
Google Apps for the University of Minnesota

The intent of this document is to describe the various services associated with Google Apps for the University of Minnesota that are administered by the Office of Information Technology (OIT), and identify related support resources.

The University has entered into an agreement with Google to make applications within the Google Apps for Education suite available to all faculty, staff, students (and alumni who have an affiliation with the University of Minnesota Alumni Association). The available applications include Gmail (email), Calendar, Docs, Sites, and Talk.

Definition of Services Provided

Google Apps for the University of Minnesota

- OIT Google Support site: www.oit.umn.edu/google
- UTTC Google Training: http://uttc.umn.edu/training/courses/index.jsp#AtoZ_G
- Google Help site: www.google.com/support
- Google Apps for Education Overview: www.google.com/a/help/intl/en/edu/

Google Apps is a collaboration suite of services that includes a 7+ GB email account, Google Calendar and access to Google Docs, Sites, Talk. Google allows a number of security options for its apps suite. Included in the description of each application is the initial settings configuration that will be used during roll out. Note that these settings can be modified later if security policy or user needs should change.

Gmail email

The web-based Gmail system offers easy access to email from any web browser. Gmail is fast, searchable, and has robust spam controls. Gmail is free from advertising, and offers users 7+ GB of email storage.

IMAP (Internet Message Access Protocol) and POP (Post Office Protocol) desktop email clients such as Thunderbird, Apple Mail, and Outlook can also be configured to work with Gmail. Most mobile devices (iPhones and other smart phones) also will work well with Gmail services.

Although IMAP and POP are supported by Google, the University 1-HELP service desk is providing technical support for the Google web client only.

IMAP/POP access requires the use of a separate password stored on the Google system. Information about setting and maintaining this password is available on the University Internet Accounts Options web page at www.umn.edu/myaccount.

Gmail has a size limit of 25 MB per message (including attachments). Gmail does not allow certain types of files (*.exe, *.sys, *.cmd) to be sent or received as attachments. If files with these extensions or files larger than 25 MB need to be shared, it is recommended that the University's NetFiles

system be used. Gmail also limits the number of recipients (2,000 per day) to which each account is able to send. Google also has a cap of 500 recipients per message. Mass email systems such as Lyris or Listserv are recommended for users who need to send emails to more than 2,000 recipients per day.

Calendar

A web-based calendar is included as part of Google Apps. Google Calendar supports multiple (layered) calendars as well as room and resource scheduling. Desktop applications such as Sunbird, Lightning, Outlook and Apple's iCal calendar also can be configured to work with Google Calendar. Many mobile devices (iPhones and other smart phones) also will work well with Google Calendar.

Although desktop calendar applications are supported by Google, the University 1-HELP service desk is providing technical support for the Google web client only.

In this transition period of fall 2010 to spring 2011, units may find it necessary to use Google Calendar and UMCAL simultaneously to schedule appointment and resources.
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Calendar settings

Sharing options

Outside the U of M domain. By default, calendars are not shared outside the U of M domain-only free/busy time can be shared outside of the U of M domain.

Within the U of M domain. All calendars with full range of permissions for users can be shared within the U of M domain

Docs

Google Docs enables the online creation, and real-time sharing and editing of word processing, spreadsheet, and presentation documents. Online presentations can be shared and delivered remotely using the "view together" feature. Documents can be uploaded and downloaded from personal computers and stored online. Users can share documents with others both internal and external to the University.

Currently, each account is limited to 5,000 non-native Google documents (e.g., Adobe PDF files, MS Office files, etc.) and 5,000 images.

- Docs: The maximum permitted word processing document size is 500KB plus up to 2MB per embedded image.
- Spreadsheets: Each can have up to 256 columns, or up to 50,000 cells, or up to 20 sheets – whichever limit is reached first. There is no limit on rows. Imported spreadsheets cannot exceed 1 MB. An account is limited to 200 spreadsheets.
- Presentations: Files in .ppt and .pps formats can have a maximum size of 10 MB or 200 slides. Files uploaded from the web can be up to 2 MB; emailed files can be up to 500KB.
- PDFs: You can store up to 10 MB per PDF from your computer and up to 2 MB from the web in your docs list, up to 100 PDFs.

