

# Google.Apps@lakeheadu.ca



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**Lakehead**  
UNIVERSITY

**7909 Students**

**700 Full-time Staff**  
**1550 Part-time**

**43,000 Alumni**

Lakehead University is committed to excellence and innovation in undergraduate and graduate teaching, service, research and other scholarly activity.

As part of this commitment, Lakehead University values its community, the diversity of their ideas, their contributions and achievements

**35 Full-time**

## Centralized Technology Department

**10 Part-time**

### Converged Networks:

- Data Voice (Phone, Network, Two-way Radio)
- Multimedia (AV, VC, Streaming)

### Client Services:

- Desktop (Helpdesk, User Support, Labs)
- Server (Hardware and Applications)
- ERP (Financial, Academic Info)

## Clustered System

### Sun One Mail Server

- 250 Megabits Per User
- Support for Rich Clients
- Multiple Domains

## Out of Space

## Slow to Backup

## Significant Support Expense

### Sun One Calendaring and MeetingMaker

- Faculty Staff split between two systems

### Sun One Directory Server

- LDAP directory server
- Single Sign-On for most University Web Applications

## Liability

Need for additional features

Need to reduce load on support staff

- Account Management
- Costs (Licenses, Storage, Upgrades)
- Email for Life (Alumni)
- Enhanced Communications Features
- Privacy and Security
- Single Sign-On
- Standardization
- Support and Training
- Unified Messaging

**Ongoing Meetings  
with Stakeholders**

Examine Uses

**2 Years of Planning**

Look at Internal and External Offerings

**It wasn't a matter of  
if but rather when!**

Make Multiple Plans

Present Solutions

1 Week from  
Implementation

16-Hour Cutover of  
approximately 40,000  
user accounts

Restoration of our  
Old System



## **GMail**

4 Gigs per user

IMAP and POP

Mobile Access

Tools for conversion

Tools and API  
for Account  
Management

Single Sign On

Communicate and Connect  
GMail, GTalk, Google Calendar

Collaborate and Publish  
Start Page, Google Docs, Sites, Video

Manage Services  
Control Panel, APIs Security, Support

**Well Received**

Drivers do not change

**Usage of Features is Growing**

Purchased Support

**More Features Provided**

Ability to Deliver

Reallocation of the Resource Pool

Not without Problems

Any Questions?



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