

Case Google Mail

Planning for the move to Google Apps
(Email, Docs, Sites)

Service Comparison

Current CWRU Services

- Sun iPlanet – 200 MB
 - IMAP or POP
 - Outlook
 - Thunderbird
 - Web URL (mail.case.edu)
- Oracle Calendar – calendar

Google Apps Services

- Case Google Mail – 7.3 GB
 - IMAP or POP
 - Outlook
 - Thunderbird
 - Mac Mail
 - Web URL (webmail.case.edu)
- Google Docs and Spreadsheets
- Google Sites – Collaboration
- No decision yet on Calendar replacement

Timetable to Move to Google Mail

- 10,531 students moved to Google Mail
- Faculty, Staff, and Affiliates
 - Opt in now
 - New faculty and staff will be pre-provisioned starting this summer
 - Faculty and staff must be moved by 2/1/10
- Alumni - TBD

Case Google Mail

- Keep first.last@case.edu , abc123@case.edu, and any aliases
- No advertisements like a personal Gmail account
- Continue using Outlook, Thunderbird, or Mac Mail
 - Point to Google Apps server rather than iPlanet
 - Do It Yourself instructions on Case GA web page
- Web Access – go to <http://webmail.case.edu> rather than <http://mail.case.edu>

How do I move to CGM?

- Overview of service at Google Apps Home page:
<http://www.case.edu/its/services/GoogleApps.htm>
- Four Steps:
 1. Sign up at the Provisioning page: <https://its-services.case.edu/my-case-identity/google-apps/>
 2. Create Case Google Mail account:
<http://webmail.case.edu>
 3. Configure client settings (Outlook, Thunderbird, Mac Mail)
 4. Move files and folders (if needed)

How to get started

- Review your current settings – same/change?
 - IMAP, POP, webmail, handheld, other computers
 - Eudora, Thunderbird, Outlook, web interface
 - Latest updates or versions
- Detailed instructions at:
<http://www.case.edu/its/services/StudentInformation.html>
- Call Center/Walk in Centers will support users during and after move

Webmail View

Case Western Reserve University Mail - Inbox - pwg3@case.edu - Mozilla Firefox

File Edit View History Bookmarks Tools Help

https://mail.google.com/a/case.edu/?ui=2&AuthEventSource=SSO#inbox

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Search Mail Show search options Create a filter

Compose Mail

Inbox

Starred ☆

Chats

Sent Mail

Drafts

All Mail

Spam (39)

Trash

Contacts

Tasks

Chat

Search, add, or invite

- Peggy Watts Gup Crawford 423
- Dave Kovacic Work at Home
- Ed Rynes Working From Home
- John Sully
- Lev Gonick
- Sam Harmon

Archive Report spam Delete Move to Labels More actions Refresh 1 - 31 of 31

Select: All, None, Read, Unread, Starred, Unstarred

<input type="checkbox"/>	☆ Heidi McCormick	ISS/ITS/AR Mtg - Greetings: Tomorrow's meeting with be in the Alumni Relatio	9:42 am
<input type="checkbox"/>	☆ Debbie, Peggy (2)	Preparation work in advance of Telemetry Network device conversion - Let me h	9:39 am
<input type="checkbox"/>	☆ Case Problem Reporter	[problem-reports] Problem Report: Restored spam box is not forwarding mail cc	9:29 am
<input type="checkbox"/>	☆ Isaac Bagley	Ticket#HD0000002533473 - HD0000002374504 HD0000002527322 HD00000002	Feb 4
<input type="checkbox"/>	☆ Ly'Nette, Peggy (3)	RE: Meeting Minutes - I didn't see Ly'Nette's comments but here are mine - ve	Feb 4
<input type="checkbox"/>	☆ Jeffrey Gumpf	[new-tech-members] More on Google email groups - More from Google on ema	Feb 4
<input type="checkbox"/>	☆ Jeffrey Gumpf	[new-tech-members] New email list and other provisioning improvements in Go	Feb 4
<input type="checkbox"/>	☆ Case Daily	Case Daily-February 4, 2009 - Case Daily logo Local Couple Donates \$7.5 Mill	Feb 4
<input type="checkbox"/>	☆ rxg263	(no subject) - Case-Daily, Can you get the announcement below in CASE DAIL	Feb 4
<input type="checkbox"/>	☆ Linda Lazzaro	FY10 draft budget - document for discussion - As Colleen mentioned at the las	Feb 4
<input type="checkbox"/>	☆ Case Problem Reporter	[problem-reports] Scheduled Maintenance: CORE0 Fiber Repatching - Problerr	Feb 4
<input type="checkbox"/>	☆ FPB .. Kathleen .. (16)	RE: phone - Thanks, Peggy. From: Peggy Watts Gup [mailto:peggy.gup@cas]	Feb 4
<input type="checkbox"/>	☆ Jovon Jones	Meeting Minutes - Good Afternoon, Please see attached meeting minutes. Mal	Feb 4
<input type="checkbox"/>	☆ Case Problem Reporter	[problem-reports] Scheduled Maintenance: DCR: Relocate patches to Core swi	Feb 4
<input type="checkbox"/>	☆ rxg263	Can I get the DB1 server move for Saturday into CASE Daily for today or tomor	Feb 4
<input type="checkbox"/>	☆ Carrie Watkins	Pictures of Blake - From: membership@kodakgallery.com [mailto:membership	Feb 4
<input type="checkbox"/>	☆ Linda, Peggy (5)	Another GoogleApps 'issue' - Hi Peggy - I think I have additional info on Google	Feb 4
<input type="checkbox"/>	☆ Margaret Nelson	[Fwd: Reminder: Feb 12 is Password Day!] - FYI -- Margaret Nelson Director T	Feb 4

