

Campus committee to study email outsource FAQ

What is the focus of the initiative?

The focus of this initiative is to determine if and which third-party can provide campus faculty and staff email, calendaring and possibly voicemail services.

When is the earliest date for the migration?

July 1, 2013

How will vendors be evaluated?

An ad-hoc committee under the ITEC Advisory Committee will conduct a comparative analysis and deliver a report due to the VP IT in November. The primary vendors under consideration are Google Apps for Education and Microsoft's Office 365, although the committee will not rule out another solution. Each vendor will present their cloud solution to the committee.

How will the committee gather information from campus?

The committee desires broad campus participation and to keep the entire process open and transparent. The committee will request faculty and staff input through the various governing committees. Anyone wishing to submit opinion directly to the committee may do so by sending to: iac-email@colostate.edu. There will also be open forums and discussions with other campus committees. Watch for these events in Today@Colorado State.

Why would we move campus email?

- Transferring these "commodity" services to established service providers, at no cost to CSU, will allow central IT to better apply its limited resources to meet the strategic goals of the University.
- On-premise email services will continue to lag behind commercially available cloud solutions such as those offered by Google and Microsoft.
- Reduced infrastructure costs:
 - Colorado State University's Microsoft Exchange environment is comprised of a significant amount of compute power, software licensing and staff to manage the systems.
 - Cost of supporting these services centrally will continue to rise, reducing the ability of central IT to address emerging needs of the campus.
- Increased mail quota (Up to 4X greater than current 6 GB quota)
- More comprehensive anti-spam and anti-virus email filtering

Who else is moving their email?

Many colleges and universities began using such free services for students several years ago. CSU migrated its student email to Google in 2008 and today, Google reports that 68% of universities are using hosted, or cloud-based, email services. Many universities are now strongly considering outsourcing faculty and staff email given its commoditization and their positive student email migration experience. In addition, the State of Colorado is currently migrating email to the cloud for most state agencies and cited: "Email is a mission critical service that has potential for increased efficiency and cost savings for the State. [The State Office of Information Technology] identified email consolidation as a key initiative in our FY12 Playbook." For more information on the State of Colorado activity, [visit the state's website](#).

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What about privacy issues?

CSU's Office of General Counsel will review the committee's recommendation for legal and privacy concerns. In addition, any contract would include terms and conditions to protect the privacy and confidentiality of our faculty and staff.

Will my unit still be able to run an email server?

Yes, although you may have to provide your own SPAM and virus filtering solution.

Will I use the same username and password as I do today when accessing my email, calendar, and contacts?

Yes.

Will there be training?

The goal is to maintain a consistent and familiar user interface with easily accessible online help. For those that wish to take advantage of advanced tools, training will be provided.

Email

Does this activity encompass all central university email servers?

Yes, this includes central Exchange, lamar and yuma accounts.

If I use central email and calendaring services today, will my messages and appointments be transferred for me?

Yes.

Will my contact list be transferred?

Yes, to the extent possible.

Will the new service provide the ability to look up CSU faculty/staff email addresses?

Yes. Additionally, the online directory of faculty and staff contact information will continue to be maintained locally.

Will I still retain my first.last email address?

Yes, your first.last@ColoState.EDU address will continue to be your primary/official CSU email address.

Will my secondary eID's be migrated as well?

Yes, any secondary eID's in use today will be migrated to the new system.

What about student email accounts?

Students will continue to use Google Apps for Education. Faculty and staff will continue to have the option of creating a Google Apps account, even if Google is not selected as the solution for outsourced faculty/staff email. For more information on the student email program, please visit <http://mail.rams.colostate.edu>.

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Will distribution lists change?

We don't anticipate any changes will be made to our existing Exchange distribution lists, but this is a topic being further investigated by the committee.

How will public/shared mailboxes change?

This is a topic being investigated by the committee.

Calendar

Will all my existing appointments be migrated?

Yes, to the extent possible.

Will permissions to my calendar be transferred?

Yes, to the extent possible.

Will I be able to create group/resource calendars?

Yes.

I travel a lot. Will I be able to view my email and calendar when I don't have network access?

Yes, both email and calendar will be accessible in "off-line mode".