

# Proposed Change to Email and Google Workspace Offerings

Town Hall Webinar  
February 15, 2023



UNIVERSITY OF MINNESOTA  
CROOKSTON



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TWIN CITIES

# Agenda

- Welcome
- Context
- Proposal overview
- Commonly asked questions



# Changes in the Environment

## Then

- Free email accounts were not widely available
- Unlimited data storage was provided by vendors at low or no cost
- Information security risks were less complex

## Now

- Personal email accounts are readily available at no charge
- Google no longer offers unlimited free storage
- Information security attacks are sophisticated, complex, and carry significant individual and institutional risk

# Stewardship & Management

University IT service teams regularly evaluate services

- Information security and compliance risk
- Redundancy
- Cost
- Mission-driven



# To Support and Advance the Mission



## Research

We seek new knowledge that can change how we all work and live. Students in all majors have the opportunity to participate in research alongside professors who are leaders in their fields.



## Education

We prepare students to meet the most complex challenges facing society today. Students engage with professors and fellow students from the very beginning, developing their strengths with beyond-the-classroom experiences.



## Outreach

We apply our expertise to meet the needs of Minnesota, our nation, and the world. We partner with communities across Minnesota to engage our students, faculty, and staff in addressing society's most pressing issues.

# Information Security, Data Privacy & Compliance

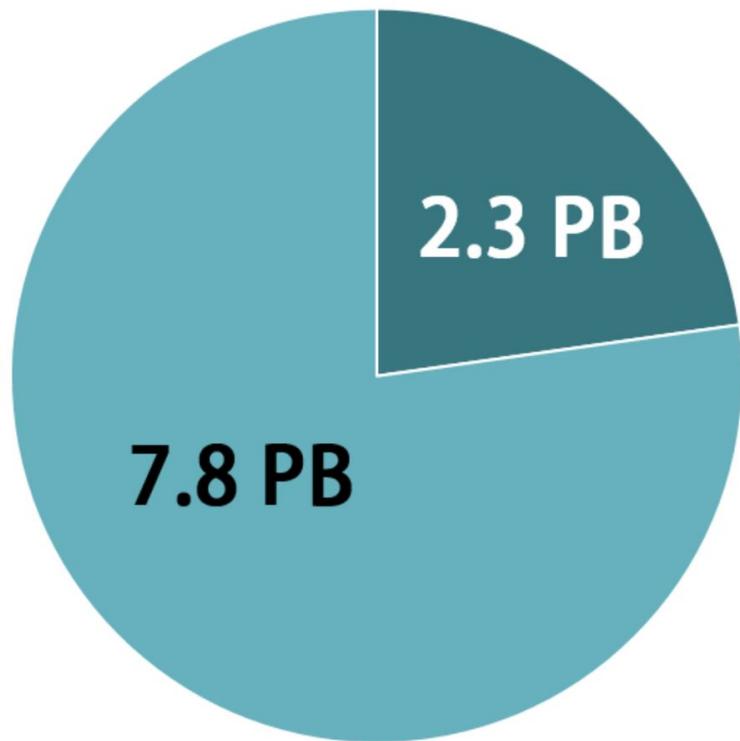
University IT and University Information Security are responsible to help protect

- Research data, intellectual property
- Staff and student private information and records
- Systems that support work and study
- Financial, human resources, and health data

# Cost

- In 2021, Google announced that it would no longer provide free unlimited storage
- Starting in 2025, UMN will be **charged \$150k for every petabyte** over Google's imposed limit of 3.5 PB
- UMN has 10.1 petabytes today
- If we did not add, move, or delete storage, estimated **cost for Google storage goes from \$0 to \$1.5 M annually.**

# Alumni & Retiree Data Stored in UMN Google Workspace



Almost one quarter of the total data stored in UMN Google Workspace is in alumni and retiree accounts.





# Our Approach

# Our Proposal

The University will continue to connect with alumni, donors, and retirees through their personal email addresses.

