

Google Apps @ Maryland Education Enterprise Consortium



Cristin Frodella
Senior Marketing Manager
Google Apps for Education

Manosh Chakravorty
Regional Manager
State and Local Government

Maryland Education Enterprise Consortium
University Maryland Baltimore County
August 4, 2010

Agenda



- Welcome to Maryland Education Enterprise Consortium
- Google Apps for Education
- Google Apps with Postini
- Prince George County Public Schools Case Study
- Getting Started with Google Apps
 - Contracts
 - Contacts
- Q&A

Our mission



Bring the promise of cloud computing to millions of students, staff, and faculty around the world

More than 4-million

5-million

~~6-million~~ students have gone Google.

~~7 million~~

8 million students!!!

Google apps

...the product's value keeps growing



Google Apps in 2007



Gmail



Google Calendar



Google Docs



Gmail



Google Calendar



Google Docs



Google Sites



Google Video



Google Groups



Connector for BES



Sync for Microsoft Outlook



Sites Templates



Offline



Apps Script



Enterprise Contacts



Voice/Video Chat



Data Liberation



Directory Sync



Status Dashboard



Google Sync



Secure Data Connector



Reporting

postini services

Postini



Gmail & Calendar Labs



SSL Enforcement



Out of Beta



Reseller Program

Google Apps in 2010

Today, thousands of schools run Apps



Why Go Google?



Students and faculty/staff face new user challenges.

Apps gives them better tools, faster innovation, and more reliability.



User challenges are changing

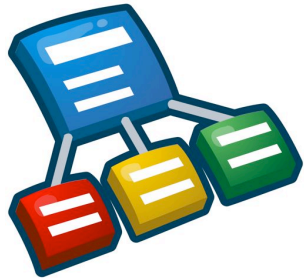


Information overload

- Volume of information is increasing radically
- Sort, file, and find is a broken paradigm

Collaboration is central

- Work with global, distributed teams
- Connect with external partners



Access anywhere

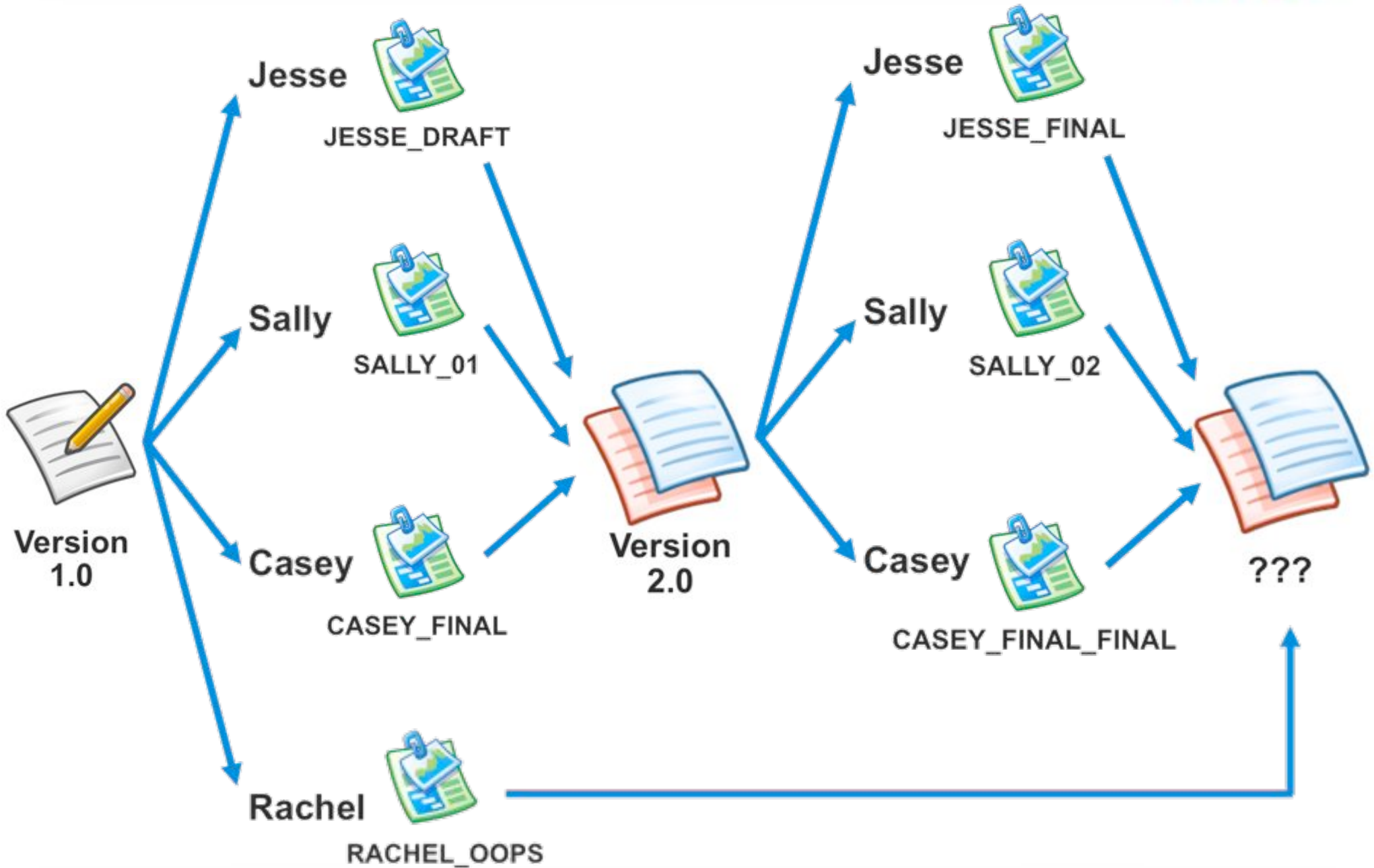
- Proliferation of smart phones
- Struggles with VPNs