Docs settings

Sharing options

Outside this domain

Users **can share** documents outside this domain, but will receive a warning each time. When using Google docs, users need to use caution in order to prevent the public sharing of legally protected private data.

Sites

Google Sites is an excellent tool for building collaborative spaces for teams, groups, and projects. Google Sites features an easy-to-use (no HTML knowledge required), online document editor for creating web pages. People can easily work together on a site to add file attachments and new content.

Access permissions can be set to control who has access to sites for editing and viewing. Sites can be restricted to a small number of users or opened up to provide public access.

Currently, there is no limit to the number of sites that can be created, or how many pages may be created in each site. There is a maximum attachment size of 12 MB, a 1 GB limit per users, and a 100 GB storage limit per domain for Sites.

Sites settings

Sharing options

Outside this domain

Select the highest level of sharing that you want to allow for your users:

- Users **can** share outside this domain, but will receive a warning each time.
- Users **can** make Sites public. When using Google sites, users need to use caution to prevent the public sharing of legally protected private data.

Talk/Chat

Google Talk is an instant communication application. Gmail Chat is built into the webmail interface and has the following capabilities:

- Instant messaging – send and receive text messages
- Video chat – see and hear other with high quality video
- Voice chat – make and receive free PC-to-PC calls
- Group chat – invite multiple people to chat with you in a group
- Invisible mode – appear to be offline when you don't want to be interrupted

Chat history is disabled.

Contacts

Gmail includes a “My Contacts” manager which can be used to import, store, and view information about your contacts. You can also create groups to be able to easily email many people at once.

Contact sharing settings

Contact Sharing is enabled, and allows all users to view the email address of others who have opted into the campus's Google domain.

Mobile settings

Google Sync is enabled and allows users to synchronize the Google Calendar and Contacts to mobile devices that support Microsoft Exchange ActiveSync, such as iPhone, Windows Mobile, and other devices.

Gmail Labs

Google makes experimental features available to users as "labs," with the caution that they may break or disappear at any time. Successful labs are released as new features. It would be difficult for OIT's Technology Help to support these experimental features and could be a security risk. To create a more stable and predictable environment, labs will not be enabled.

Additional Services

Mail delivery options

Mail will be routed through the existing University mail gateway to Google servers. Doing this will help provide a more seamless migration for users who opt in, and less disruption for those who stay on legacy email systems. All mail will pass through existing spam control and virus checking systems before being forwarded to Google.

Spam controls

In order to help reduce the amount of junk mail that arrives in users' email inboxes the Internet Services group has implemented measures to block such mail prior to delivery. One of the announcements addressing this feature of the University system is at: www1.umn.edu/oit/security/OIT_14440_REGION1.html.

In addition, users have an option to use SpamAssassin to detect other mass mailing messages that are not detected by the other controls. Users can turn on SpamAssassin by configuring incoming email controls at: www.umn.edu/dirtools?which=show&form=incoming

SpamAssassin will identify the message in such a way that the email client can redirect them to a spam folder for later analysis, if desired.

Virus Checking

The email systems are protected not only by the anti-spam controls, which eliminate much of the incoming infected email, but also with an antivirus scanner. This software is set up to check incoming email for viruses prior to delivery and to block those from being delivered to the end-user mailbox.

Outbound mail

Outbound mail will be routed through existing University infrastructure that enables the University to maintain capabilities such as:

- Blocking known phishing reply-to addresses (for OIT Security)
- Retaining outbound email logs (for troubleshooting and for OIT Security)
- Insuring all outbound email is run through antivirus and anti-phishing software

Account Administration

Domains

Google Apps will be implemented with separate domains for each campus (Twin Cities, Duluth, Crookston, Morris, and Rochester). Each campus will have one domain for faculty, staff, and students, and a second domain for alumni.

Opt-In Procedure

Users will visit the University Internet Accounts Options web page (<http://www.umn.edu/myaccount>) to access the click-through agreement for Google Apps and begin the account provisioning process. An account will be provisioned in Google Apps when the user has agreed to the University Acceptable use Policy, the Google user click-through, the FERPA right waiver/Terms and Conditions and chosen a home campus (i.e., selected a domain) on the opt in page.

