ITPB Agenda Item #3

Review of previous ITPB endorsements, transition roadmaps and status with (1) Microsoft EM and transition to Office 365, (2) Google email for students and faculty and access to Google apps, (3) transition from BOL and (4) Box.net

From the ITPB Meeting held on Friday, November 22, 2013

Agenda Item #3: Cloud Email and Collaboration Tools Roadmap (Andrew Wissmiller/Amy Blum/Kent Wada)

The materials for the Cloud Email and Collaboration Tools Roadmap item can be found online at: [http://www.itpb.ucla.edu/documents/](http://www.itpb.ucla.edu/documents/).

Since deploying Google Apps for students, there has been discussion to provide cloud services for faculty and staff. After extensive analysis, the recommendation is for the campus to deploy Google Apps for Education, Microsoft Office 365, and Box for faculty and staff use. These tools would provide improved capabilities, convenience, efficiency, and flexibility. There has been a task force that analyzed the risks associated with deploying these tools.

IT Services is seeking endorsements on four actions: (1.) deploy Box as a campus service, (2.) provision Gmail for Faculty and Staff, (3.) migrate EM to a hybrid on premise/cloud O365 and (4.) terminate BOL email.

IT Services is proposing to provide Google Apps for Education as an opt-in service for employees for personal productivity and collaboration use. GAE is not robust enough for “university administrative business.” The information is managed at a personal level, so users sign up as an individual and when they leave UCLA, the information goes with them. The plan is to have GAE available for opt-in for employees by February 2014 and a deadline of June 2014 for students, alumni, and retirees to migrate from BOL to Gmail. Faculty and staff will have a deadline of September 2014 to migrate to Gmail.

The plan is also to offer MS Office 365 to campus departments on an opt-out basis for enterprise productivity and collaboration use. This would be the equivalent of the Exchange departmental email. It will be in a hybrid production environment, which will allow departments to remain on premise if there is a need to do so. O365 provides larger mailbox storage, more applications, and more robust functionality and security for university administrative services. There is a UC-wide agreement and a Business Associates Agreement in place. The basic services are free for higher education, which would reduce infrastructure and support costs. IT Services is planning to implement a pilot migration to O365 in December 2013, with a full migration in January 2014. The plan is to make O365 available to other campus departments on an opt-out basis in May 2014.

The widespread use of Dropbox poses a significant institutional risk, so there is a need to permanently invest in an alternative sponsored by the campus. The recommended solution for enterprise storage and collaboration services solution is Box. Box provides secure cloud storage
that allows students, faculty and staff to access, manage, and share information. The functionality of Box is very similar to Dropbox, but is more secure, provides data encryption, and includes better administration features. This is an enterprise solution, so the service is administered at the departmental level. There are currently 12 departments working on a pilot evaluation. There is an Internet2 and UC-wide agreement with Box, with a BAA under UC review. IT Services is looking for endorsement to make the Box services available to all campus departments in January 2014.

Finally, with the implementation of the above services, the need for Bruin Online email will be eliminated. The plan is to migrate students, alumni, retirees, faculty, and staff to Gmail and decommission BOL email in November 2014.

A number of task forces were commissioned to conduct risk analyses of these tools, and looked into a number of issues including data ownership, acceptable use policies, compliance with laws and regulations, data portability and migration, end user privacy, and more. The recommendation was that UCLA should proceed with these services, but that the development of a data classification standard and guidelines would be needed to increase awareness of risks and outline appropriate use of these services. The data use standard classifies data based on impact to the institution if there is a breach. The plan is to develop a one-page summary for each cloud service detailing what types of data can and cannot be handled when using the service.

The CSG will weigh in on this project during its January meeting and provide recommendations to the ITPB. The ITPB will vote on endorsement during its next meeting.

If there are any outstanding questions or concerns, please email Andrew Wissmiller (awissmiller@ucla.edu).

From the ITPB Meeting held on Friday, February 14, 2014

Agenda Item #2: Cloud Email and Collaboration Tools Roadmap (Andrew Wissmiller)

The materials for the Cloud Email and Collaboration Tools Roadmap item can be found online at: http://www.itpb.ucla.edu/documents/.

This is a reprise of the Cloud Email and Collaborations Tools Roadmap discussion from the previous ITPB meeting.

IT Services is seeking endorsements on four actions: (1.) deploy Box as a campus service, (2.) provision Gmail for Faculty and Staff, (3.) migrate EM to a hybrid on premise/cloud O365 and (4.) terminate BOL email.

The CSG has reviewed the proposal and provided recommendations on the four services. The recommendation is to move forward on all four, with a few caveats:

1. For O365, the CSG suggested paying attention to the impact it has on the MCCA agreement if there are plans to move to a different service level.
2. There is variation on how the 4 services accommodate accessibility needs, and the CSG will work with local units to determine best practices.
3. Impact on local units need to be considered when doing migration and providing support. The downside of providing a variety of services is that users will need to understand what data can be stored where and what would work best for each unit. IT Services will need to communicate to users about best practices.

The recommendations were largely unanimous, with the exception of O365 and Box. For Box, most issues were around the funding model. The CSG recommends that Box should be centrally funded to incentivize usage.

Cloud Services are now an operational reality, so there is need to manage it from a privacy and data protection standpoint. Because UCLA is now moving toward third-party vendors, the only way to continue having protection is though contractual agreements. The ITPB is recommending that with moving forward with these services, the campus should follow three principles: conduct regular contractual reviews; have other options available; and understand usage metrics. Also, since the campus is continuing to pursue a multi-system approach, the communication strategy will be critical to the users. IT Services will also need to determine a plan to communicate each phase of the process and who will be providing user education.

Action Item: Motion passed to endorse deploying of Box as a campus service; provisioning Google Apps for Education for faculty and staff; migrating EM to a hybrid on-premise/cloud O365; and terminating BOL email.