

Cloud Ad Hoc Committee

Considering and Recommending Options

What?

What we got, What's available

What we got

Website - two contracts

- Old Windows (static html) Shared website contract, includes current email
- New WordPress dedicated cloud server contract, email an option

Email

- Position based accounts for Officers, Committees, and DCMs
- Email lists - Closed (limited members), Open (District and Committee), and Public (broadcast, like Seta-Announce)

What we got - cont'd

Virtual Meetings

- Zoom used by most committees
- 100 person limit
- \$74.95/yr
- One host account

PC's

- Limited number of PCs, issued to Area Officers
- Windows 10 & Office licenses for Non-Profits
- Separate vendor for Anti-Malware

How's it going?

Website

- Need to Finish new site, ideally with same login as e-mail (not possible with current solution)

Email

- Hosting provider's email system is confusing for some, poor documentation
- Email lists are high maintenance, people don't understand them, poor documentation

Virtual Meetings

- Works well, only one host account, limited to 100 users, adding more would be \$50.00 more per month

What's available?

Google for Nonprofits

- G Suite for Nonprofits
 - Recommended for common services for SETA
 - Authentication to website, common services
 - Email, contacts, calendar, productivity suite, online meetings, forms, automation
- Google Ad Grants
 - Future use - could be used to drive website traffic, but would have to be used carefully to be within traditions
- YouTube Nonprofit Program
 - We can use this for anonymity protected (traditions compliant) videos, both for our internal use, or PI efforts
- Google Maps Platform Credits
 - We will be using this for our website

Microsoft nonprofit offers

- **Productivity Applications**
 - License terms restrict free usage to “Paid Staff” or “Unpaid Executive Staff” - useful for Officers PC’s
 - “Volunteers” not eligible for free products, are eligible for discounted products, evenso, would be cost prohibitive to use broadly in SETA
- **Hardware**
 - Discounted Surface Laptops
- **LinkedIn for nonprofits**
 - Could be useful for CPC, GSO doing this now
- **Github for nonprofits**
 - More hassle than it’s worth unless we have > 5 developers. Individual free accounts is really all we probably need.

Recommendation

Advance SETA's IT Services

Utilize Google and Optionally Limited Microsoft

Google for Nonprofits

- G - Suite for Email, Cloud Storage, Online meetings, Groups (email lists), and Forms
- YouTube for anonymity protected videos where needed
 - need Guidelines
- Maps Credits for Website

Microsoft 365 for Nonprofits

- Software for SETA PCs (Windows 10, Office 365, Security)
- Software licenses for non-SETA owned Officer PCs when needed
- Total limit of 10 Users (must be “Unpaid Executive Staff” per license terms)

Why?

Use Cases

Authentication / Integration with website

Google OAuth 2.0

- Can be Integrated with new website
- Same Login for G Suite and Website
- Each user gets their own login
- Improved Security
- Allows use of G Suite apps in Website
 - Drive
 - Docs
 - Sheets
 - Slides
 - Forms
 - Calendar

Email

Google Email

- Short learning curve - most people already know how to use
- Good documentation / Help system
- Expansive feature set
- Robust, Enterprise level email solution
- Reduced IT workload
- Easy integration with mobile devices
- It just works

Groups / Email Lists / Collaborative Inboxes

Google Groups

- Replaces our current email lists
- DCMs, Committee Chairs, Officers can directly control the list membership
- Four types
 - Email list *“An email list allows users to post from the web or through email. This is a mailing list group.”*
 - Web Forum *“A web forum allows people to interact with the group and have engaging and interactive discussions on the web. It has web optimized features enabled including moderation tools. Group members post topics and replies through the web interface, but can still receive updates via email.”*
 - Q&A Forum *“A Question and Answer Forum is a web forum with extra features enabled to support the experience of asking and answering issues. Topics can be marked as resolved or be rated by users. In addition, you can use categories to organize questions within the forum. People must post through the web interface, but can still receive updates via email.”*
 - Collaborative Inbox *“Topics can be assigned to other members and treated as tasks which can be resolved or reassigned. Additional options are available to control who can assign and receive tasks.”*
- Collaborative Inboxes replace position based email accounts

Cloud Drive / Storage

Team Drives for Committees, Officers, Districts

- No Storage Size Limit (!)
- 400,000 files allowed per Team Drive
- Individual Users can only upload 750GB per day (!)
- Max individual file size - 5TB
- Maximum users and groups per drive - 600