Messaging challenges



Collaboration challenges



Technology challenges



Mobile Devices



Mobile Servers



Spam Filters



Machine, OS, Productivity



Email servers



Directory servers



Storage Systems



Security Systems



Content Repositories



Backup Server

Google Apps: tools for today's user



GMail *Huge inbox with search: keep and find everything.*



Talk *Enterprise class IM and VC as easy as email.*



Groups *Let users easily create and work in teams.*



Calendar *Make sharing calendars and schedules easy.*



Docs *Makes collaborating as easy as creating*



Sites *Allow users to manage their own sites.*



Video *Unlock the power of video within your school.*

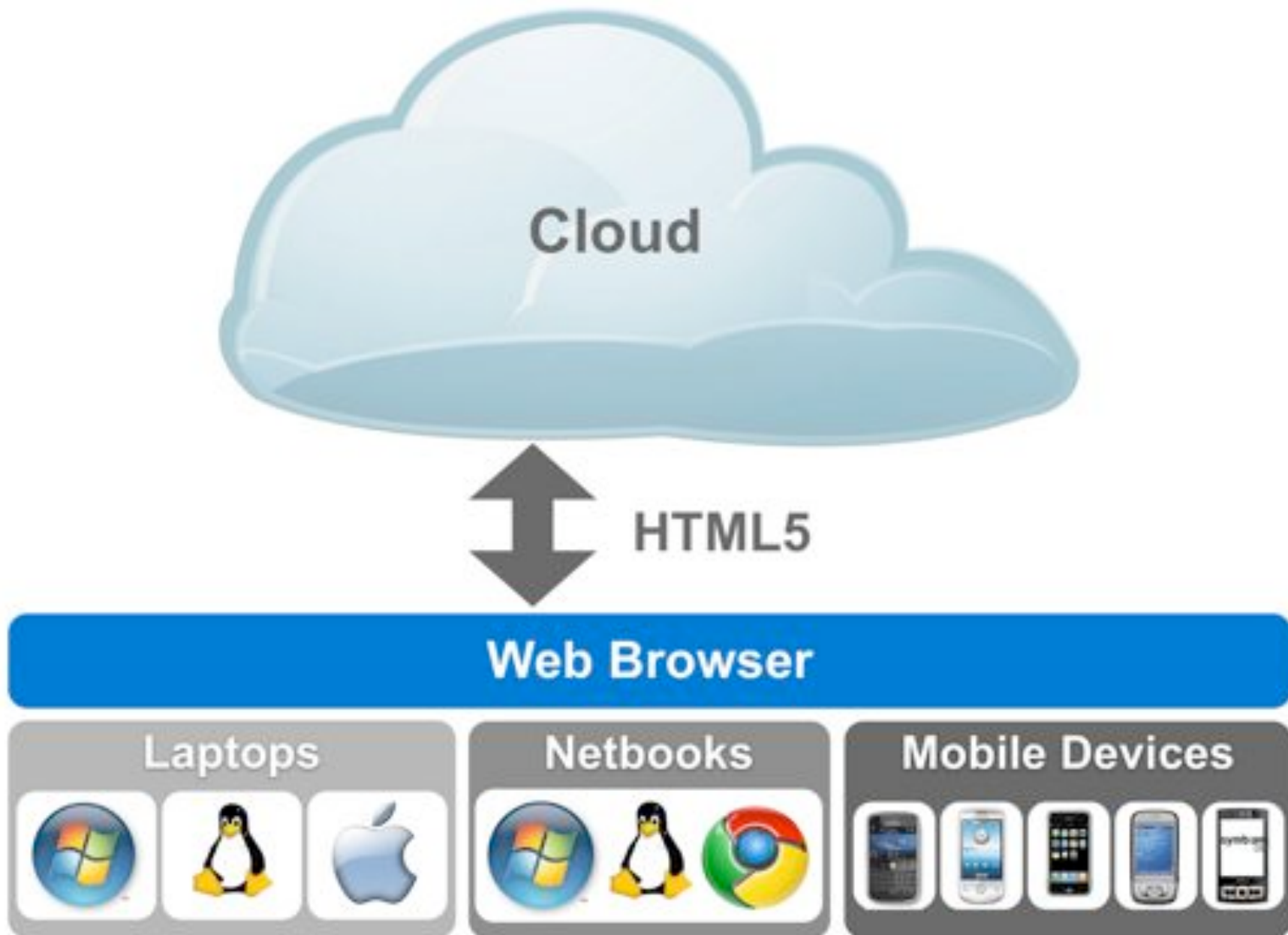


Postini *Security and compliance solutions.*

- free for all your users
- no ads for faculty, staff and students