Email Migration

Email migration will be done using the Google Apps email migration API tool. Upon creation of the Google account, the tool will initially copy the last 30 days of email from University servers to Google servers. The remainder of the users email will be moved over to Google servers over the course of several hours or days (depending on how much email the user has stored.)

Renaming Accounts

The University does not currently provide a mechanism for renaming Google accounts, however this is under review for future implementation.

Opt-Out Procedure

An opt-out process will be available for faculty and staff under special circumstances. If a user opts out, his or her email and native Google documents will be transferred out of Google Apps (with the understanding that it may be impossible to extract all user data from the system, e.g. calendar appointments, non-native Google documents).

Service Performance

Hours of Operation

It is the expectation that Google will provide application services 24x7x52. Google customer support is available (to University system administrators) 24x7x52 via phone and email.

The status of OIT systems is available online at: <http://systemstatus.umn.edu>. The status of Google systems is available via the Apps Status Dashboard at: www.google.com/appsstatus#hl=en.

Normal work hours for the OIT Google Apps support group (which provides limited local administration services for Google Apps) are between 8 a.m. and 5 p.m., Monday through Friday, with on-call staffing for after-hours emergencies.

Performance Measurement

Performance measures for Google Apps will be available online by spring 2011 at <http://www.oit.umn.edu/google/performance>.

Change Management

Change Management is the structured approach OIT uses to manage changes to the University of Minnesota IT environment via formal request and approval mechanisms. By employing a consistent, structured approach to change management, we are able to ensure that all changes are efficiently and promptly handled, thereby minimizing the impact of change-related incidents on service delivery. The Change Approval Board (CAB) oversees and approves OIT changes to service. There are four change categories: Standard, Normal, Urgent, and Emergency. For more information, visit the [Change Management website](#).

Scheduled Maintenance

Scheduled maintenance periods allow OIT staff to perform routine maintenance and perform upgrades on University systems. Redundancies built into the antivirus and spam control systems will ensure availability of services during scheduled maintenance periods.

When service-affecting maintenance is required, OIT will update the System Status web page 10 business days prior to the maintenance period, whenever possible. The announcement will include start time, anticipated end time, and a description of the maintenance to be performed (upgrades, patches, etc.). If the maintenance window extends beyond anticipated end time, the System Status web page will be updated accordingly.

Internet Services has time reserved for scheduled maintenance between the hours of 10:00 p.m. and 4:00 a.m. on the fourth Thursday of each month. Every effort will be made to use this time window to perform maintenance activities. If the maintenance window extends beyond anticipated end time, the [System Status page](#) will be updated accordingly. The schedule of OIT maintenance windows is published on the [System Status page](#).

Should maintenance be required outside of the scheduled maintenance window, OIT intends that an announcement will be posted to the [System Status page](#) and sent to the NET-OPS, EMAIL-L, and OITOUTG mailing lists.

Service-Impacting Maintenance

If a scheduled maintenance activity is expected to impact service, OIT intends that information regarding that maintenance activity will be communicated via the System Status page and other appropriate venues no fewer than 10 business days in advance of the maintenance activity.

Communications

Communications about maintenance will include the start time, anticipated end time, and a description of the maintenance to be performed (upgrades, patches, etc.).

Dependencies

Authentication services are dependent upon the University data center power, network, and related systems. The availability of those systems will have a direct impact on the availability of this service.

Service	Dependency on Service	Service Provider
Power	There must be power to servers that provide authentication and mail gateway services and the antivirus and spam control systems	OIT
Network	There must be network connectivity to Google servers. There must be network connectivity to servers that provide authentication services and the antivirus and spam control systems	OIT
Environment	A room temperature environment is required for servers that provide authentication services and the antivirus and spam control systems	OIT
Vendor	Google Application suite Blacklists for spam; Antivirus definitions; Message switching software (Turbo SendMail – Message Management Platform)	Google Spamhaus; ClamAV; British Telecom

Service Provider and Customer Responsibilities

Staffing

The OIT Google Apps support group monitors, maintains, and repairs the antivirus and spam control systems.

OIT Duties and Responsibilities

OIT provides support to IT staff in local units in addition to the support offered by the University's 1-HELP service. Support is available to handle requests during normal business hours (8 a.m. to 5 p.m. weekdays, excluding official University holidays and closures).

