

# Google Migration Implementation Plan/Schedule

## Introduction

In May of 2011, Lewis & Clark College finalized the contract with Google to migrate our email<sup>1</sup>, calendaring<sup>2</sup>, and non-LiveWhale web services to the Google Apps for Education suite. The target date for full migration is December 21<sup>st</sup>, 2012. The work will involve migrating 10,901 email accounts, 5,260 listservs, 558 calendar accounts, and approximately 700 sites.

This document outlines the implementation process and schedule.

The implementation is divided into five phases:

1. Planning/preparation (September 13<sup>th</sup> – November 4<sup>th</sup>, 2011)
2. Pilot project for IT/Google Ambassadors and marketing for full migration (November 4<sup>th</sup>, 2011 – January 6<sup>th</sup>, 2012)
3. Migration of email accounts and listservs (January 3<sup>rd</sup>, 2012 – May 7<sup>th</sup>, 2012)
4. Migration of calendar accounts (January 3<sup>rd</sup> – May 25<sup>th</sup>, 2012)
5. Migration of non-LiveWhale (tilde<sup>3</sup>) sites (April 9<sup>th</sup> – December 21<sup>st</sup>, 2012)

End user training will be provided throughout the implementation process. Specific calendaring needs will be addressed in departmental meetings, with tailored process plans developed for departments with special concerns.

## Project team

Elizabeth Young, Consultant	Project Lead
Chris Stevens, Dir. of Network/Telecom Services	Technical Lead
Wayne Ohmer, Database Admin.	Migration Lead
Kelly Wainwright, Dir. of Client Services	Planning, Marketing & Training Committee
Julio Appling, Consultant	Marketing/Branding Lead
Miranda Carney-Morris, Consultant	Training Lead
Justin Counts, Consultant	Marketing Graphic Design
Maia Penchansky, Technical Support Coordinator	Marketing Layout

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1. The current contract with Cisco IronPort, our email security system, expires May 31<sup>st</sup>, 2012.
  2. The support contract with MeetingMaker expired at the end of last year.
  3. Tilde sites refer to any independently run site currently housed on our legacy website, so called because the web address begins with legacy.lclark.edu/~  
New Media has set a target date of October for the cessation of the majority of non-tilde legacy sites, with the other non-tilde sites being phased out between May and June of 2012.

## Phase I: Planning/preparation

### Tasks for this Phase

- Develop scheme for creating user accounts
- Set up test domain account
- Test provisioning on test account
- Test Google Apps product suite
- Test DNS resolution from all network locations to Google Apps
- Test ICMP connectivity from all network locations to Google Apps
- Test TCP/UDP reliability from all locations to Google Apps
- Open firewalls to Google Apps ports
- Develop scheme for importing/creating passwords
- Develop scheme for data migration
- Develop scheme for mail architecture & delivery
- Set tentative Go Live dates
- Develop scheme for marketing
- Develop scheme for training
- Enable contact sharing
- Confirm Go Live dates
- Determine ownership
- Decide user groups/services
- Choose name for email service & collaboration suite
- Customize/upload logo
- Customize login page
- Customize support contact information
- Create informational flyers and posters
- Informational website
- Client Services training/certification
- Customize documentation
- Modify provisioning methods
- Modify migration strategies
- Confirm mail architecture plans
- Email blast for existing @lclark.edu Google accounts
- Create Google accounts for all L&C users

### Timeline

Start Date	End Date	Task	Responsible
6/1/11	9/9/11	Develop scheme for creating user accounts	Ohmer
6/1/11	9/9/11	Set up test domain account	Stevens
6/1/11	9/9/11	Test provisioning on test account	Stevens
6/1/11	9/9/11	Test Google Apps product suite	Stevens/ Ohmer
6/1/11	9/9/11	Test DNS resolution from all network locations to Google Apps	Stevens
6/1/11	9/9/11	Test ICMP connectivity from all network locations to Google Apps	Stevens
6/1/11	9/9/11	Test TCP/UDP reliability from all locations to Google Apps	Stevens
6/1/11	9/9/11	Open firewalls to Google Apps ports	Stevens

