The CSG has been asked for its technical input on the ETF report. The CSG has determined from the data provided and information gained through our previous experiences that outsourcing this service for UCLA undergraduate, and graduate students where appropriate, can provide more services to our students with no additional costs. We anticipate that the implementation team will find the service to be more or less cost neutral rather than yielding a savings. This is due to the fact that UCLA will still be providing help desk support and email accounts for its faculty and staff. Even without the promise of an immediate cost savings the CSG still views outsourcing email as a positive step. Nevertheless, to assist the campus in determining the long-term costs associated with email outsourcing, the implementation team should prepare a 5-year cost plan based on the desired implementation. Knowing the implementation details will provide a more accurate accounting of the associated costs. The CSG also felt it important to note that email accounts are not the technological perquisite that they were a number of years ago when it was difficult to obtain one. Today, it is the collaboration tools tied to the email account that our students consider valuable. Another valuable benefit of outsourcing email is it will also allow the University to make email services available to alumni.

The CSG voted on 5/24/11 to endorse the Student and Alumni E-mail Outsourcing Task Force (ETF) Report

Technical Recommendations on Student/Alumni Email Outsourcing
Developed by a CSG Subgroup\(^1\) and Vetted by the CSG

The subgroup recommends the following technical implications of student outsourced email be taken into serious consideration by the implementation team (note that this is not meant to be an exhaustive list):

- Outsourcing any service at UCLA should consist of a flexible framework so that UCLA is positioned to move quickly as technology improves or changes. UCLA should not remain “locked in” to any one particular technology or provider (i.e., the ability to not just migrate in to Google but out as well).
- A more detailed tiered approach should be developed by the implementation team with regards to account migration. This should also include actions to be taken when UCLA no longer offers the existing BOL service.
- The Google Dashboard cannot currently accommodate a tiered model (e.g., a central Dashboard installation at the campus level but that allows a department control only over their student accounts) as recommended by the task force. The implementation team needs to involve all units who wish to offer department branded email for their students and alumni so that duplicate services are not created.
• Provide guidance to the ITPB regarding how best to handle email accounts for students who become staff, undergraduates who become graduates, etc.
• Single sign-on (Shibboleth) can only be used with the Google web application. If users wish to use POP or IMAP email services (e.g., iPhone mail client) single sign-on is not possible without UCLA “sharing” passwords with Google. This is not recommended; instead the implementation team should come up with an acceptable alternative
• The implementation team should ensure that UCLA’s password security policies are adhered to by Google.
• Google’s collaboration tools and any limitations should be researched and documented so that ITPB can provide policy or guidelines for its use by the campus community. The CSG subgroup does not believe that outsourcing email to Gmail should be viewed as sanctioning the use of Google apps outside of University policy.
• The limitations and effects on users wishing to use multiple Gmail accounts should be researched and documented (e.g., how does the application work on various web browsers).
• Additional first-Friday training sessions may be needed to assist retired faculty transitioning to Gmail.

Other implications for the campus:

• This will be UCLA’s first official foray into the advantages of cloud computing services. Outsourcing student and alumni email will offer new services and additional storage. Although there are other campus tools available for faculty to share information with students, the campus needs to recognize the potential that once students are given access to these desirable new services faculty may also wish to use these tools.
• Faculty/staff and students are currently on different email systems so outsourcing student and alumni email to Google was not considered to be a change in that regard.
• Google is a private company, a for-profit business that operates with an entirely different business model from what we are used to.

As an additional exercise, the subgroup partially completed the UCITPS Assessment for this project. The implementation team should complete the remaining questions. (Attachment A).

The subgroup recommends that the ITPB create policies or guidelines for the campus on the appropriate use of “non-UC “cloud technologies as soon as possible. Those issues most important for the UCLA community to understand are the security, privacy, and legal implications.

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¹ Julie Austin, Peter Kovalic, Mike Van Norman, Paul Phillabaum, Jackie Reynolds, Annelie Rugg, and Michelle Chen (support)