Email and Collaboration at Penn

A Cross-Campus Team Approach

NPTF, September 2013
History of Email at Penn

- Penn has never had a single, unified email service

- Email services in Penn’s schools dates back to the 1980s
  - Earliest systems based on open standards and supporting terminal access. Later, web-mail services.
  - Today, Microsoft Exchange is in use at Wharton, Nursing, Annenberg and Law. Open webmail is used in SEAS and SAS.

- Penn’s Central Email Services since 1993
  - 1993 - Pobox for Faculty and Staff, Dolphin for Students
  - 2008 – Deployment of ISC Zimbra

- Despite separation of services, email is very interoperable
Today's Environment

ISC EMail Services
21,100 Users
34%

SAS Mail
2,900 Users
5%

SEAS Mail
5,300 Users
9%

Wharton Exchange
10,000 Users
16%

SAS Mail
2,900 Users
5%

Nursing Exchange
4,000 Users
6%

Law Exchange
450 Users
~ 1%

Annenberg Exchange
310 Users
~ 1%

All Other On-Campus Email
1,200 Users
~ 2%

All Google and MS Cloud Services
16,700 Users
27%

Microsoft Live

Google Apps for Edu

Microsoft Office365

ISCI Integration Services

Mail Routing
Identity Mgmt
LSP Support Tools
Directories
Account Lifecycle

Cloud Services
Mostly Students

On Campus Services
Mostly Faculty & Staff
History of Calendar at Penn

- Penn has never had a single, unified calendar service

- Calendar services in Penn’s schools have included Meeting Maker, Oracle Calendar and the calendars integrated with Exchange

- ISC Calendar Services have included Meeting Maker, and the calendars integrated with Zimbra and Exchange

- Today there is some level of campus wide interoperability among those who use ISC Exchange and Zimbra as well as some other Exchange instances such as Wharton’s

- Overall, however, the interoperability of calendar across Penn is much weaker than email interoperability
High Level Goal

- Achieve a **single collaboration service** available to all schools and centers providing email, calendar, and possibly other collaboration services.

- A single service would allow for **improved school and center collaboration while reducing complexity and costs** for the University of Pennsylvania.
Many have expressed interest in a cloud-based approach to email and calendars. **Google Apps for Edu** and **Microsoft Office 365** are the two of greatest interest.

Most campus partners say that running email services is not core to their mission and that it is better sourced as a service.

Good University-negotiated contracts are key, and should include protections (e.g. BAA, US Data Centers, data recovery, etc.) as well as strong SLA and favorable negotiated pricing.
Gathering Input and Requirements

- In response to the increased interest in
  - a common campus solution and in
  - cloud-based email, calendar, and related collaboration services.

- ISC has been collecting input and requirements throughout 2013, speaking with more than 20 school and center IT leaders about email and related services goals

- There is an emerging direction, but many questions remain. ISC believes that these questions are best investigated and addressed by a cross-campus team.
Goals and Alignment

- Understood goals:
  - Same or improved functionality for email, calendar (and more?)
  - Same or improved security and regulatory protections (HIPAA, FERPA, litigation hold ability, etc.)
  - Same or lower total cost of ownership/operation per user

- Timing
  - Some schools want to address current calendar challenges before September 2014
  - All want to recognize the realities of the University year and to have a solution available several months earlier than that.
Cross-Campus Project Team

Project Title: Email and Collaboration Services

- **Executive Sponsors**: commission a project for the university. The sponsors have both the responsibility and authority to provide funding for the project. (3 from the Schools plus Tom Murphy)

- **Project Owners**: make the business decision that the University needs the project. The project owners are committed to the successful completion of the project and are ultimately responsible for its implementation, ongoing integration, and long-term operation. (2-3 from the Schools and 1 from ISC)

- **Project managers**: head the project team. The PM monitors and coordinates the project team's work and leads the team effort to identify all project-related business decisions and to recommend appropriate action. (1 from the Schools and 1 from ISC)

- **Overall Project Team**: the working group that accomplishes the project tasks.
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