

Proposal for a new e-mail system at SOU

The Novell Groupwise and Netmail email solutions used at SOU are aging products that no longer adequately meet SOU needs. SOU should consider making the switch to standard email solutions available today, such as Microsoft Exchange/Outlook or Google mail. Staffing reductions and IT department reorganization have left the department without an expert email administrator, thus increasing the urgency of making a transition to standard solutions.

What are the benefits?

- Ubiquitous mobile access to email, voice mail and Campus telephone so that calls and messages can reach you regardless of where you are or what device you use.
- Improve system reliability and storage capacity possibly with vendor hosted services commonly referred to as “cloud computing”¹.
- Improve archiving and message retention to meet legal requirements for e-discovery² and message management.
- Possibly lower annual costs.

How will the change impact the Campus?

- People will need to learn a new email system.
- People may wish to keep messages from their archives. This may involve moving messages to the Groupwise mailbox so that the messages may be converted to the new e-mail system. This may be a time consuming manual process for some folks.
- Some messages must be moved to the new system due to record retention and user requirements.

¹ **Cloud computing** Cloud computing services often provide common business applications online that are accessed from a web browser, where the software and data are stored on equipment supplied by a service provider. The term *cloud* is used as a metaphor for the Internet.

² **Electronic discovery** (or *e-discovery*) refers to discovery in [civil litigation](#) which deals with information in *electronic format*. Electronic information is different from paper information because of its intangible form, volume, transience and persistence. Electronic discovery was the subject of amendments to the [Federal Rules of Civil Procedure](#), effective December 1, 2006.

Possible timeline

Many issues must be considered in selecting the right solutions and implementation plan for SOU. These include:

- Product and services evaluation Fall 2009 & Winter 2010
 - Determine what it will cost. There may be up front one-time costs, but hopefully the new systems will cost less annually.
 - Which software solutions should be considered such as Microsoft Exchange/Outlook, Google Mail, other?
 - Identify feature and functional differences (examples: group distribution lists, appointment scheduling, calendaring, address books, message forwarding, web access, etc.).
 - Should SOU continue to host email systems internally, have another OUS institution host, or contract for cloud services?
 - What archiving appliance solutions should be evaluated? Can these appliances assist in converting messages from the old system to the new?
 - Evaluate compatibility with MySOU and future campus telecommunications solutions.
 - How will email addresses be created or converted, and maintained?
- Decision and implementation planning Spring & Summer 2010
 - Prepare document comparing the systems and hosting solutions under consideration, hold a campus wide comment period for gathering input, and present at meetings with faculty, staff and students.
 - How are message retention, privacy and e-discovery handled with externally hosted solutions? What contract requirements are necessary to ensure SOU can meet privacy and e-discovery requirements?
 - Consider record retention and user requirements to determine how much, and how to convert archived messages to the new system.
 - Determining appropriate acquisition process, ITB, RFI, RFP, contract review and negotiation.
 - Determine a disaster recovery and SPAM management strategy.
 - Develop optimum system design to meet capacity and performance expectations.
 - Make or revise campus wide communication, message retention, backup policies.
 - Identify or create self paced and in classroom training options.
- Deployment starting Fall 2010. Dependent on available start up funds, and complexity of implementation.
 - Announcements, training and support.