6/1/11	9/23/11	Develop scheme for importing/creating passwords	Ohmer/Stevens
6/1/11	9/23/11	Develop scheme for data migration <sup>1</sup>	Ohmer/Stevens
6/1/11	9/23/11	Develop scheme for mail architecture & delivery	Ohmer/Stevens
8/24/11	9/9/11	Set tentative Go Live dates	Young
8/24/11	9/13/11	Develop scheme for marketing	Young/Appling
8/24/11	9/19/11	Develop scheme for training	Young/Carney-Morris
8/24/11	10/21/11	Enable contact sharing	Ohmer
9/9/11	9/23/11	Confirm Go Live dates	Young/Stevens/Ohmer/ Wainwright
9/13/11	9/23/11	Determine ownership	Young
9/13/11	9/23/11	Decide user groups/services <sup>2</sup>	Young/Stevens/Ohmer/ Wainwright
9/13/11	9/28/11	Choose name for email service & collaboration suite	Appling
9/13/11	10/6/11	Customize/upload logo	Appling/Counts
9/13/11	10/7/11	Customize login page	Ohmer/Appling
9/13/11	10/7/11	Customize support contact information	Carney-Morris
9/13/11	10/21/11	Create informational flyers & posters	Penchansky/Counts/ Wainwright
9/13/11	11/4/11	Informational website <sup>3</sup>	Appling
9/19/11	10/31/11	Client Services training/certification <sup>4</sup>	Carney-Morris/Appling/ Young/Wainwright
9/19/11	11/4/11	Customize documentation <sup>5</sup>	Carney-Morris/Appling/ Young/Wainwright
9/23/11	11/4/11	Modify provisioning methods	Stevens/Ohmer
9/23/11	11/4/11	Modify migration strategies	Ohmer
9/23/11	11/4/11	Confirm mail architecture plans	Stevens/Ohmer
10/14/11	10/14/11	Email blast for existing @lclark.edu Google accounts <sup>6</sup>	Wainwright
10/31/11	11/4/11	Create Google accounts for all L&C users	Ohmer

#### <sup>1</sup>Develop scheme for data migration

Wayne Ohmer, Database Administrator, and Chris Stevens, Director of Network/Telecommunications Services, are responsible for this task.

The two options for data migration include an opt-in period to allow users to migrate voluntarily, terminating in a non-voluntary migration for those who have not yet migrated, or a single massive migration of all email accounts on one day.

The culture of the L&C community leads us to favor the opt-in option, if possible.

#### <sup>2</sup>Decide user groups/services

Google Apps for Education provide for the option of including several applications for all users, or to include different access for different groups, such as Faculty, Staff, Students and Alumni. The primary applications are Mail, Calendar, Docs (Cloud-based word processing, spreadsheets, presentation, drawing and file storage), Groups, and Sites. Optional applications not included in our support agreement, but available for association with our domain include such popular Google products as Blogger, Maps, YouTube, Earth, and many others.

### **<sup>3</sup>Informational website**

This is to provide information about the Google Migration and the included apps to the Lewis & Clark community, and will provide links to customized documentation as well as an FAQ page. While the ultimate responsibility lies with Julio Appling, he will be receiving assistance from Miranda Carney-Morris and Elizabeth Young as needed.

### **<sup>4</sup>Client Services training/certification**

Google offers a six-part online training course in their Apps for Education suite, including modules in Apps Overview, Mail, Calendar, Docs, Sites, and Other Tools. They also offer a Certified Trainer qualification exam, allowing for an official “stamp of approval” from Google and granting access to additional marketing support and training opportunities. This allows for the Client Services group to offer more in-depth training to the L&C community, including specific academic usage of the Google App suite.

### **<sup>5</sup>Customize documentation**

Google provides a great deal of documentation for new users of their App suite. The intention is to sift through their documentation and customize it for the L&C community. The group will also create some documentation specific to the migration of existing accounts.

### **<sup>6</sup>Email blast for existing @lclark.edu Google accounts**

Some members of the campus community have created Google accounts using their @lclark.edu logins; these cannot be migrated to the Google Apps domain. When a new account is created for these users in the lclark Google domain they will receive an email from Google informing them that they have to rename their Google account. This email blast to the community will let them know to expect this email from Google, explain the reasons behind it, and assure them that the email is legitimate and not a Phishing email.

