**(Updated 7 February 2011)**


**What is being proposed and why?**

UH Information Technology Services (ITS) is recommending moving all @hawaii.edu email to Google, referred to as Google@UH.  The purposes are:

• To provide students, faculty and staff with vastly improved email and calendar services over what UH offers or is likely to be able to offer in the foreseeable future.
• Since the Google Apps for Education service is completely free to universities, this is a rare opportunity to improve service while reducing costs.

**What is the status of the project?**

The UH Systemwide Student Caucus has indicated support and the migration of students began on February 1, 2011.  Migration instructions are available at: http://www.hawaii.edu/google/

Migration of faculty and staff email will depend on the outcome of consultation with the 10 individual campus faculty senates.  Individual faculty, staff and administrators are not prevented from migrating, just as they can now forward their UH email to internal or external email providers of their choice.


**What will this cost UH?**

The Google Apps for Education service is completely free to schools, colleges and universities.  UH does not need to pay Google anything at all.


**Will I have to change my @hawaii.edu email address?**

No. Email to your @hawaii.edu email address will be delivered to your Google mailbox and email sent from there will appear to be "from" your @hawaii.edu address.


**Will I lose my current email?**

No. The migration process transfers your email Inbox and folders from the current UH servers to Google.  The ITS Help Desk will assist with issues and anomalies.


**Who will provide support for UH faculty, staff and students?**

The ITS Help Desk will provide full support for this service, as is done for current @hawaii.edu email. In addition to migration of current email, instructions will be provided for export/import of calendars and contacts from other common

services.

**How does the proposed service compare to current services?**

• Google@UH provides a full featured, ad-free, web-based and standards-based (IMAP/POP) email with integrated contacts, spam/virus filtering, calendaring, IM/Chat and more.
  o UH's current @hawaii.edu offering includes a stale webmail interface, an extremely primitive calendar, poor contact integration, and no additional communication tools.

• Google@UH provides 7540 MB (7.5 GB) of mail storage for every mailbox and has a history of regularly increasing their quotas
  o UH's current @hawaii.edu quotas 500MB for faculty and staff, 250MB for students

• Google@UH includes full support for mobile device synchronization of email, calendar and contacts
  o UH's current @hawaii.edu supports mobile email only

• Google@UH will enable UH to provide full email service to alumni and retirees
  o UH's current @hawaii.edu service offers alumni only a "forward-only" email address

• Google@UH includes Google Docs, Sites, Groups, Video, and Chat and will include future deployment of new and emerging Google services

**What will change?**

UH Webmail users will find that Google's Gmail web client is different than the current UH Webmail client and the MyUH web client. It has many more features, but it definitely represents a change. In addition, Google regularly updates the Gmail web client to add new features and capabilities. Google's virus and anti-spam filtering works differently than the current UH service. In general, the change will be less disruptive to most people than a version upgrade to Windows, Office or MacOS.

**Will I have to use the Google web clients to read and send email?**

No. While the Google email (Gmail) and calendar service each support a full-service web client that is far superior to the current UH web clients, Google also supports the IMAP and POP standards for email. This enables use of many of the native desktop and mobile clients members of the UH community prefer to use such as Thunderbird, Outlook and Macintosh Mail. And all common mobile devices are supported.  For calendaring, Google supports the CalDAV standard so supported calendar clients include Macintosh iCal and Outlook (via Google's

Calendar Sync tool) as well as common smartphones and PDAs.

**What about ads?**

Google allows each institution that commits to Google Apps for Education to decide whether or not to display ads. UH does not intend to enable ads for any @hawaii.edu users.

**What UH resources will be saved by this move?**

The savings achieved by this change will include the repurposing of current hardware used to support the legacy @hawaii.edu email service, reallocations of staff who currently support the email servers and storage, repurposing of the current servers and storage to other high-priority needs, elimination of the future requirement to replace the current servers and storage when they reach end-of-life, and limited cash savings.  There will also be savings to departments that currently administer their own email systems to overcome the limitations of the current UH service and may choose to move to Google@UH to obtain the increased quotas, integrated calendaring with mobile syncing and improved webmail client.

• Approximately 15TB of storage, which will be redeployed to other applications currently starved for capacity and/or stored on disks that are no longer appropriate/serviceable.
• Multiple email servers, which will be redeployed to other applications currently starved for capacity and/or hosted on servers that are reaching end-of-life.
• Approximately 1.00 FTE of system administrator time, which will be available to assist with other projects that have been constrained by the reduced staffing resulting from budget reductions.  In addition, universities that have moved to Google have reported a decrease in email-related calls to their Help Desk. ITS Help Desk staff will be able to better support the improved application capabilities (calendar, Google docs…) that UH does not currently support.
• In addition to the immediate opportunity to conserve resources migrating to Google will allow UH to avoid major future investments of financial and human resources that would be needed in the future just to maintain the current limited service offering when the current hardware and software reach end-of-life. These represent significant unbudgeted future expenses.
• Approximately $55K/yr for commercial spam/virus filter software.
• Additional savings in departments that have already indicated their interest in abandoning their departmental servers and services to migrate to @hawaii.edu Google.