- 7GB (and growing) mail quotas
- your domain name (user@school.edu)
- 24x7 administrator support
- advanced integration capabilities

- 66% Discount
- Google Message Discovery
- Google Message Security - free for K-12s in contracts signed by 12/31/2010

Built on the cloud computing model



That just keep getting better



Frequent, small updates

- ~2 week release cycle
- Easier for users to adjust

Learn from users

- Research
- Usage analysis

Easy to manage

- No server or client upgrades
- No data migration
- Everyone is on the latest release

2008

68 releases

2009

116 releases

2010

More reliable and secure



Purpose-built infrastructure

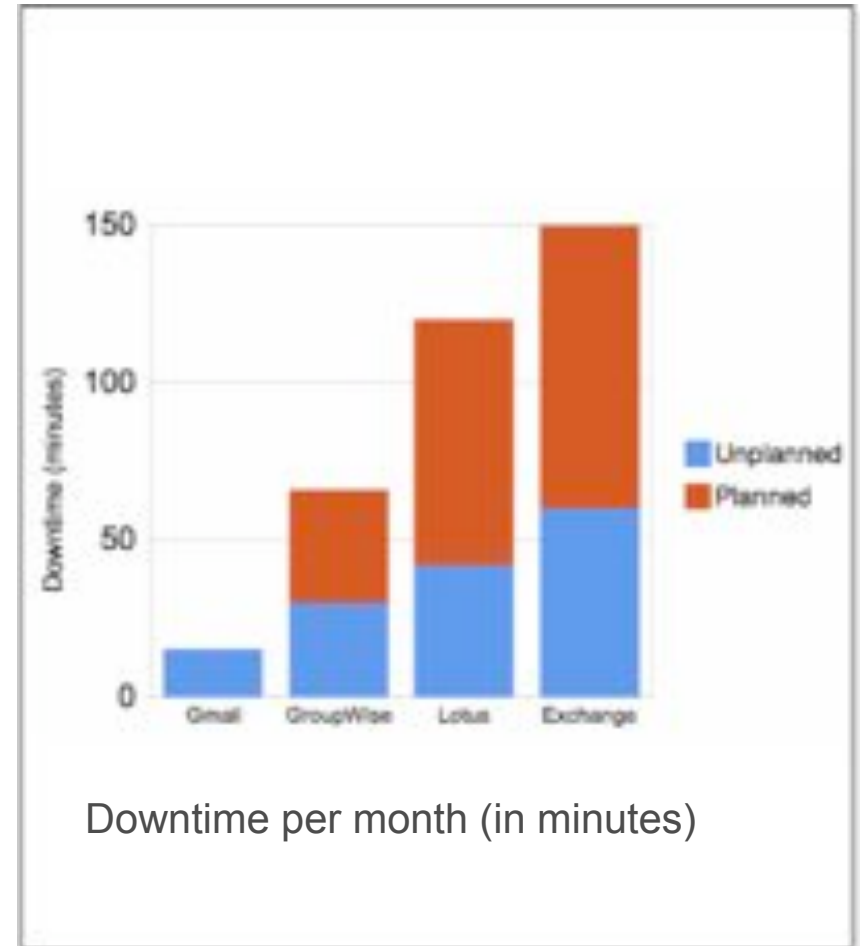
- Hundreds of thousands of identical servers
- Custom, hardened Linux OS
- Can rapidly update all systems
- No third-party security issues

