iTEE Global Email & Filesharing Upgrade

Staff Meeting Presentation

September 5 2023

What

- Upgrade iTEE Global email (Roundcube / iPage)
  - Including email, contacts, calendar
- Upgrade iTEE Global filesharing (Nextcloud)

Why

- iPage email service is unreliable
  - Frequent temporary blocks due to spam blacklisting
  - Some permanent blocks (Comcast, outlook.com)
- Roundcube has functional limitations
  - Email storage space is limited, cleanup tools not intuitive
  - Users cannot reset own passwords
  - No ability to share distribution lists, contacts, calendars
  - No integration with file-sharing capabilities
- Nextcloud is confusing for users, therefore limited usage

Alternatives considered

- Do nothing (stay with Roundcube / Nextcloud)
- Google Gmail / Drive
- MS Outlook / Sharepoint
- Proton Mail / Drive
- Self-hosting email / Nextcloud
  - rejected due to technical expertise required
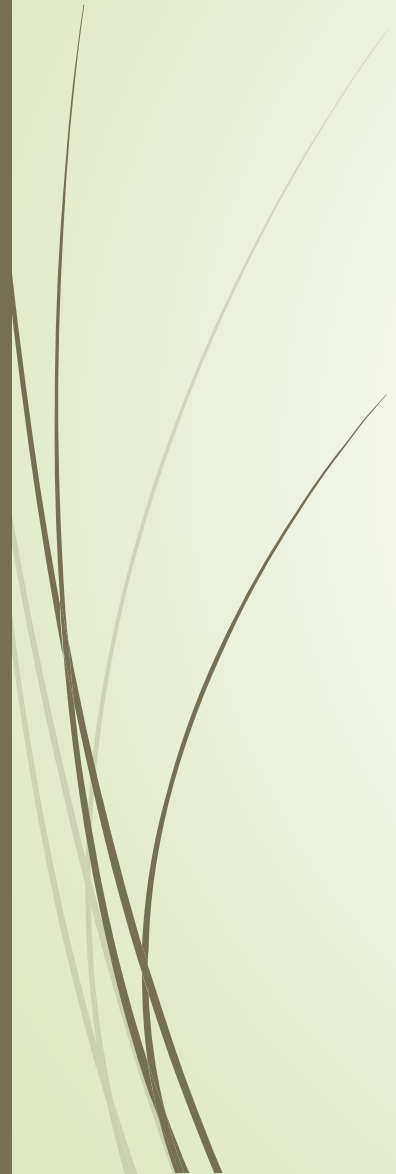
Recommendation

- MS Office 360 Business Basic
  - Includes: email, file storage (Onedrive / Sharepoint), Office apps (online-only), TEAMS
  - Available via donation at no cost for up to 300 staff
  - Fixes functional limitations of Roundcube
- Retain domain names (iteeg.org, itee.university, …)
- Limited migration
  - Email migration as needed
  - No migration of contacts or calendar items
- User interface
  - Web interface
  - Outlook clients for: Windows, Mac, Android, iOS

Steps

- ☑ Establish contract for services
- ☑ Test with email with small group of users
- ➡ Test migration process
- ➡ Develop user training for new email and migration
- ➡ Clean up mailboxes
- ➡ Deliver email user training, create IDs
- ➡ Cutover email services (target: Sept-Oct)
  - ➡ Some smaller domains, then iteeg.org
  - ➡ Migrate mailboxes as required
- ➡ Cutover filesharing service (target: 1Q24)

Questions?

Backups

Alternative analysis

Requirements	Details	Wt	Sc	Wt Sc	Roundcube	Sc	Wt Sc	Google Suite	Sc	Wt Sc	MS Office 360	Sc	Wt Sc	Proton
Maximize reliability	Maximum reliability of email delivery	10	5	50	Regular email delivery issues	10	100		10	100		5	50	User reports indicate delivery problems
Total cost of ownership (TCO)	Minimum full-life-cycle costs (initial and ongoing)	9	7	63	3-year TCO estimate: $3K	10	90	3-year TCO estimate: $18K. Or 0 if using donated services	10	90	3-year TCO estimate: $15K, or 0 if using donated services	5	45	3-year TCO estimate: $18.75K*
Maximize file-sharing	Include or integrate with file-sharing capabilities	8	0	0		10	80	Google Drive bundling with Gsuite	10	80	Onedrive / Sharepoint bundling with Business Basic.	3	24	Proton Drive in beta
Maximize ease of use	Maximum ease of use for basic functions	7	5	35		10	70		8	56		7	49	
Maximize email functionality	Maximum range of basic email functions available (compose, receive, read, format, attach files, embed graphics and links, archiving / deleting by criteria, use of email clients, etc.)	6	8	48		10	60		10	60		8	48	
Support for single-signon capability	Supports or includes SSO capability that can integrate email, Moodle, websites, file-sharing	5	0	0		8	40	Google SSO	10	50	MS Active Directory	4	20	Possible 3rd-party tools
Maximize storage space	Maximum storage space available for email (and file sharing, if integrated)	5	3	15	500 MB available for email	10	50	Unlimited email space, large Drive spaces	8	40	50G email space, 1TB Onedrive or Sharepoint	5	25	5gb per user for email
Minimize migration impact on staff	Minimize staff effort and disruption to migrate email files and functions	4	10	40		8	32	Most already familiar / using Gmail	6	24	Many familiar / using MS	3	12	Unfamiliar interface
Minimize vendor risk	Minimize risk of vendor usage restrictions	4	10	40	Unlikely any restrictons	0	0	Likely vendor surveillance, potential for future restrictions	5	20	Potential for future restrictions	10	40	No risk of restrictions
Maximize sharing of email functions	Maximum support of shared calendars, distribution lists, to-do lists, contact lists	3	0	0		10	30		10	30		5	15	
Maximize interoperability	Maximum support of import / export of distribution lists in useful formats	2	0	0		10	20		10	20		5	10	
Total score:				**291**			**572**			**570**			**338**	

Test Results

	Web	Windows	Android	Mac	iOS	Linux
Mail delivery	able to send emails to / from Gmail, Roundcube and Outlook with attachments, formatted text and embedded images					
Client	Limited, like Roundcube	Good	Limited, like other mail apps	??	Limited, like other mail apps	Some options: Prospect Mail, Tbird
Email mgmt	Limited	Extensive - archives, rules, cleanup	Limited	??	Limited	??
Archiving	Limited	Good	N/A	??	N/A	??
Contacts	Good	Good	Limited	??	Limited	??
Shared contacts	N/A	Good	N/A	??	N/A	??
Calendar	Good	Good	Limited	??	Limited	??
Shared calendars	Good	Good	N/A	??	N/A	??
Migration tools	N/A	Good for email	N/A	??	N/A	??