

E-mail Services for the Dartmouth Community

- Interesting Time for E-mail at Dartmouth
- Lots of changes – lots of varying opinions on the changes.

E-mail Situation Prior to This Spring

- BlitzMail – a homegrown system written 20+ years ago
- Macintosh version maintained by Dartmouth
- Windows version maintained by DHMC
- No updates (other than bug fixes) in past 5 years

Current Situation

- New President wanted senior officers on 2007 Exchange environment – that was done between May 15th and July 1st
- Everyone else still on BlitzMail
- Project that looked at outsourcing e-mail, calendaring, collaboration tools narrowed the field to Google and Microsoft (Live)
- Tested both on a variety of OS, browser and client applications

Five sub-groups participated in the evaluation

- Testing and Evaluation – tested functionality across OS, browser and client applications
- Technical – reviewed data migration, directory integration, addressing and interoperability
- Reference Checks – check with other schools about their experience with both vendors
- Communications – let the community know about the project status
- Privacy and Security – reviewed contracts, and privacy policies provided by vendors to identify security and privacy issues

Quickly Changing Landscape

- By the time the report was prepared it was out of date
- Both vendors quickly upgrading their products

Some Specific Items Tested

- Digitally signing messages
- Viewing digitally signed messages
- Sending encrypted messages
- Viewing encrypted messages
- User ability to delete messages, remove enclosures
- User controlled spam filtering
- Centrally controlled spam filtering
- Centrally controlled virus filtering
- Coordination of password changes between local directory and outsourced app

Privacy and Security Sub-group Findings

- Dartmouth's General Counsel staff did not have any issues with either vendor.
- Believe that the standard contract with either vendor could be modified to include FERPA protections.
- Both vendors retain mail as long as the user does not delete it
- Both products could use Postini for legal discovery process.
- Google stores mail in several different locations; MS in only one.
- Biggest issue would be cultural – need to address personal privacy concerns that people might have regarding having their e-mail stored off campus

Future Situation

- Senior Administration on Exchange
- Everyone else on an outsourced system – still negotiating contracts so no public announcement about selection yet.
- Plan is to convert to new system over next 12 to 18 months