World Class Security

- Industry-leading experts
- Obfuscation of data at rest
- Security reviews for all code

SAS 70 Type II certification

Better uptime than on-premise



Common Unknown Truths About Google Apps



Google Apps Education is FREE with NO Ads



Privacy and Compliance



- It's your content, not ours
- We don't look at your content
- We don't share your content
- No connection to ads
- Automated scanning for protection and personalization
- Granular privacy controls keep you in control
- Google abides by all US privacy laws, and explicitly states FERPA compliance in the Google Apps EDU contract



Security



- Tens of thousands of identical systems
- Custom built, homogenous systems
- Data replicated in multiple datacenters
- Dozens of datacenters for redundancy
- Data sharing across servers
- Data obfuscation on disk
- Secure development process
- External security verifications
- We store our own data in the same environment



Reliability - 99.9% Uptime SLA



Apps Status Dashboard

This page offers performance information for Google Apps services. Unless otherwise noted, this status information applies to consumer services as well as services for organizations using Google Apps.

Check back here any time to view the current status of the services listed below. For all other information or to report a problem, please visit the [Google Apps Help Centers](#).

	Today's Status	7/18/10	7/17/10	7/16/10	7/15/10	7/14/10	7/13/10
Google Mail	✓ No Issues	✓	✓	✓	✓	✓	✓
Google Calendar	✓ No Issues	✓	✓	✓	✓	✓	✓
Google Talk	✓ No Issues	✓	✓	✓	✓	✓	✓
Google Docs List	✓ No Issues	✓	✓	✓	✓	✓	✓
Google Documents	✓ No Issues	✓	✓	✓	✓	✓	✓
Google Spreadsheets	✓ No Issues	✓	✓	✓	✓	✓	✓
Google Presentations	✓ No Issues	✓	✓	✓	✓	✓	✓
Google Drawings	✓ No Issues	✓	✓	✓	✓	✓	✓
Google Sites	✓ No Issues	✓	✓	✓	✓	✓	✓

What about Message Archiving and Message Discovery?



