



An Evaluation of Externally Hosted Mail for Students

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Current UQ Student System

Unix IMS System

- 60,000 student accounts
- IMS software on top of Sun V240Z servers, teir1 SAN, clustered across two datacentres.
- Servers at end of life.
- 1/3 students forward to external accounts
- Access via web, IMAP and POP
- 50MB quotas, 1.5TB disk

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History of Evaluations

2006 Q3: Options Paper: Compared Exchange, IMS, Livemail and Google

2007 Q1: Evaluation of Google Apps for Education (GAFE/Gmail) OK

2007 Q2 : Microsoft announces Livemail on .au domain

2007 Q3 : Evaluation of Livemail

2007 Q4 : Evaluation of Exchange Labs.

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Typical Features

➤ @uq address

➤ University branding

➤ Portal integration

➤ Advertising reprieve

➤ 5GIG+ quota,

➤ Mail, Calendar, with SPAM and Virus filtering,

➤ Local client access via POP & IMAP

➤ Other applications: IP voice communication, Instant Messaging, Text editing, Presentations, Spreadsheet etc

➤ E-mail for life (some data purging on old accounts)

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Distinguishing Features

- Not much between them
- Makes decision difficult
- Strategy consideration: Lock-in verses leveraging
- May not matter any how

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Policy Considerations

- Intellectual Property
- Indemnity
- Investigations
- SPAM & web advertising
- Control
- Support (both 24/7)
- Future Cost
- Dependence on external entity for business continuity. Students/Staff
- Archival Backup
- Traffic Cost: Both on-net?
- Student Acceptance

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Strategy Considerations

- Now have the opportunity to provide cheaper and more feature rich externally hosted accounts by trading some control.
- Collaboration: Diluted with forwarding.
- Student Trends: 100% of students have an account before University.
- Can supplement with official communications module.
- Easier to achieve e-mail-for-life for Alumni (for marketing)
- For staff mail. Business continuity (Archival backup issue). + performance.

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Broad Options

1. In House Service. Provide student mail on in-house systems
 - Cost & functionality issues
2. Single Hosted option
 - Lock in risk but can leverage through greater customisation.
3. Hosted with Multiple Vendors
 - Lower lock-in risk but less ability to add value by customising.
4. University Address + Forwarding Service
 - No lock in. No integration or deployment costs.

Examples

- Macquarie & Arizona University: Google only
- Virginia and Indiana Universities: Students choose between MS & Google
- Clemson University Choose between forwarding or using a hosted service..

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Questions or Comments?

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