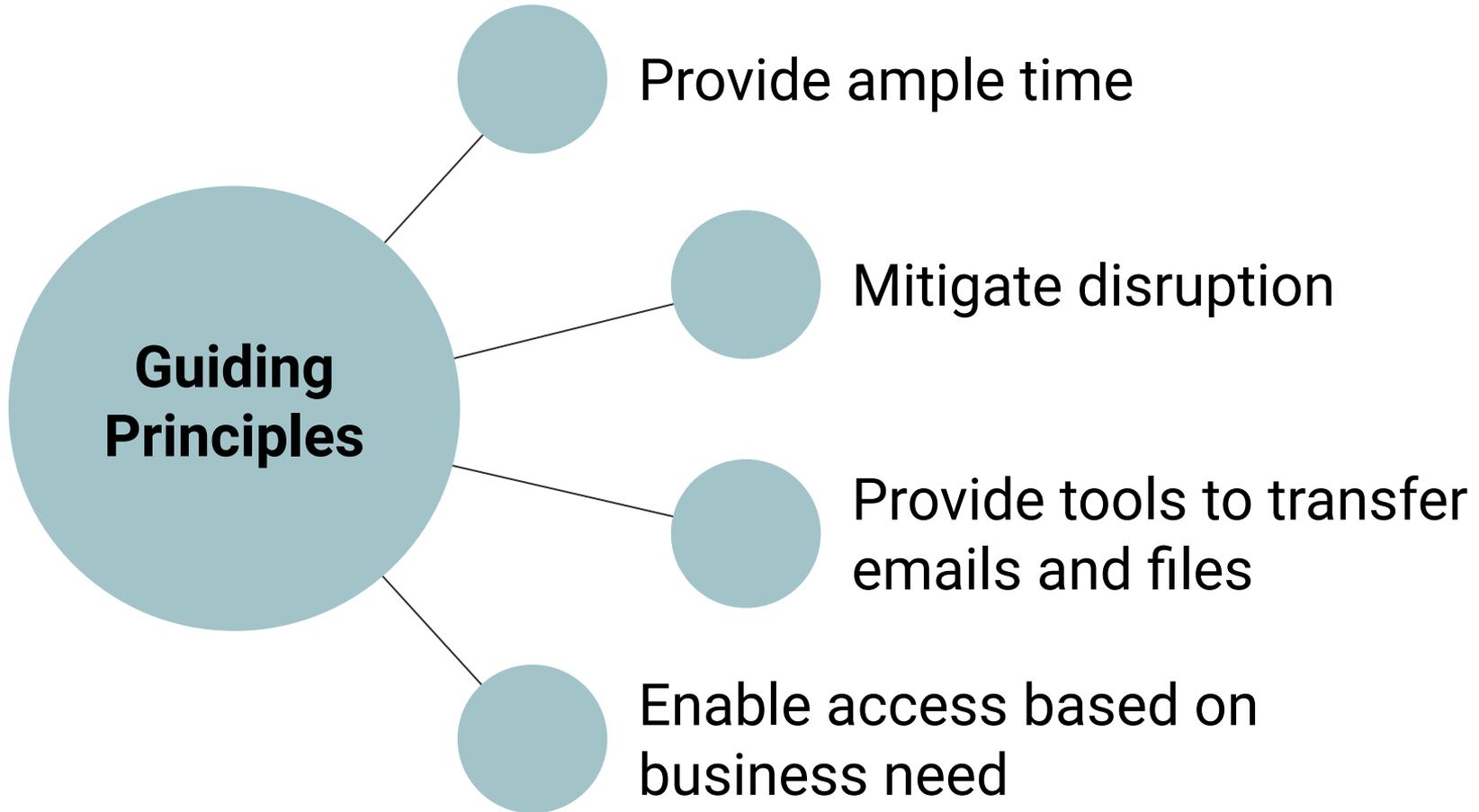
The University provides email services and Google Workspace access for people who directly support the University's mission.

- Enrolled as students
- Employed as faculty or staff
- Engaged in community outreach, research, education, fundraising, and other mission-supporting activities

# Information Security Requires Resources

- Licensing to monitor threats
- Data compliance
- Phishing attacks
- Account hijacking
- Duo Two-Factor Authentication





# Your UMN Account vs. Your Email

Your University Internet ID and password is your University account. It gives you access to systems.

## Sign In

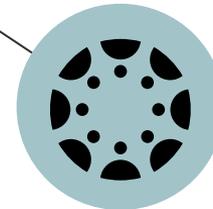
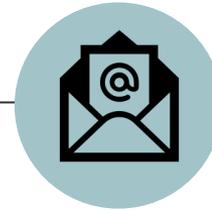
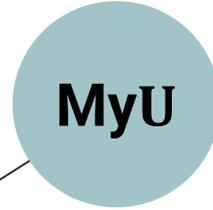
**INTERNET ID**

 [Forgot your Internet ID?](#)

**PASSWORD**

 [Forgot your password?](#)

**Sign In**



# Content & Access Affected by this Change: Google Email and Workspace

This proposed change will require people to transfer their personal Google Workspace files to a different account (or save them to their device), including:

- Email
- Google Docs, Slides, Sheets, Forms
- Any file types uploaded to Google Drive or Shared Drive, (e.g. jpgs, pngs, mp4s, Word Docs, PowerPoints, PDFs, CSVs, etc.)
- Google Sites
- Jamboards
- Calendar entries
- Photos
- YouTube videos

# Two Phases

1

Starting Spring 2023

- People newly departing the University
- Group 1: People graduating from an undergraduate program

2023 and forward

2

Starting in 2024

- People who departed the University before this initiative

2024 and back

# Phase 1, Group 1: Students Graduating in Spring 2023 with an Undergraduate Degree

- Timely communication
  - Notifications and reminders
- Minimize impact
  - Tools and support
- Analyzing what is the appropriate transition period
  - Proposed: Minimum of three months after graduation
- Foster continued connection
  - Easy to use way to collect an alternate (personal) email address for maintaining contact

# Phase 1, Additional Groups

OIT and partners across the University are continuing to do analysis to address complexities, feedback, and make adjustments to the phased approach as we continue.