Transferring data from mail.google.com... mail.google.com wattsgup@gmail.com

Outlook View

The screenshot displays the Microsoft Outlook interface. The window title is "Inbox in Google Apps - Microsoft Outlook". The menu bar includes File, Edit, View, Go, Tools, Actions, and Help. The ribbon contains buttons for New, Reply, Reply to All, Forward, Follow Up, Send/Receive, and Search address books. A search box is present with the text "Type a question for help".

The left sidebar shows the "Mail" folder structure, including "Favorite Folders" (Inbox in Google Apps, Sent Items, Sent Items in Personal Folder) and "Mail Folders" (All Mail Items, Scripts/KB, Case Stats Ticket, Contract/RFP, RFP Respons, Misc. Folders, PINs, Reports, Resolver Groups, Telephone Office, PMO Projects, BaseCampHQ, Calendars/Web, Collaboration To, Communications, Completed, Computer Refres, Data Center Rem, Engineering Aw, Firewall Project, Google Apps, CIA, CTO Sessions, Faculty Staff, GA Alumni, GA Calendar, GA IMAP, GA Students, GAFYD Stats).

The main pane shows the "Inbox" folder with a search box and columns for From, Subject, Received, and Size. The email list is as follows:

Date: Today				
Heidi McCormick	ISS/ITS/AR Mtg	Thu 2/5/2009 9:42 AM	11 KB	
Peggy Watts Gup	RE: Preparation work in advance of Telemetry Network device conve...	Thu 2/5/2009 9:39 AM	12 KB	
Case Problem Reporter	[problem-reports] Problem Report: Restored spam box is not forwar...	Thu 2/5/2009 9:30 AM	4 KB	
Date: Yesterday				
Isaac Bagley	Ticket#HD0000002533473	Wed 2/4/2009 9:31 PM	4 KB	
Ly'Nette Cordaro	RE: Meeting Minutes	Wed 2/4/2009 8:04 PM	8 KB	
Jeffrey Gumpf	[new-tech-members] More on Google email groups	Wed 2/4/2009 5:19 PM	6 KB	
Jeffrey Gumpf	[new-tech-members] New email list and other provisioning improve...	Wed 2/4/2009 5:18 PM	6 KB	
Case Daily	Case Daily-February 4, 2009	Wed 2/4/2009 3:52 PM	20 KB	

The selected email is titled "ISS/ITS/AR Mtg" from Heidi McCormick [hxm29@case.edu]. The email content is:

Sent: Thu 2/5/2009 9:42 AM
To: 'Brian Rosen'; 'Tim Hays'; 'Ronald S Ryan'; 'David A. Kovacic'; 'Lana Kasunic'
Cc: 'Peggy Watts Gup'; 'Beth Jones'

Greetings:

Tomorrow's meeting will be in the Alumni Relations conference room on the second floor at 1:30 pm. We have three major topics to discuss:

- Google Apps for Alumni
- Customer Service for alumni wanting to activate Case Network IDs
- Wizard – iModules updating