Google Message Discovery



Manosh Chakravorty
Regional Manager
State and Local Government

Maryland Education Enterprise Consortium
August 4, 2010

Email is kept in too many hard-to-reach places



Personal stores on file servers



Backup Tapes



End-user desktops, laptops and mobile devices



Email servers

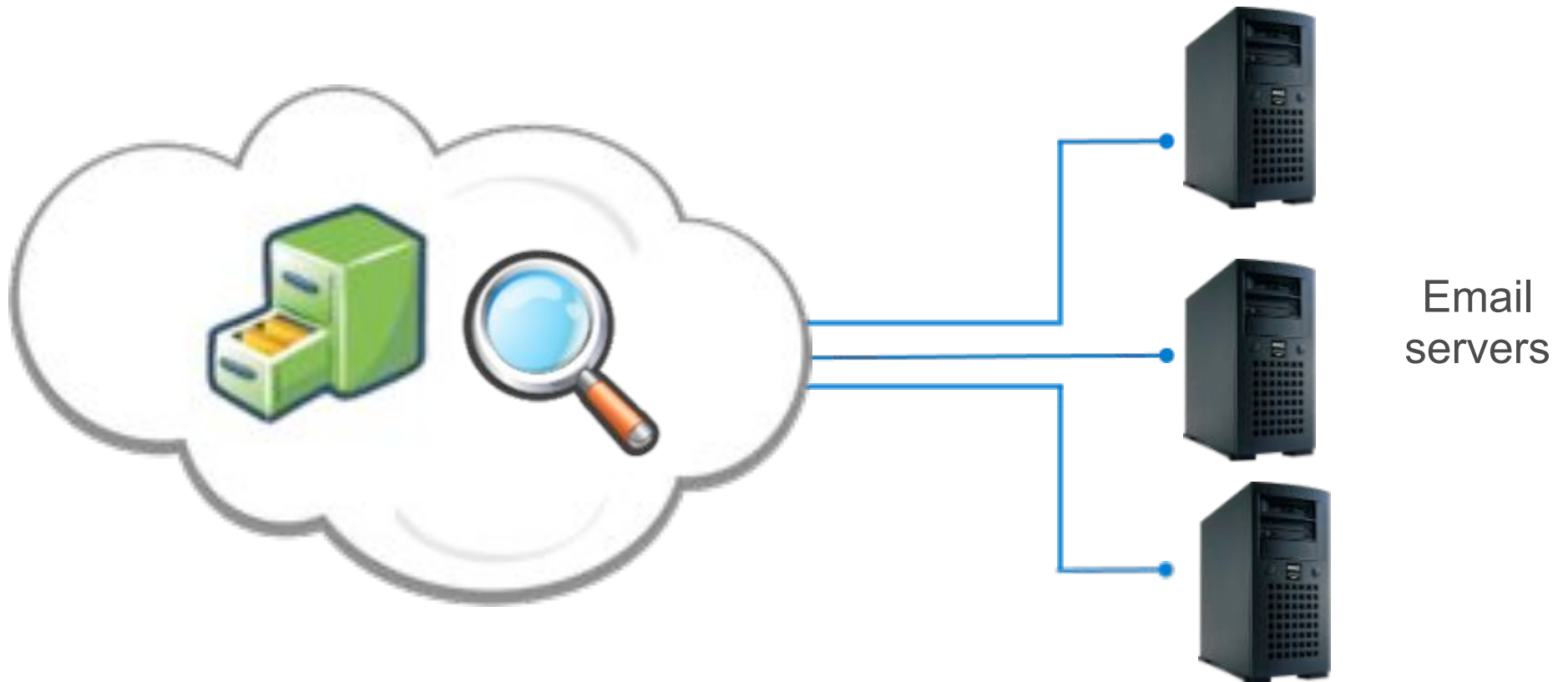


Mobile delivery server



Backup storage servers

Google's approach: centralized, hosted storage



Always on, always current
Immediate value, no hardware or software needed
Massively scalable, low cost

Isn't My Backup Enough?

Email archiving differs from basic backup in several ways:

