Changes to Email Service

SLT
January 26, 2021
Email current state... the short story

- 60-day transition period after separation of employment
- Retiree email for life supported on Office 365
- Two primary domains
  - @arizona.edu for faculty, staff and DCCs
  - @email.arizona.edu for students
- No clear documented guidelines for use
- One-off exceptions made for those that ‘yell the loudest’ or ‘know someone’
Why make changes to email service?

- Improve equity through consistent, documented practices for who has access to services
- Reduce time spent on compliance related risk management to free up time to support the University’s mission
- Reduce costs for supporting low usage services to create capacity for innovation
- Simplify single sign-on to remove administrative overhead
- Improve ease and simplicity of collaborating
Developing the proposal

- Collaborative – UTIS, HR, Faculty Affairs, shared governance, OGC
- Data informed
- Philosophy of equity in treatment of faculty and staff
- Retain current commitment of ‘email for life’ for retirees
- No impact on emeritus faculty

Retiree log-in to email

- Accessed within last 30 days (28%)
- Have not logged in since 2017 (67%)
## Proposed changes

<table>
<thead>
<tr>
<th>Proposed change</th>
<th>Rationale</th>
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<tr>
<td>Move to opt-in for all retiree email, and transition to Gmail</td>
<td>• Maintains service for 28% of retiree population that uses email</td>
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<td>• Mitigates risk and reduces compliance oversight</td>
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<td>• Reduces costs of providing email for life</td>
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<td>Deprovision access to email upon separation for all other separation types</td>
<td>• Aligns to standard industry practice</td>
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<td>• Mitigates risk and reduces compliance oversight</td>
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<td>Use @arizona.edu as official University email domain for everyone</td>
<td>• Simplifies SSO and collaboration</td>
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<td>• Eliminates technical customizations associated with multiple domains</td>
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<td>• Expresses a more unified branding.</td>
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Timeline & Communications Plan

**Audiences**
- All faculty, staff, and DCCs
- Retirees
- Academic leadership
- Human Resources
- Supervisors
- IT leaders

**Support**
- FAQs and ‘how to’ documentation
- 24/7 support
- Monthly HR supervisor meetings
- Pre-retirement workshops
- Departmental IT teams

**Key messages**
- Use of email for official business
- Loss of access to content upon separation
- Guidance for use for personal purposes
- Guidance for managing shared documentation

- Opt-in self service goes live
- Email de-provisioned upon receipt of status change for separating employees (not retirees or emeritus)
- Retiree email routed to Gmail

Begin presenting at leadership meetings