Peggy Gup and Beth Jones will be joining us.

~~~~~  
Heidi A. McCormick  
Director, Alumni Relations

The status bar at the bottom shows "34 Items" and "Offline".

# Google Site

ITSPAC Charter and Current Membership (ITS Planning and Advisory Committee) - Mozilla Firefox

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https://sites.google.com/a/case.edu/its-planning-and-advisory-committee/

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**ITS Planning and Advisory Committee**  Search Site

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edited by Lora Veselsky  
edited by Thomas Siu
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## ITSPAC Charter and Current Membership

### Campus Information Technology Services Governance Charter

The Information Technology Services Planning and Advisory Committee (ITSPAC) will advise the Vice President for Information Technology Services and Chief Information Officer of the University on standards, policies and practices related to the selection, funding, deployment, management and assessment of information services used in support of campus-wide and school-based academic, research and administrative programs. The initial terms of reference for the ITSPAC will include, but not be limited to, the following 8 charter functions:

*Charter Functions of ITSPAC*

1. Setting strategic ITS directions and participation in the authoring of the second Case ITS Strategic Planning Framework 2007-2015.
2. Defining and supporting the maintenance of campus-wide and unit-specific ITS policies and procedures.
3. Assisting in the specification of a common technical architecture and standard operating environments on campus.
4. Supporting school and departments ITS budget requests.
5. Developing a detailed plan for managing ad/hoc, contingency and emergency requirements on campus.
6. Development and support for an integrated enterprise resource planning environment for administrative applications.
7. Instructional technology and academic computing needs focused on aligning Case investments in this area to academic initiatives.

Done sites.google.com wattsgup@gmail.com

# Google Docs

Google Docs - All items - Mozilla Firefox

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https://docs.google.com/a/case.edu/?tab=3o&AuthEventSource=SSO#all

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Search Docs [Show search options](#)

New Upload Share Move to Hide Delete Rename More actions

| Name                                                                                                              | Folders / Sharing                                          | Date           |
|-------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|----------------|
| TODAY                                                                                                             |                                                            |                |
| <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> DC Remediation: Server Migration Log   | Smo7, Wxc16, Dmm61, Dmw132, Tpw9, Jxo63, Rfw, Sdh7         | 2:42 am Dxm134 |
| EARLIER THIS WEEK                                                                                                 |                                                            |                |
| <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> training                               | Man27, John.morton, Rednedtugent, Pag10, me, Cpr, Jag,     | Feb 2 Bsc4     |
| <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> DC Remediation: CFD Server Migration I | Smo7, Wxc16, Dmm61, Dmw132, Jxo63, Rfw, Sdh7, Jms1         | Feb 2 Wlm6     |
| EARLIER THIS YEAR                                                                                                 |                                                            |                |
| <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> engineer matrix                        | Man27, Jan3, Dar5, Bsc4, Tey1, Jhm, Dak, me, Rxr3, Cpr     | Jan 21 Cpr     |
| <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> January 7 Shutdown Plan                | Man27, Wxc16, Dmm61, Jxo63, Rfw, Gml5, Smo7, Pag10,        | Jan 14 Cxl34   |
| OLDER                                                                                                             |                                                            |                |
| <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> How to Set Up an iPhone                | Dak, me                                                    | 11/24/08 me    |
| <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> ITSPAC September 21, 2007              | Lav, Bob.sopko, Margaret.nelson, Jig7, Lsg8, Sam.harmor    | 11/3/08 Dxd4   |
| <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Basket ideas:                          | Lav, Everyone                                              | 10/31/08 Lav   |
| <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> DB1 outage 16 oct 2008 After Action Re | Jan3, Jim.prince, Jrp14, Gml5, Pag10, Jhm, me, George.la   | 10/23/08 Jan3  |
| <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> MSASS Google Apps Training 101508      | me, Cxl34                                                  | 10/14/08 me    |
| <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> ITSPAC membership/subcommittees F      | Lav, Everyone, Lsg8, Mcn3, me, Lbn, Jag, Wls6, Mjk7, Tjs3  | 9/29/08 Wls6   |
| <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> cwru4 After Action                     | Cpr, Wxc16, Dmm61, Lsg8, Jxo63, Rfw, Pag10, Sdh7, Jms      | 9/9/08 Man27   |
| <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> IOS Upgrade After Action report        | Cpr, Jan3, Timothy.vanoss, Dar5, Brian.christian, Man27, F | 8/12/08 Cpr    |
| <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> TIS Sprint Phone List                  | Man27, Wxc16, Dmm61, Rfw, Sdh7, Jxo63, Jan3, Dik, Jsk      | 8/4/08 Jsk     |

Select: All 33, None

Showing items 1-33 of 33

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# Issues

- Security and Privacy
- Retention of old emails
- Support
- PDA compatibility
- Other issues?
- Questions?