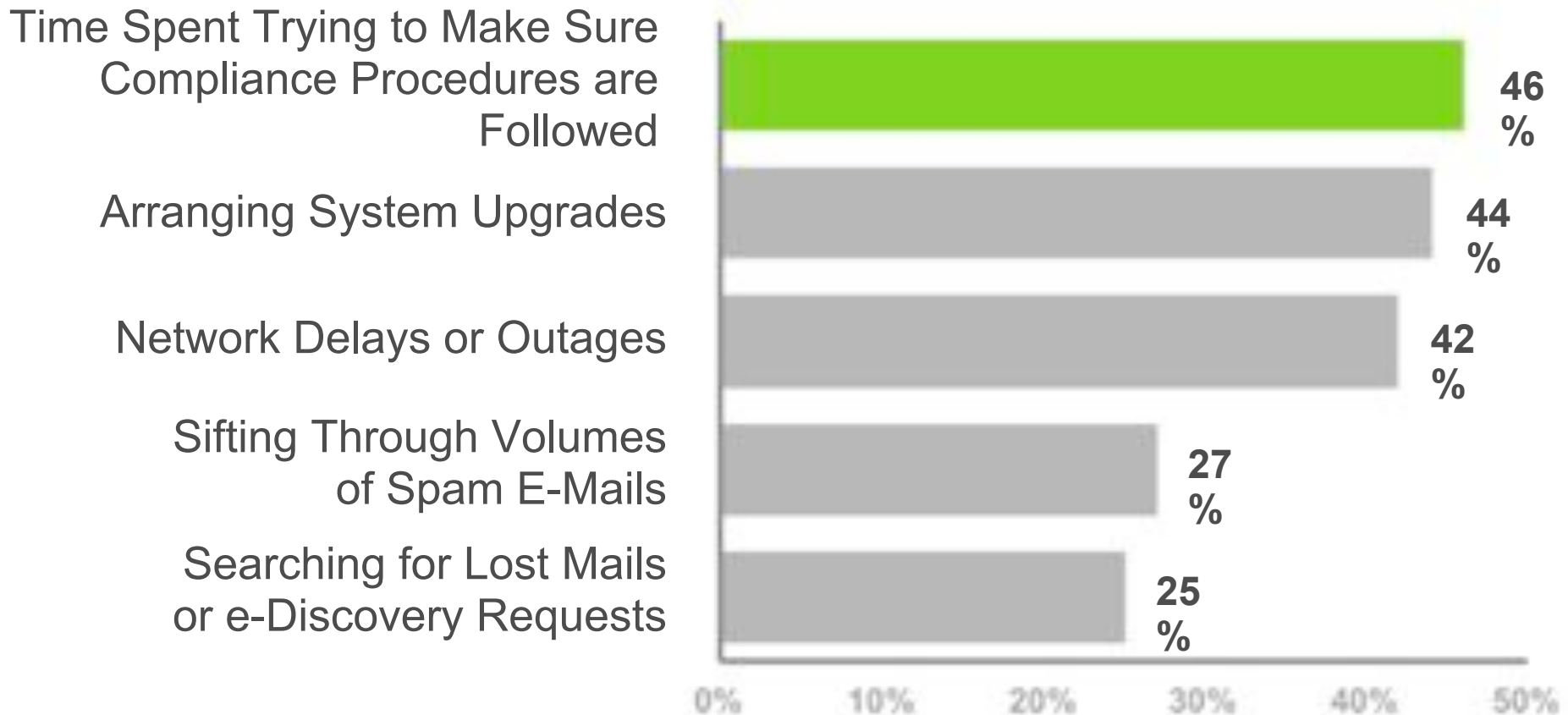
- Message integrity
 - Snapshot vs. complete capture
 - No end-user deletions/tampering
- Ability to set specific policies
 - Different retention periods
 - Litigation hold
 - Access controls
- Be ready for eDiscovery
 - Capability to search across archive
 - Easily export search results
- Produce audits and reports



