

QUT's future Student Collaboration Services

Google Apps,
Microsoft Exchange Labs

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CRICOS No. 00213J

Why new E-mail and Collaboration service for students

Existing MiraPoint system near to end-of-life

- Do we refresh it or look else where?

Only provide email and light weight calendar

- Small quota (20Mb)
- About 1/3 of students forward their email

Exchange for staff as a key building block for future improved collaboration services

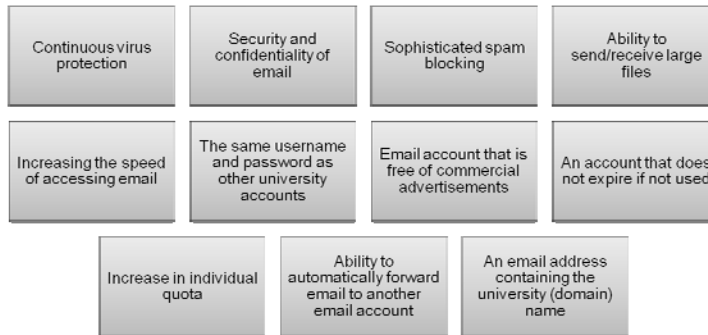


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What do the Students want

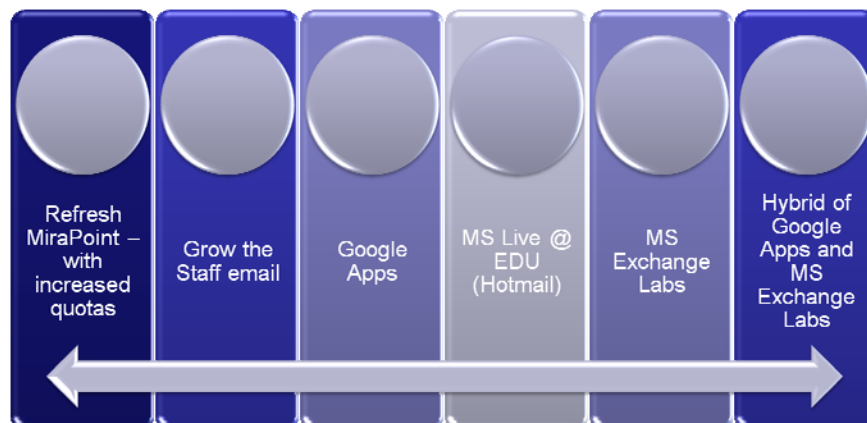
From a survey of QUT and Griffith Students conducted in 2007



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The options



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Trials at QUT

- 2 trials are underway involving students from 2 faculties, LAW and FIT
- LAW students offered Goggle Apps
- FIT students offered MS Exchange Labs
- Opt in by forwarding email
- Double Internet Quota as incentive
- Poor uptake due to timing
- Expecting increased uptake at start of next semester
- All feedback to date has been positive



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A quick comparison



Google Apps

- Email: 6+ Gig storage
 - Web
 - Imap
 - Pop
- Calender
- Contacts and Groups
- Docs
- Sites
- Instant Messaging
- Hand held device integration
- No advertising
- Multiple aliases
- Universities domain
- Admin Web site



MS Exchange Labs

- Email: 10 Gig storage (V2)
 - Web
 - Imap
 - Pop
 - Mapi (Outlook 2007)
- Calender
- Contacts and Groups
- SMS to / from mobiles
- Hand held device integration
- No advertising
- Multiple aliases (V2)
- Universities domain
- Admin Web site

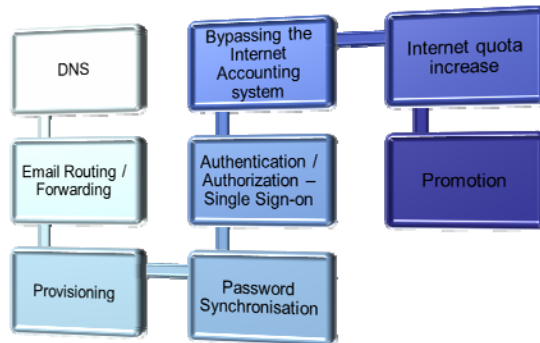


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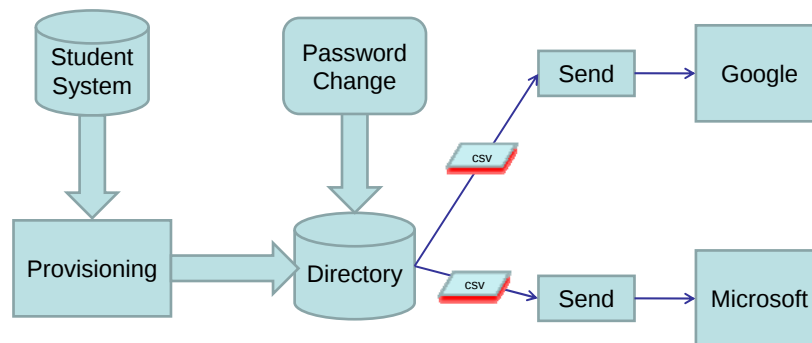
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Setting up the trials

