

Yes, We Thought About Privacy



One Year of *Google Apps for Education*
at Hope College

http://docs.google.com/Presentation?id=dd37zmwp_10d9x5rsf9

What (exactly) we did:

- All ~4500 accounts
- MX record change
- No email server on campus *



Where we were:

- Webmail
- Single mail system
- Outsourcing
- IMAP
- Expenditures on email
- History with Google / impartial decision makers?
- IT decision-making "structure"

The competition:

- Usual "in house" suspects
- Microsoft Live@edu



Project Management:

- An email server project - nothing else
- Migration vs. light-switch



The process:

- February 2006 - *Gmail for your Domain*
- February 2007 - *Google Apps*
- March 2007 - web seminars
- Early April 2007
 - proof of concept & first users
 - LDAP decision / SSO coding
 - first "contact" with Google

The process:

- Mid April 2007
 - Pilot group starts
 - Migration details finalized
 - SSO testing
- Late April 2007
 - "Official" decision made
 - Pilot group becomes early adopters (63 employee, 37 student)
- May 2007
 - LDAP/SSO implemented (5 weeks)
 - Public presentation - immediate switchover
 - Training sessions start



The process:

- June 27, 2007 - All student accounts switched
- July 25, 2007 - All other accounts switched
- August 1, 2007 - MX records changed
- October 15, 2007 - Old email server turned off

Differences:

- The Google client (searching, threading, etc)
- *@hope.edu* on all recipients
- Changes to the interface / new features
- Message recovery
- Are we "out of the email business"?
 - Account management
 - Mass email
- Other programs (calendar, docs, etc)

Privacy & Security:

- Google's privacy policies
- Who owns the data?
- Money under the mattress



Problems?

- Contacting Google
- Downtime = 90 minutes / year (99.983%)

Wish List

- Rename an account
- Migrate mail to a *gmail.com* account

Other thoughts:

- It's a different world now (SSO sample code, migration tools, etc)
- How can we get started?
- Official Google blogs

The End

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