These elements are often **required** to comply with regulations

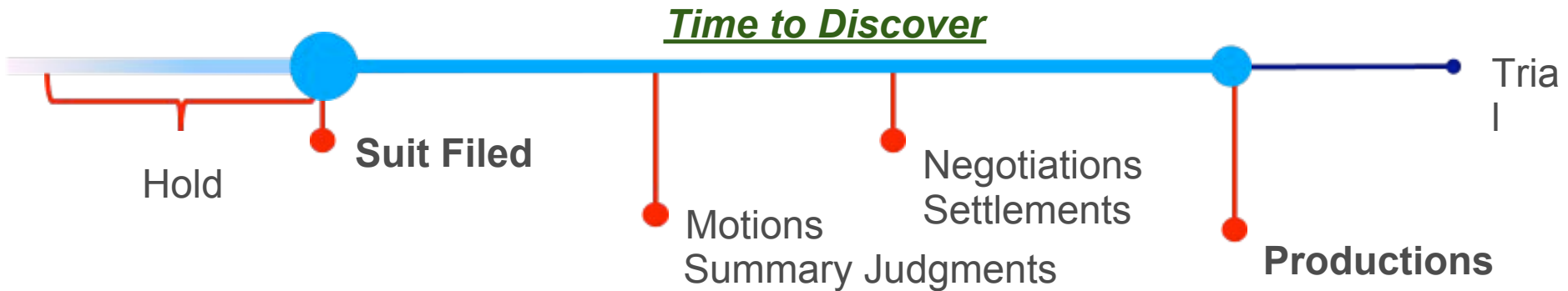
Legacy Approach Impacts IT Productivity

Top IT Productivity Challenges

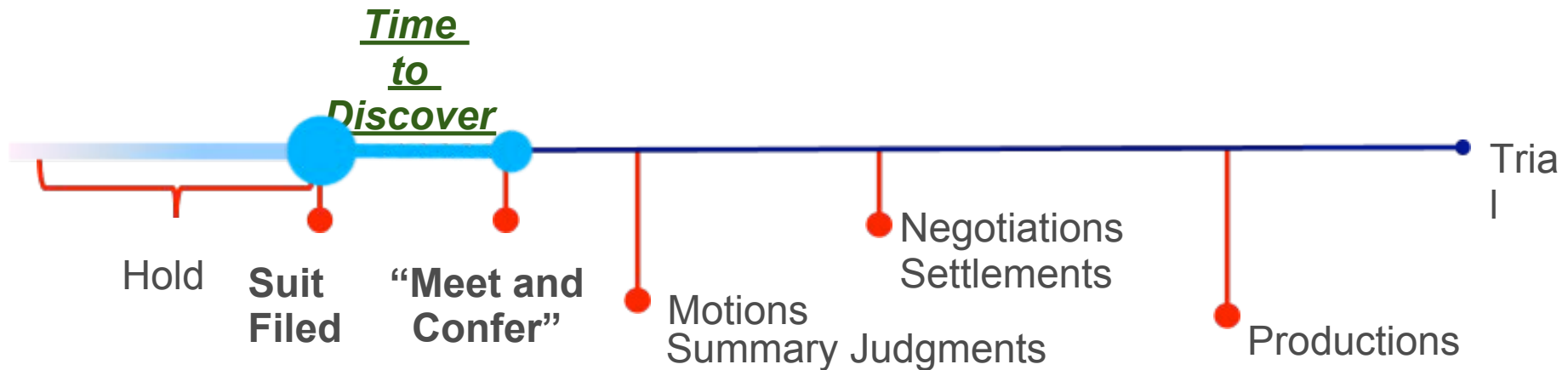


Federal Rules of Civil Procedures compresses discovery timeline

Pre Amendment E-Discovery Rules



December 1, 2006 Amendment E-Discovery Rules



Days and weeks vs. months and quarters to discover.

Full indexing and search

Date Range:

Start Date:

End Date:

Match All Words:

Match Any Words:

Exclude Words:

Subject:

File Name:

Mail Flow:

Sort By:

Has Attachments

Enter all or part of an email address to find email correspondence among specific participants.

From/To:

[Search from/to separately](#)

Manage Investigations

jumbo widgets

Welcome
compliance@jumboinc.com

Log Out | Help

Discovery Retention Reports

Investigations

Revise Search

Bill's Investigation
Save Search Results

SEARCH

- Email Search
- Advanced Search
- Email & IM
- Boolean

SAVED ITEMS

- Search Results
- Search Criteria
- Exported Messages

Enter a name and description for the saved results, and specify its retention period. Saved results are stored in Message Archiving. To access results that you save, click **Search Results** in the navigation panel.

Name:

Saved Results:

Description:

Retention: Specify how long to keep these messages from being purged from the archive:

- Not on hold (messages expire according to retention policy)
- Hold indefinitely
- Hold until specific date:

Export Results for Review

The screenshot displays the Jumbo Widgets interface. The top navigation bar includes 'Discovery', 'Retention', and 'Reports'. The 'Discovery' section is active, showing 'Investigations' and a 'Save Search' button. A modal dialog titled 'Export All Messages' is open, providing options for exporting search results. The dialog includes a 'Select Format' section with radio buttons for 'PST' (selected) and 'MBOX'. The 'Job Name' field contains 'Organizational Announcement'. There are empty fields for 'Passphrase (optional)' and 'Confirm Passphrase'. The 'Maximum File Size' is set to '1G'. 'Export' and 'Cancel' buttons are at the bottom of the dialog. The background shows a search results table with columns for 'Received' and 'Actions'.

Received	Actions
11:15 PM	[Export] [Refresh] [Close]
8:10 PM	[Export] [Refresh] [Close]



Getting Started



MEEC Member Agreements



- MEEC Signed Agreements - contracts are Attorney General- Signed for MEEC by Dr. William E. Kirwan, Chancellor, USM
 - Google Apps
 - Postini Services
- NEEDS for Google Apps
 - MEEC fully-executed Apps for Education Agreement
 - MEEC member consent
 - contact MEEC office
- NEEDS for Postini
 - MEEC executed Apps Security and Compliance Agreement
 - contact MEEC
 - Number of accounts needed (coverage selection sheet)
 - contact MEEC

Process / Contacts



Apps

- MEEC member will review Google Apps fully-executed contract and sign MEEC member consent form
- MEEC member will contact Google and send signed MEEC member consent form
- Google Apps
 - University
 - Stephen Fang - sfang@google.com, 650-253-5439
 - K-12
 - Becky Evans - beckyevans@google.com, 650-253-6934

Postini

- MEEC member will contact Google with # needed seats
 - Postini
 - Manosh Chakravorty - chakravorty@google.com, 917-577-9175



Thank you!