User Accounts

- 30GB Drive limit
- Additional user storage can be purchased if needed

Virtual Meetings

Hangouts Meet

- Available to every user account
- 100 participants per meeting*
- Native Android and IOS apps
- Presentations
- External Participants
- Dial in available
- Secure

*Until July 1, upgraded to G Suite Enterprise features: 250 participants, live streaming, recording available. After July 1, reverts to normal capabilities

Productivity Suite

G Suite

- Calendar
- Drive and Docs (docs, sheets, slides, forms, drawings, maps, jamboards, scripts)
- Gmail
- Groups for Business
- Hangouts Chat
- Hangouts Meet
- Keep
- Tasks

Other

Apps Script

- Programming / Automation environment
- Allows creating automated processes utilizing G Suite apps like docs, forms and sheets

Maps

- Non-Profit credits if we ever hit the usage level where we would get charged

Translations API

- NOT part of non-profit offering, but we are unlikely to ever be charged due generous free usage levels

Microsoft 365 for Officers

- Installable on PC or Mac
- 5 installs per User Account
- 10 Accounts for Free
 - Licensed per user, not per pc
 - When users position change, their license is expired...
- Windows 10
- Office 365
- Office 365 Advanced Threat Protection
- Other features are available, however, since we'll be using Google G Suite, they will not be used, as they would only be able to be used by Officers....

How?

Architecture

Determine an overall G Suites architecture for SETA

- Plan for Integration with Website
- Plan for Collaboration Inboxes & Shared Drives for Committees, Districts, and even Officers
- Align with SETA structure - Committees, Districts, GSRs, Officers
- Initially create users based on current members of SETA
- Plan for going forward user self registration
- Allow for self service password resets
- Develop and Test email migration plan
 - Minimize user impact
 - To the maximally practical extent, migrate emails
 - Test with fake users before implementation
- Webmaster and Alternate initially serve as G Suite architects, administrators for initial planning to ensure proper integration with website

Implementation

- Identify training and help resources for both End Users and IT, publish on website
- Develop Frequently Asked Questions webpage
- Develop a few general how-to documents appropriate to help End Users easily and quickly utilize the Group Collaboration features for Committees, Districts, etc.
- Define additional IT roles needed, both Infrastructure and End User Support
 - Define which roles need previous knowledge/experience and which do not
 - Define skills / knowledge for each role
- Communicate the new roles to the Area and encourage folks to step up
 - Note that training is available online, no previous experience needed for most roles
 - Note that learning IT skills can help someone professionally
 - Some limited paid online training may even be provided for some roles

When?

As Soon as Possible!

Rollout by October, January at latest, ideally by July

- Website Integration required upfront to minimize work and maximize user satisfaction
- Current email lists functionality is so problematic, labor intensive, and error prone that's it's basically unusable for wide use. Barely functions for SETA-Announce. Hardly any other lists are even used.
- Current email system confuses end users, has poor documentation / help available, and is also somewhat labor intensive
- We need a common cloud drive storage solution yesterday
- Only one account currently exists for Virtual Meetings

Additional Info

Anonymity, Privacy, Security

- Google's Statement

Trust is essential to our partnership.

Transparency is part of Google's DNA. We work hard to earn and maintain trust with our customers through transparency. The customer – not Google – owns their data. Google does not sell your data to third parties, there is no advertising in G Suite, and we never collect or use data from G Suite services for any advertising purposes.

- 3rd Party audits / assessments - ISO/IEC 27001 / 27017 / 27018, SOC 2 / 3, FedRAMP, PCI DSS, FISC
- Regulatory Compliance - HIPPA, GDPR, US FERPA, EU Model Contract Clauses, COPPA

Additional IT Role suggestions

Infrastructure

- Architect
 - Consider semi-permanent, or longer terms
- Multiple Admin
 - Several types, super, e-mail, groups, services

End User Support

- Product Specialists (docs, sheets, slides, forms, etc.) that can help end users

License Details for Microsoft

From: <https://www.microsoft.com/en-us/nonprofits/eligibility>

3. User licensing

Donated nonprofit offers are permitted for:

Paid nonprofit employees;

Unpaid executive staff that act as senior leadership for the nonprofit. Eligible unpaid executive roles include Board of Directors, President, Officers, Executive Director, and Executive Program Directors only.

Discounted nonprofit offers are permitted for all nonprofit staff and volunteers.

Nonprofit beneficiaries, donors, and members (such as members of a church, club, or sports team) are NOT eligible for nonprofit offers

Questions?