For assistance in setting up specific email-related services, contact the OIT Google Apps support team group via google@umn.edu. The EMAIL-L mailing list is the primary communications conduit for discussions about e-mail services. OIT provides updates at the monthly NetPeople meeting where issues related to various Internet services are reported and discussed. PowerPoint slides from these presentations are posted after the meeting on the web at www.umn.edu/is/meetings.

The OIT Google Apps support team will be expected to:

- Communicate about configuration or service changes to minimize disruption to end users.
- Notify customers about all scheduled University maintenance

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- Meet response and resolution times associated with University service-related incidents

Customer Duties and Responsibilities

- Adhere to any related policies, processes, and procedures
- Report problems using reporting procedures described in this service statement

Problem Management

The status of OIT systems is available online at: <http://systemstatus.umn.edu>. The status of Google systems is available via the Apps Status Dashboard at: <http://www.google.com/appsstatus#hl=en>. Whenever possible, users are encouraged to check the System Status web pages before contacting technical support.

Google has extensive help resources online at <http://google.com/support/a/users/?hl=en>, which should be the first location users go for help with the Google Apps suite. The University will point users to these pages through the Google Apps pages that exist at OIT's support site.

Users are strongly encouraged to contact technical support resources in their local unit if they are experiencing problems with computers or applications. Local technical staff will be able to resolve many problems or escalate them to the appropriate levels, helping to increase the speed and effectiveness of the service response. Response time is dependent on the local unit's technical support processes and policies.

If local technical support resources do not exist or are not available (e.g., outside of normal work hours) users are encouraged to contact the University's 1-HELP service at www.oit.umn.edu/help:

On-campus – 1-HELP (1-4357)

Off-campus – (612) 301-HELP (4357)

Email – help@umn.edu

1-HELP hours are found at:

www.oit.umn.edu/help/contacts/

Monday-Friday: 7:30 a.m.-8

Saturday: noon - 5:00 p.m.

Sunday: closed

Outside of these hours, or on University holidays, callers may leave a message, which will be responded to the following business day.

1-HELP will escalate incidents, when necessary, to appropriate service providers. All incidents and changes reported to 1-HELP will be logged into the Service Center trouble ticket system.

Disaster Recovery

Disaster recovery activities for Google Apps are performed by Google.

Communications

Unexpected interruptions of Google systems will be listed on the Google Apps Status Dashboard and the system status page and notification will be sent to NET-OPS and EMAIL-L and OITOUTG mailing lists within 15 minutes of discovery. Updates will be provided on an hourly basis to both the System

Status web page and subscribed individuals. A post-mortem analysis will be released after the resolution of the interruption.

Privacy

Email is not considered an appropriate tool to share and/or distribute sensitive and legally protected private data.

Legally protected private data should remain, be stored, and shared using systems that are designed and designated for such purposes (e.g., medical records systems for PHI, course management systems for student grades, financial systems for personal banking information, etc.).

Policies

University of Minnesota Information Technology policies are available on the web at:
<http://policy.umn.edu/Policies/it/Use/ITRESOURCES.html>

Polices related to this statement include:

Acceptable Use of Information Technology Resources

www.policy.umn.edu/groups/ppd/documents/Policy/Acceptable_Use.cfm

User Authentication for Access to University Computer Resources

www.policy.umn.edu/groups/ppd/documents/Policy/x500pol.cfm

Publishing Information on the World Wide Web

www.policy.umn.edu/groups/ppd/documents/Policy/Publishing_on_WWW.cfm

Google policies include:

Google Sites Program Policies

www.google.com/sites/help/intl/en/program_policy.html

Copyright Procedures

www.google.com/sites_dmca.html

Google Apps Education Edition Agreement

www.google.com/apps/intl/en/terms/education_terms.html

Google Apps Privacy Policy

www.google.com/privacypolicy.html

Google Privacy Center

www.google.com/intl/en/privacy.html

More information on Security and Privacy

www.google.com/support/a/bin/answer.py?hl=en&answer=60762

More Information

For more information about this and other OIT services, visit the [OIT service catalog](#).

Service Statement Maintenance

This statement of service will be reviewed annually.

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