Making the Switch

Temple University’s Migration to Google Apps

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About Temple University

- Locations
- $700 Million a year operation
- Population
  - Students
  - Employees
  - Alumni
- Diverse mix of technical platforms
Higher Ed Environment

Wide mix of platforms, clients & skill levels

- Paying customers
- Limited budget
- Transient population
- Varied technical needs
- 20 years of e-mail
- Academic independence

Students
(consumer-driven)

Faculty & Staff
(consensus-driven)
Former E-Mail Platforms

Microsoft Exchange

Employees
- 1,100 accounts

Mirapoint

Students, Alumni, Employees
- Over 70,000 accounts
- E-mail & web-only contacts & calendar

TEMPLE UNIVERSITY®
E-Mail Issues

Aging Mail System
over six years old

- Nearly $1M to replace with in-house system
- Limited storage with in-house system
- Didn’t provide clients with current technology
- Instant Messaging
- Collaborative Tools
Changing E-mail Scene

• **Student survey**
  - 20% of students already forwarded their Temple e-mail to commercial service
  - 60% of students said they would prefer commercial service

• **Employees**
  - Ever-growing demand for storage
  - Many already forward e-mail
Making the Decision

- Evaluated vendor solutions, both hosted and in-house
- Intensive Security review
- Departmental representation

Frequent Questions
- Will my e-mail address change?
- Will I see ads?
- But I already have a Gmail account!
- What about privacy?
Original Plan

Students and alumni to Gmail

All employees to in-house Exchange
Reaction

• Many employees wanted to go to Gmail:
  o Already used to Gmail
  o Storage and apps
  o Collaboration with students

• Security, Legal, & Executive review

• Gave employees choice:
  o Hosted Gmail
  o In-house Exchange system
Results

- Over 8,000 employees offered a choice of Gmail or Exchange
- Expected perhaps a 50/50 split
- Over 95% chose Gmail
Why Gmail?

Enterprise
- Cost savings
- Uses our security infrastructure
- Immediate upgrades

End User
- Storage benefits
  - 50Mb vs 7Gb
- Existing Gmail users
- Collaboration tools
Security Issues

- Google allowed us to use our existing authentication system
  - Only a token is passed between Temple and Google (no password credentials)
- Users can’t “back door” a password change
  - Our system controls password
- We have ability to lock, close, or audit accounts in event of security incident
Privacy Issues

- Legal Counsel reviewed Google’s privacy policy
- University’s policy incorporated into Google agreement
- Terms of service & privacy policy shared with TU community
Announcements:

- Get the TU Gmail Address Book Gadget
- E-mail migration information

Login

Username:

Password:

Forgot your password? or locked out?
Migration Process

Communication

Migration

Going Forward
Communication

- Communicate early and often
- Find local "champions"
- Notifications:
  - Scheduling
  - Technical
  - Completion
Migration

- Account audits and cleanup
- Provisioning
- Migration overnight
  - Used Google’s Bulk import tool
  - Handled 35,000+ accounts in 4 days
  - Low error rate
  - Contacts & calendars
- Web vs. fat clients:
  - Web offers full Gmail feature
    - Clients offer familiar interface,
      but limited features & configuration changes
Going Forward

• Archival period for old e-mail
• After Gmail - Apps, outreach & collaboration
• Keep departmental liaisons well-informed
• Google support has been very responsive
Questions?

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