

Email Services for the Campus Community

Moderator: Stephen McAllister, Dartmouth

Panelists: Mary Corcoran, Boston College
Adam Preset, Univ. of Penn
Ellen Young, Dartmouth College



Mary Corcoran

- Associate Vice President
User and Support Services Information Technology Services
Boston College.
- Responsibilities include end user support services to faculty, staff and students covering: Help Desk, campus computer lab, local departmental support, research computing, computer security and policy, training and communications, classroom support and media technology services.
- Oversees a group that provides management for both capital and operating budgets, procurement, software licensing and human resources services to the CIO and entire department.
- Professional associations include membership in:
 - Educause
 - CIO group of the Association of Jesuit Colleges and Universities.
 - Tech Advisory Board for the New England Province of Jesuits.
 - Board member of the Catholic Foundation of the Archdiocese of Boston and is currently chair of the Marketing Committee.
 - NERCOMP Institutional Representative for Boston College.



Adam Preset

- IT Technical Director

Systems and Services in the Networking and Telecommunications

University of Pennsylvania

- Responsibilities include management and strategic planning of communication and collaboration services for 18,000 campus users; Running Microsoft Exchange 2007 since July 2007 and Zimbra since July 2008.
- Manages a technical staff of 15 full-time networking professionals to provide central network infrastructure and user services for data, voice, and video.
- Scheduled for November 2009 Educause presentation: “Implementing a Cost Effective and User Friendly Email, Calendaring and Collaboration System”

Ellen Young

- Manager
Consulting Services group
Dartmouth College.
- Member of Dartmouth's Cyber Security Initiative and the Incident Response Team.
- Responsibilities in the area of IT Security include user awareness initiatives for Dartmouth's students, faculty and staff; developing policies and procedures for the Consulting Services staff to use when responding to security incidents; and being part of the team that responds to security incidents.
- Lead participant in Dartmouth's review of email systems.
- Prior to coming to Dartmouth in 1998, she worked in a variety of IT positions for vertical market software companies.

Issues

- Privacy Concerns
- Authentication
- Password change policies
- Encryption and digital signatures
- Spam filtering and anti-malware
- Investigation requests
- Password change policies.
- Archiving tools

From Other Schools...

- Many schools: Google or Live.edu
- IMAP and POP used by all
- Reactions to Google's privacy statement vary widely
- Widespread faculty pushback
- Few password change policies
- Other features (google / live.edu) being picked up but not pushed. (Skydrive, google docs, google sites)

Some Other Questions

- How do you handle phishing attacks?
- What guidance or policies exist about the content of mail and enclosures?
- Have you tested/piloted/used encryption of email? PGP, sMIME
- Describe education strategies regarding email security.

Some more questions

- **Boston College:** What are faculty and student reactions to your new email forwarding system? What are the security concerns?
- **Dartmouth:** During the review process, there was a lack of faculty pushback. Thoughts on why so quiet?
- **U Penn:** Zimbra AND Exchange? Why use both? Why not support one system? Are there different security concerns - Zimbra vs. Exchange?