. The final report will be brief and include committee member names, the charge, pros and cons of each product, and an upper-level summary of survey comments. The survey analysis, rather than the green data, will also be shared. No recommendation will be made regarding which product should be selected. Ken will discuss the findings of the task force at its last meeting.

11. Survey:
• Closes on December 7.
• Current response rates are 12% for faculty, 16% for staff, and 4% for students.
• Brian will use SAS to analyze the data.
• The no opinion option may have confused some respondents because of its location on the far right. Some may have meant to give the highest positive response, but clicked on ‘no opinion’ instead.
• Three groups will review the comments and identify five or six common themes:
  o Staff – Eric, Lisa, Renee, and Marla
  o Students – Network Operations Center staff and OME students
  o Faculty – Seth, Anne, and Rebecca
• Links to the survey data will be sent to everyone.

12. Melissa will work with campus on draft communication for demonstrations.

13. Action items:
• Schedule campus-wide calendar demo - Rebecca
• Analyze survey data - Brian
• Summarize survey comments – Eric, Lisa, Renee, Marla, NOC staff, OME students, Seth, Anne, and Rebecca
• Draft campus communication – Melissa
• Check on capability to track who edited appointments – Eric
• Check on ability to negotiate with Google regarding export data center locations – Rebecca
• Check Google Vault pricing - Rob

14. The next task force meeting is scheduled at 8:00 a.m. on December 11 in Union 207.