Setting up Goggle Apps and MS Exchange Labs is relatively straight forward. Both trials where setup and fully provisioned within about a week. Started late April



Provisioning and Password Sync'ing

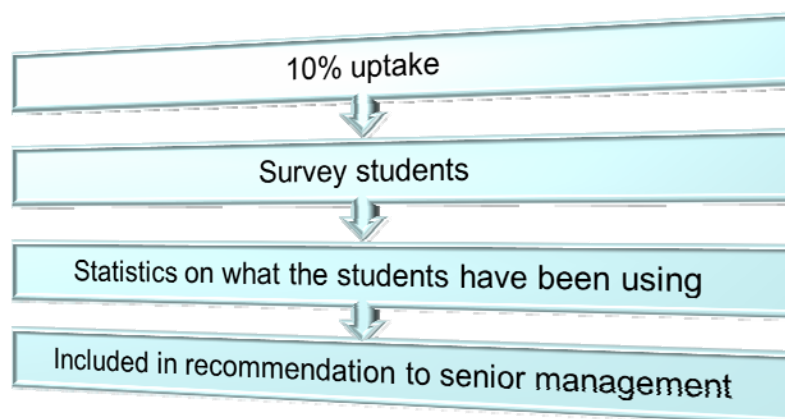


Single Sign-on

- SSO is available for both offerings
 - Google Apps is simple (SAMLv2)
 - Not so easy for Exchange Labs
 - WS Federation via Shibboleth v1.3 plug-in
- SSO only for Web content
- Same sign-on for client server applications
 - Chat, Imap, Pop, MAPI
 - Requires password synchronisation
 - Password strength policies



Getting feedback



Adding value

- Association with QUT reputation
- Single Sign-on
- Integration of other tools with business processes and systems
 - Calender – populated with relevant University dates
 - Instant messaging
 - Imbedding within student portal
- Groups
- Email for life



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A hybrid solution

- Sign up with both Google and Microsoft
- Let the students decide
- Let students forward to other service providers

Pros

- Provides an exit strategy
- Avoids religious wars

Cons

- More involved configuration
- More difficult to integration
- Increased Support



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The risks

- The legal stuff
 - Education Edition Agreement
 - Term of Use
 - Privacy statements
 - US Patriot Act
- Internet costs / speed / impact
- Security
 - Accessing students email
 - Passwords
- Illegal and inappropriate content
- Change in offerings / situation (Exit strategies)

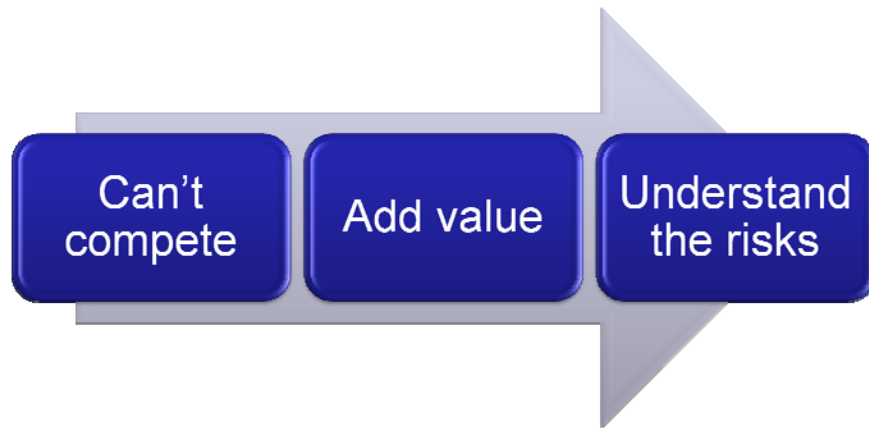


Where to from here

- Project manager appointed
- Finalize trails and collate feedback
- QUT Legal to review and report on legal stuff
- Recommendations developed and submitted by end August
- Decision from recommendations will determine next steps



Key Points



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Questions

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