## Phase II: Pilot project for IT & Google Ambassadors and marketing for full migration

To test the efficacy of the migration plan and documentation, there will be a two-part pilot project of the App suite. The first part will involve the IT Department (including student employees) and liaisons from the Grad and Law Schools. A second pilot group will involve departmental secretaries and resident assistants who will serve as Google Ambassadors during the actual implementation period.

This phase will also include a marketing campaign aimed toward the L&C community, offering information as well as support for the upcoming full migration. Articles for The Source will be aimed at faculty and staff readership, while articles for the PioLog will be targeted toward the student community.

### Tasks for this phase:

- IT staff informational email
- PioLog article
- Email blast to campus announcing migration
- Test pilot IT
- Help Desk training
- IT Dept. brown bag training series
- First news item for IT website, social media outlets and The Source
- PioLog advertisement
- Email targeted Google Ambassadors
- Test pilot Google Ambassadors
- Google Moodle site
- Faculty Technology Showcase
- Administrator informational campaign
- Signature files
- Second news item for IT website, social media outlets and The Source
- Google training calendar
- Events calendar/digital signage

### Timeline

Start Date	End Date	Task	Responsible
11/4/11	11/4/11	IT staff informational email	Young
11/4/11	11/11/11	PioLog article	Penchansky/Young
11/7/11	11/7/11	Email blast to campus announcing migration	Wainwright
11/7/11	11/23/11	Test pilot IT Department	Ohmer/Young
11/7/11	12/9/11	Help Desk training	Young
11/7/11	12/16/11	IT Dept. brown bag training series <sup>1</sup>	Carney-Morris/Wainwright/ Appling/Young
11/8/11	11/8/11	News item for IT website, social media outlets and The Source <sup>2</sup>	Appling
11/12/11	11/18/11	PioLog advertisement	Penchansky/Counts
11/18/11	11/18/11	Email targeted Google Ambassadors	Wainwright
11/28/11	1/6/12	Test pilot Google Ambassadors	Ohmer/Young
11/1/11	12/16/11	Google Moodle Site <sup>3</sup>	Carney-Morris
12/1/11	12/1/11	Faculty Technology Showcase <sup>4</sup>	Appling
12/1/11	12/22/11	Administrator informational campaign	Wainwright/Young
12/1/11	1/6/12	Signature files <sup>5</sup>	Carney-Morris

12/7/11	12/7/11	News item for IT website, social media outlets and The Source <sup>6</sup>	Appling
12/12/11	1/6/12	Google training calendar <sup>7</sup>	Carney-Morris
1/3/12	1/6/12	Events calendar/digital signage	Appling

### <sup>1</sup>IT Department brown bag training series

The training committee will offer a series of training opportunities for the IT staff about certain aspects of the Apps suite. This will then serve as a pilot for the training to be offered to the community at large during the migration.

### <sup>2</sup>News item for IT website, social media outlets and The Source

The first news item will announce the adoption of Google Apps for Education, focusing on the migration of email accounts and will provide links to the informational website. This information will be replicated for the November 11<sup>th</sup> PioLog article.

### <sup>3</sup>Google Moodle site

The Training Committee will create a site within Moodle, the Learning Management System in use at the college, with links to the informational site as well as Q&A forums that will be moderated by the Client Services Consultants. It will be available during the Pilot Programs for participants and formalized by mid-December for use by the general L&C Community.

### <sup>4</sup>Faculty Technology Showcase

This annual event will include Faculty who are currently using Google Apps on their own for instructional purposes in order to encourage adoption for other curricular uses.

### <sup>5</sup>Signature files

Miranda Carney-Morris will generate a Signature File for IT staff to include in emails to L&C community members, announcing and encouraging the opt-in to Google.

### <sup>6</sup>News item for IT website, social media outlets and The Source

The second news item will provide further resources and remind people of the upcoming migration. It will also feature some of the information gleaned from the Pilot Projects and information about the Google Ambassadors for the various areas.

### <sup>7</sup>Google training calendar

A training calendar will be created outlining the Google-specific training options available during the migration period. This will serve in addition to the full training schedule on the IT web site, focusing solely on the Google training.