Next groups include:

- People who newly graduate from graduate and professional programs
- People who newly retire

# Phase 2 Groups

People who departed the University before this initiative.

- Alumni (people who graduated with a degree)
- Collegiate fellows
- Retired faculty and staff
- Alumni Association members
- Some volunteers or other non-staff account holders

**Note:** Due to their continued contribution to the mission, emeritus faculty and University Retirees Association Members will retain their email accounts.



# Commonly Asked Questions

# We are Listening

The following use-cases were sent to [iam@umn.edu](mailto:iam@umn.edu) and are being analyzed to be appropriately addressed.

- International student documentation and access
- Published research referring to **@umn.edu** email address
- Access to research data after transitioning to a different university or business

# Commonly Asked Questions: More Info

## Question

Where can I find more information about the proposed changes?

## Answer

- Visit [z.umn.edu/email-changes](https://z.umn.edu/email-changes)

Questions and feedback can be submitted at any time to: [iam@umn.edu](mailto:iam@umn.edu)

# Commonly Asked Questions: Timing

## Question

What is the timeline for Phase One? And Phase Two?

## Answer

- **Phase One** will address people who newly depart the University. Analysis on impacts is underway, with the intention of changes for Group one (new graduates from undergraduate programs) to begin implementation Spring Semester 2023. The first group we are looking at is people who graduate with a degree from undergraduate programs Spring Semester 2023. Additional groups we will explore in Phase One include people who newly graduate with a degree from graduate and professional programs, and people who newly retire.
- **Phase Two** will circle back to address people who departed the University prior to 2024 whose Google Workspace accounts were not already deprovisioned in Phase One, projected to begin in the last quarter of calendar year 2024. Groups in this phase will include alumni, retirees, and others who have ended their active affiliation with the University of Minnesota prior to 2024.

Questions and feedback can be submitted at any time to: [iam@umn.edu](mailto:iam@umn.edu)

# Commonly Asked Questions: Communication

## Question

How will the constituent groups be notified?

## Answer

The project team is actively scheduling meetings with constituent groups and internal stakeholders to understand impacts. If you would like to request a meeting or submit a question please email the team.

When more details are known, we will communicate directly with people who will be impacted by this change via their University email address.

We are also working with constituent advocacy groups, including the Alumni Association, the Foundation, and University of Minnesota Retirees Association, who are updating their members as they deem appropriate.

Questions and feedback can be submitted at any time to: [iam@umn.edu](mailto:iam@umn.edu)

# Commonly Asked Questions: Communication

## Question

Why are we starting with the most recent grads?

## Answer

- **Departing employees were first**
- **The goal of the first phase is to address new departures** from the University, in order to stop adding to the population of accounts that the University manages for constituents no longer affiliated with the University.

**The goal of the second phase is to circle back to address accounts already being maintained by the University.**

Questions and feedback can be submitted at any time to: [iam@umn.edu](mailto:iam@umn.edu)

# Commonly Asked Questions: Account Retention

## Questions

- Could there be an option to maintain the Google account while limiting storage space and other services?
- Could there be an option to offer the Google account on a fee-for-service basis?
- Will there be an option for forwarding umn.edu email to a personal account?

## Answer

We are exploring these options and others, and will share information about the outcomes with people who may be impacted, well before any changes to accounts are made.

Questions and feedback can be submitted at any time to: [iam@umn.edu](mailto:iam@umn.edu)

# Commonly Asked Questions: How-To

## Question

How do people download / copy / transfer their content to another account and how much time will they have for doing this?

## Answer

Google provides tools to help you move your files to either another Google Account or to your local machine.

- [Google Takeout Transfer](#) (transfer your data to another Google account)
- [Google Takeout](#) (download your data to your local machine)

Questions and feedback can be submitted at any time to: [iam@umn.edu](mailto:iam@umn.edu)

# Commonly Asked Questions: Connection

## Question

Will I have the option to provide an alternate (personal) email address for continued contact with the University?

## Answer

We are working on a solution in which there will be easy way for people to enter their alternate (personal) emails. This will be in place before changes are made.

Questions and feedback can be submitted at any time to: [iam@umn.edu](mailto:iam@umn.edu)

# Commonly Asked Questions: Exceptions

## Question

Can I request an exception based on a qualified need? In what circumstances are exceptions likely to be granted?

## Answer

The exception process will be based on business need. We are exploring what exceptions may be needed and will share information about the outcomes with people who may be impacted well before any changes to accounts are made. We would encourage you to provide input into what exceptions may be needed by contacting us at [iam@umn.edu](mailto:iam@umn.edu)

Questions and feedback can be submitted at any time to: [iam@umn.edu](mailto:iam@umn.edu)

# Communication

- Ask a question
- Request a meeting
- Request a presentation
- Voice a concern

Questions and feedback can be submitted at any time to:

[iam@umn.edu](mailto:iam@umn.edu)



# Thank You

Questions and feedback can be submitted at any time to:

[iam@umn.edu](mailto:iam@umn.edu)