

Google Workspace (G Suite) Architecture for SETA

High Level Overview of SETA's Google Workspace
Implementation

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Background - Cloud Services Ad-Hoc Committee

- Area Ad-Hoc Committee formed in December 2019
- Charged with looking at various Cloud Services offerings available, and making a recommendation to the IT Committee
- After some evaluation it was determined the main contenders were Microsoft and Google, as they were the only ones that had broad offerings. They also both had Non-Profit pricing models available.
- Microsoft actually had the superior product set, but it's License Terms restricted it's free Non-Profit use to "officers or unpaid executive staff".
- Google for Non-Profits had no such restrictions and the team was already happy with broad feature set.
- Formally recommended the IT Committee select Google for Non-Profits and implement G Suite ASAP in April 2020
- As a result the IT Committee formed a G Suite Implementation committee In June

Google for Nonprofits - what we get

- 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

Architecture Description

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

Committee Resources - Groups (email) & Shared Drives (files)

	Groups	Shared Drives
Chair	<p>Type: Collaborative Inbox Purpose: Used by the Chair, Alternate, and any others the Chairs designates to represent the Committee.</p> <p>Email Addresses: committeename@aa-seta.org committeename-chair@aa-seta.org (old address) committeename-alt@aa-seta.org (old address)</p>	<p>Type: Private Shared Drive Purpose: For Committee Chairs, DCMS, and Officers to hold their official documents for their position that are not meant to be shared broadly but should be passed on to their successor.</p> <p>Access is controlled by two groups</p>
Committee Members	<p>Type: Forum (email & web) Purpose: Used by all Committee members to communicate with each other.</p> <p>Email Addresses: committeename-forum@aa-seta.org seta-committeename@aa-seta.org (old address)</p>	<p>Type: Public Shared Drive Purpose: For Committee Chairs, DCMs and Officers to share documents with their committee, district or the Area.</p> <p>Access is controlled by two groups</p>

Committees - Groups (email), Forums (email & web), Shared Drives (files)

committeename@aa-seta.org

Committee Email (collaborative inbox group)

Replaces committeename-chair@aa-seta.org email boxes

Contains only the Committee chairs' account at the start of a term. Committee chair can add Alt chair, secretary, and any other members they want

All members of the group have ability to respond to posts sent via email or the group web page. Each request can be assigned to a specific member so you know who is handling a post

Committee Shared Drive

Write access granted to:
Committee Drive Write Group

Read access granted:
Committee Drive RO group

committee-forum@aa-seta.org

Committee Forum (web forum group)

Replaces seta-committeename@aa-seta.org email lists

Provides forum capabilities via email and webpage

Committee Chair configures membership of the group via group webpage

committee-drvgrp-w@aa-seta.org

Committee Drive Write Group

(write group)

Contains members with write access to the Shared Drive

committee-drvgrp-ro@aa-seta.org

Committee Drive RO Group

(read only group)

Contains members with read access to the shared drive

Districts - Groups (email), Forums (email & web), Shared Drives (files)

district-xx@aa-seta.org

District Email (collaborative inbox group)
Replaces dcm-xx@aa-seta.org email boxes

Contains only the DCMs' account at the start of a term.
DCM can add Alt DCM, secretary, and any other members they want.

All members of the group have ability to respond to posts sent via email or the group web page. Each request can be assigned to a specific member so you know who is handling a post.

district-xx-forum@aa-seta.org

District Forum (web forum group)
Replaces seta-district-xx@aa-seta.org email lists
Provides forum capabilities via email and webpage

DCM configures membership of the group via group webpage, can grant others (like alt dcm) the ability to configure membership

District-xx Shared Drive
Write access granted to:
District-xx Drive Write Group

Read access granted:
District-xx Drive RO group

district-xx-drvgp-w@aa-seta.org

District-xx Drive Write Group
(write group)
Contains members with write access to the Shared Drive

district-xx-drvgp-ro@aa-seta.org

District-xx Drive RO Group
(read only group)
Contains members with read access to the shared drive

Officers - Groups (email), Forums (email & web), Shared Drives (files)

officename@aa-seta.org

Officer Email (collaborative inbox group)

Replaces officename@aa-seta.org email boxes

Contains only the Officers' account at the start of a term.
Officer can add alternate if desired

All members of the group have ability to respond to posts sent via email or the group web page. Each request can be assigned to a specific member so you know who is handling a post

officer-forum@aa-seta.org - Optional per Officer

Officer Forum (Q&A forum group)

Provides Q&A forum capabilities via email and webpage

Membership probably should be everyone in SETA-Announce, but
Officer can change membership

Officer Shared Drive

Write access granted to:
Officer Drive Write Group

Read access granted:
Officer Drive RO group

officer-drvgrp-w@aa-seta.org

Officer Drive Write Group

(write group)

Contains members with write access to the Shared Drive

officer-drvgrp-ro@aa-seta.org

Officer Drive RO Group

(read only group)

Contains members with read access to the shared drive

Special cases

Past Delegates

delegate-xx@aa-seta.org

Past Delegate email alias points to past delegate's individual seta account.

For example delegate-67@aa-seta.org points to ron.c@aa.seta.org

Replaces delegate-xx@aa-seta.org email boxes

Alternate Delegate and Alternate Chair will have separate officer collaborative inboxes, shared drives, and optionally Q&A forums because they have separate duties beyond just being an alternate.

Right now, I'm thinking the other alternates should also have full setups like the non-alternate officers - what do y'all think?

Shared Q&A Forum for past delegates??

TFC Bridge The Gap - Google Sheets & Forms based database design

TFCBTG Shared Drive

Write access granted to:
TFCBTG Drive Write Group

Read access granted:
TFCBTG Drive RO group

Form Design

(in Google Forms)
The form design determines the data collected in the database by the web based data collection form submitted by users

Database
(in Google Sheets)

fcbtg-drgrp-w@aa-seta.org

TFCBTG Drive Write Group

(write group)

Contains members with write access to the Shared Drive

fcbtg-drgrp-ro@aa-seta.org

TFCBTG Drive RO Group

(read only group)

Contains members with read access to the shared drive

fcbtg@aa-seta.org

TFCBTG Group

(Collaborative Inbox)

Contains members that have the ability to respond to requests sent via e-mail or the group web page

Data Collection Form
for user input
(on website)

Implementation Description

- 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

Key Concerns - 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

Common Questions

- **Why individual based accounts instead of position based?**
 - You would need an individual account login to the web site anyway, so that you can continue to access it after you transition roles
 - Often committees and districts have chairs / DCMs that would prefer to allow their alternates, secretaries, and sometimes others to help out with SETA emails, this enables that without having to share passwords
 - Password sharing is a major security risk. We've been very lucky. We have a large risk of public controversy due to someone mis-using an account they had the password to, particularly if they got drunk and had a resentment...
- **What about all our files in existing cloud storage locations like G Drive, DropBox, OneDrive, etc.?**
 - SETA documents should be moved to the G Suite Shared Drives that are being setup, that way they stay with whomever succeeds you during rotation with no extra effort

Q&A