### Phase III: Migration of email accounts and listservs

The current plan as of September 23<sup>rd</sup> is to have an extended opt-in period throughout the Spring Semester, allowing the Lewis & Clark community to transfer their mail at the most convenient time for them. All accounts not already migrated will be transferred automatically on May 7<sup>th</sup>, 2012. New employee or student accounts will be created within Google with no migration necessary starting in November of 2011.

Desktop email clients, such as Thunderbird, will have to have their account settings changed, either by the end user or by appointment with an IT staff member. Mail folders will be transferred in one of four ways, at the end user's discretion: they can drag and drop the folders from the old account in Thunderbird to the new account, download a client to do it for them (PC only), set an appointment with an IT staff member to assist them with the transfer, or IT can do it for them, with the caveat that there will be no human interaction to verify that all files and folders are transferred, and that it will take up to one business day from the time of request to complete the transfer. New emails will be immediately routed to the Google account once the end user has opted to migrate.

Listservs will be replaced with Google Groups, rendering the current Majordomo service obsolete. Automatically generated class lists will now be generated in Google, and Wayne Ohmer will manually migrate the Majordomo generated lists.

#### Tasks for this phase:

- Spring IT newsletter article(s)
- Migrate listservs
- News item for IT website, social media outlets and The Source
- Email blast
- Set up monitoring tools
- Information table
- Migration party
- Events calendar/digital signage
- Opt-in period
- Signature files
- PioLog article
- Spring training
- Google Mornings
- PioLog advertisements
- Staff Development Days
- Email blast
- News item for IT website, social media outlets and The Source
- All users migrated for Mail & Docs
- Complete provisioning
- Change DNS over to Google

#### Timeline

Start Date	End Date	Task	Responsible
1/3/12	1/13/12	Spring IT newsletter article(s)	Carney-Morris/Appling
1/3/12	1/31/12	Migrate listservs	Ohmer
1/4/12	1/6/12	News item for IT website, social media outlets and The Source	Appling
1/6/12	1/6/12	Email blast	Wainwright

1/9/12	1/9/12	Set up monitoring tools	Stevens
1/9/12	1/17/12	Information table <sup>1</sup>	Carney-Morris
1/9/12	1/17/12	Migration party <sup>2</sup>	Young
1/9/12	1/17/12	Events calendar/digital signage	Appling
1/9/12	5/7/12	Opt-in period	Ohmer
1/9/12	5/7/12	Signature files	Carney-Morris
1/13/12	1/27/12	PioLog article	Penchansky/Young
1/19/12	5/7/12	Spring training <sup>3</sup>	Appling/Carney-Morris/ Wainwright/Young
1/20/12	4/27/12	Google Mornings <sup>4</sup>	Carney-Morris/Wainwright/ Appling/Young
2/3/12	4/20/12	PioLog advertisements	Penchansky/Counts
2/28/12	3/1/12	Staff Development Days <sup>5</sup>	Young/Wainwright/ Carney-Morris/Appling
5/1/12	5/1/12	Email blast	Wainwright
5/1/12	5/1/12	News item for IT website, social media outlets and The Source	Appling
5/7/12	5/7/12	All users migrated for Mail & Docs	Ohmer
5/7/12	5/7/12	Complete provisioning	Stevens
5/7/12	5/7/12	Change DNS over to Google	Stevens

#### <sup>1</sup>Information table

Information tables will be set up on all three campuses for the migration, at the beginning of the semester for each campus. A Consultant and/or Google Ambassador will be present to answer questions about the migration and to offer immediate assistance for issues that arise.

#### <sup>2</sup>Migration party

A series of Migration Parties will be thrown across the three campuses to encourage early adoption during the opt-in period. There will be door prizes, kiosks for transfer as well as some fun activities based on the Google App suite.

#### <sup>3</sup>Spring training

During the regularly scheduled Spring Semester training, the Client Services staff will provide some in-depth classes regarding the App suite, meant to supplement the more task-oriented Google Mornings. These classes will also be offered during the Summer Training, to provide opportunities for late adopters.