UH has not fully costed these savings, many of which are not cash and many of which will accrue over time by eliminating future costs for future hardware and software upgrades.  Universities near UH's size and complexity that have

adopted Google Apps for Education have estimated total savings in the hundreds of thousands of dollars per year and more.

**What about data ownership, security and privacy?**

Google asserts absolutely no ownership over any UH or customer information or communication. Google uses the same security for customer data that it uses for its internal data and has a far larger security staff than UH.

**Will Google be reading our email?**

Google has committed that user content is only scanned or indexed in the following cases to provide specific services:

• Some user data, such as email messages and documents, are scanned and indexed to enable fast search for information by an individual within their own Google Apps accounts. (Most users find that lightening fast searching of large email archives is immensely useful.)
• Email is scanned to perform spam filtering and virus detection, as UH does now.
• Google does not scan or index data for any other purposes. All scanning and indexing procedures are automated and involve no human interaction.
• Except when users choose to publish their information publicly, Google Apps data is not publicly searchable. Information scanned as described above is not shared with third parties.

**What if I use a school, college or departmental email system?**

There will be no change to any school, college or departmental email systems. These are email systems with addresses such as @uhwo.hawaii.edu or @soest.hawaii.edu. Only @hawaii.edu email will be hosted by Google.

**What if I already have a Gmail account?**

Any personal Gmail accounts you have will stay completely separate from your Google@UH account, mailbox and folders.

**What if I hate Google and Gmail?**

As can be done with UH's current @hawaii.edu email, which many faculty and students prefer not to use, Gmail can be set up to forward email to any other email service of your choice. This can be a departmental email server, a commercial ISP account or another free service.

**How common is the outsourcing of email in higher education?**

Outsourcing of email is now a common practice. According to the most recent (2010) Campus Computing Survey, about 58% of campuses are outsourcing student email with another 27% reviewing it.  About 15% also outsource faculty email with 23% reviewing this.  Google is the most common choice.

Some universities that initially migrated only student email subsequently migrated faculty.  This has sometimes occurred when faculty found they wanted to take advantage of the improved email/calendar service as well as opportunities for collaboration, including with their students, using Google Docs and other new services.

### Then why not migrate only student email?

Moving only students to Google would not achieve as significant a level of savings since UH would still incur the costs of running and supporting the current environment for our 10,000 faculty and staff. Such a mixed email environment would also be more complex, with multiple support environments and individuals with multiple roles (faculty taking classes) caught in the middle. Faculty would have notably inferior service as compared to students, and UH would not achieve the full benefits of application integration for student-faculty communication and collaboration. While individual faculty can migrate by choice to obtain these advantages, consultation is pending on complete migration.

### What institutions have "gone Google"?

Here are some of the institutions that have migrated so far: Arizona State University, Boise State University, Brown University, California State University (about half the campuses), Case Western Reserve, New York University, Northwestern University, Lawrence Berkeley National Laboratory, State University of New York (thirteen campuses), University of Alaska System, University of Delaware, University of Maine System, University of Minnesota, University of Southern California, Virginia's Community Colleges

Some case studies in education are provided at:
   http://www.google.com/a/help/intl/en/edu/customers.html

Over 10 million students, faculty and staff at U.S. colleges and universities have moved to Google.

### Where can I learn more?

Google Apps for Education information is available at:http://www.google.com/a/help/intl/en/edu/university.html

The Google Apps Help Centers are also great resources for questions and are updated often.

**Does UH have an exit strategy if this doesn't work out?**

The UH agreement with Google gives us ample time to migrate to a new platform. Given the tremendous change in the technology environment, we expect there would be a number of options for either in-house hosting of email or outsourcing to another vendor. We do know that if we had to migrate to a new email environment in the future, we would not deploy the same software and hardware that we have been using since 2002; our current software has not been upgraded with any regularity and was recently purchased by a new vendor (Oracle), so its future is unknown. We would maintain all @hawaii.edu addresses in any new approach, and because Google's offering is standards-based, we would be able to migrate email folders, calendars and contacts.

**How does this fit into the broader picture of information technology services?**

Although UH already outsources credit card processing for its e-Commerce activities, this would be UH's largest move into "cloud computing." Cloud computing is an important trend that is transforming the deployment of IT services worldwide, and email/calendaring are already one of the most mature and widely adopted "cloud" applications. Increasingly, large and small enterprises are using services such as salesforce.com and Google enterprise apps to manage their organizations. In addition to Google, other major IT service providers such Amazon, Microsoft and IBM are all looking at ways to leverage their extensive global infrastructures as platforms to provide cloud services. The National Science Foundation is beginning to invest heavily in cloud computing programs, and U.S. Government IT leadership has also indicated their intent to migrate to commercial cloud services.

**Is there anything else I should know?**

- At the time ITS proposed this migration, thousands of UH students, faculty and staff had already forwarded their @hawaii.edu email to personal Gmail addresses. While @hawaii.edu email can also be forwarded to departmental and other commercial email service providers, Google is the most common alternative email service selected by @hawaii.edu users.
- Many students, faculty and staff are already familiar with Google Docs and are using them professionally as well as personally.  Adopting Google@UH will simplify this process.
- Feedback from schools around the country that have already "gone Google" is almost universally positive.