#### <sup>4</sup>Google Mornings

The training committee will offer a series of training opportunities for the L&C community about the Apps suite, focusing primarily on specific aspects or tasks. These sessions will last approximately 45 minutes and will be offered in person (with some breakfast pastries provided) or via a webinar for the convenience of student/staff/faculty schedules.

#### <sup>5</sup>Staff Development Days

This annual event will offer multiple workshops in the Google Apps suite. These workshops will be re-purposed for faculty for the Faculty Technology Institute in mid-May.



## Phase IV: Migration of calendar accounts

The current users of our calendaring system, Meeting Maker, are primarily staff, with some scattered faculty and student employees or interns. In order to keep the transition as simple as possible, the decision was made to transfer all calendar data on one day. This should keep staff from having to maintain two separate calendars during the transition. The planning committee has also chosen a date in late May in order to avoid some of the busier meeting times of the year as much as possible. Users will have to manually export their data from Meeting Maker and import it into Google Calendar. IT staff will create helpsheets and screencasts to assist with this process, and will be available to aid with the transition.

### Tasks for this phase:

- Departmental workflow meetings
- Departmental training
- Develop Screencasts/Helpsheets
- Calendar information on website
- News item for IT website, social media outlets and The Source
- Email blast to Meeting Maker users
- Google Mornings
- Signature files
- Faculty Technology Institute
- Migrate calendar data

### Timeline

Start Date	End Date	Task	Responsible
1/3/12	2/17/12	Departmental workflow meetings <sup>1</sup>	Carney-Morris/Wainwright/ Appling/Young
3/5/12	4/30/12	Departmental training <sup>2</sup>	Carney-Morris/Wainwright/ Appling/Young
4/16/12	5/8/12	Develop Screencasts/Helpsheets	Carney-Morris/Young/ Penchansky
5/1/12	5/11/12	Calendar information on website	Appling
5/8/12	5/8/12	News item for IT website, social media outlets and The Source	Appling
5/11/12	5/11/12	Email blast to Meeting Maker users	Wainwright
5/11/12	5/25/12	Google Mornings	Carney-Morris/Wainwright/ Appling/Young
5/14/12	5/21/12	Signature files	Carney-Morris
5/14/12	5/18/12	Faculty Technology Institute	Carney-Morris/Wainwright/ Appling/Young
5/21/12	5/21/12	Migrate calendar data	Young/Wainwright/ Carney-Morris/Appling

#### <sup>1</sup>Departmental workflow meetings

Training staff will meet with the departments that are currently using Meeting Maker to find out how they're using it, any special considerations they may have, and any security needs they have concerns about.

#### <sup>2</sup>Departmental training

Based on the workflow meetings, training staff will create plans and processes using Google Calendar and work with the departments to understand the differences they will encounter with the migration.

## Phase V: Migration of tilde sites

A number of individuals on campus have created personal or professional websites housed in the legacy.lclark.edu domain, commonly referred to as tilde (~) sites. These users have either hand-coded in html or used a website development application such as Adobe Dreamweaver or Apple iWeb to generate the content for the site. New Media has slowly been migrating departmental and club sites away from the old website and onto LiveWhale, but has not directly approached the individual tilde site users to migrate them.

Current tilde site users will be met with individually and given the option of creating a website in Google Sites, create a class page in Moodle, move to LiveWhale, or host their custom content outside of the lclark domain. If possible, IT Consultants will create templates for Google Sites to allow for a variety of different uses in the L&C community. As sites are transferred, an automatic re-direct will be placed on the legacy site to give people time to update their links and bookmarks. Once all of the sites are transferred, legacy.lclark.edu will cease to exist.

### Tasks for this phase:

- Create Google Site templates
- Email tilde site owners
- One-on-one migration meetings
- Migrate tilde sites
- Redirect all tilde sites

Start Date	End Date	Task	Responsible
4/9/12	5/29/12	Create Google Site templates	Young/Appling/Carney-Morris/Wainwright
4/16/12	5/11/12	Email tilde site owners	Wainwright
5/14/12	12/20/12	One-on-one migration meetings	Young/Appling/Carney-Morris/Wainwright
5/29/12	12/21/12	Migrate tilde sites	Young/Appling/Carney-Morris/Wainwright
5/29/12	12/21/12	Redirect tilde sites	Ohmer/Stevens