AGENDA

1. (10:00-10:05): Approval of June 17, 2013 Meeting Summary (John Mamer)

2. (10:05-11:35): Wireless for General Assignment Classrooms (John Mamer)

   [Action: Endorsement; The FCET has put forth a recommendation for the campus to provide wireless in all general assignment classrooms and is requesting ITPB endorsement to move forward in this direction.]

3. (10:35-11:55): Cloud Email and Collaboration Tools Roadmap (Andrew Wissmiller/Amy Blum/Kent Wada)

   [Action: Endorsement Context; IT Services is proposing to (1.) deploy Box as a campus service, (2.) provision Gmail for Faculty and Staff, (3.) migrate EM to a hybrid on-premise/cloud O365 and (4.) terminate BOL email, and there will be a number of privacy implications when migrating services to the cloud. This item will be brought back to ITPB at the next meeting for formal endorsement. CSG and the Privacy Board will provide formal input.]

4. (11:55-12:00): Next meeting and adjournment (John Mamer)
Cloud Services for Faculty and Staff

ITPB November 22, 2013

Premises

The transition of undergraduate students from BOL to Google Apps, following a comprehensive two-year analysis, was the campus’s first foray in large-scale adoption of cloud services.

1. There was an expectation that faculty and staff email and calendaring would follow later with appropriate additional risk analysis.
2. There was an expectation that the campus would continue a multiservice approach for faculty and staff email and collaboration services to address academic, administrative, and individual uses (approximately mapping BOL to Gmail and Enterprise Messaging to Microsoft Office 365).
3. There was an expectation that BOL would be shut down, retiring its infrastructure at end-of-life in favor of moving to the cloud.

The widespread use of Dropbox, while routinely used in teaching, research, and administration, represents a significant institutional risk.

4. The risk is sufficiently large to permanently invest in an alternative sponsored by the campus.

Agenda Item

Introduction | Andrew Wissmiller, Associate Vice Chancellor, IT Services
Roadmap for email and calendaring
The need for Box

Risk Analysis Review | Amy Blum, Senior Campus Counsel
Summary of legal, privacy and security analysis performed in the transition of (undergraduate) students from BOL to Google Apps

Conditions for Faculty and Staff Use of the Cloud | Kent Wada, Chief Privacy Officer
Risk mitigation approaches for Google Apps, Microsoft Office 365, Box, and any other cloud services

1. UC-, UCLA-, or consortium-negotiated agreements
2. Data risk guidance documents
3. “Opt-out:” Ability to retain email and calendaring on campus for specific individuals or units in Microsoft Office 365 (criteria and process TBD)

Endorsement

1. Premises
2. Conditions for faculty and staff use of the cloud
3. Plan to shut down the BOL service
Information Technology Planning Board

Cloud Email and Collaboration Services

November 22, 2013
Cloud Email and Collaboration Services

- We are deploying cloud services for email and collaboration – Google Apps for Education, Microsoft Office 365 and Box
- These services provide improved capabilities, convenience, efficiency, flexibility and scalability over existing solutions
- Overtime, they will also allow us to reduce the infrastructure and support costs for these services
- As we’ve planned for the deployment of these services, a task force has also been evaluating if they would adequately meet our business, legal, regulatory, intellectual property, privacy and security requirements
- This evaluation is important as the answer will vary depending on who is using the service, for what purpose and what types of data may be stored in the cloud

- We’ll first review the roadmap for the cloud services deployment and then discuss the risk assessment and mitigation guidelines that have been developed
Google Apps for Education

- Google Apps for Education (GAE) includes Gmail, Calendar, Contacts, Drive, Docs, Sheets, Slides, Sites and over 60 other applications
- UC-wide agreement signed June 2011; Business Associate Agreement has been announced but not reviewed; services are free for higher education
- As of October 2013, there were 37,901 UCLA Gmail accounts:

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>26,364</td>
<td>69.6%</td>
</tr>
<tr>
<td>Alumni</td>
<td>11,364</td>
<td>30.0%</td>
</tr>
<tr>
<td>Retirees</td>
<td>173</td>
<td>0.5%</td>
</tr>
<tr>
<td>Total</td>
<td>37,901</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Date Milestone

- **November 2011**: Email task force recommends Gmail as a replacement for Bruin OnLine (BOL) student email
- **March 2012**: Google Apps provisioned for new undergraduate students
- **September 2012**: Google Apps opt-in available for all undergraduate / graduate students, alumni and retirees
- **January 2014**: BOL email to Gmail migration utility will be available
- **February 2014**: Google Apps opt-in available for employees (faculty and staff) *
- **June 2014**: Students, alumni and retiree deadline to migrate from BOL to Gmail *
- **September 2014**: Faculty and staff deadline to migrate from BOL to Gmail *

*Proposed next step, pending endorsement*
Enterprise productivity and collaboration tools

- O365 includes Exchange (email, calendar and contacts), Lync (instant messaging) Office Web Apps, SkyDrive Pro and SharePoint
- UC-wide agreement including a Business Associate Agreement (BAA) signed December 2011; basic services are free for higher education
- About 80% of campus departmental email accounts currently reside on Enterprise Messaging (EM)

<table>
<thead>
<tr>
<th>Departmental Email</th>
<th># of Depts.</th>
<th># of Accounts</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Messaging (EM)</td>
<td>64</td>
<td>19,500</td>
<td>80%</td>
</tr>
<tr>
<td>Non-Enterprise Messaging</td>
<td>10</td>
<td>5,000</td>
<td>20%</td>
</tr>
<tr>
<td>Total Departmental Email</td>
<td>74</td>
<td>24,500</td>
<td>100%</td>
</tr>
</tbody>
</table>

- O365 includes Exchange (email, calendar and contacts), Lync (instant messaging) Office Web Apps, SkyDrive Pro and SharePoint
- UC-wide agreement including a Business Associate Agreement (BAA) signed December 2011; basic services are free for higher education
- About 80% of campus departmental email accounts currently reside on Enterprise Messaging (EM)

Date Milestone

- **2005** Initial Enterprise Messaging (EM) deployment
- **July 2012** O365 product evaluation completed
- **October 2012** Proof of concept for hybrid on-premise / cloud services completed
- **August 2013** Architecture and design for production environment completed
- **December 2013** IT Services pilot migration to Office 365 *
- **January 2014** IT Services full migration to Office 365 *
- **May 2014** Office 365 available to other campus departments on an opt-out basis; hybrid architecture will allow departments to remain on-premise if there is a need to do so *

*Proposed next step, pending endorsement*
### Enterprise Messaging Departments

- Academic Technology Services
- Associated Students UCLA (ASUCLA)
- Administrative Vice Chancellor’s Office (AVC)
- Anderson School of Management
- Atmospheric & Oceanic Sciences (PS)
- Audit & Advisory Services
- Biomathematics (SOM)
- California NanoSystems Institute (CNSI)
- Campus Human Resources (AVC)
- Campus Service Enterprises (AVC)
- Capital Programs
- Center Health Policy Research (SPH)
- Center for Research in Engineering, Media, and Performance (REMAP)
- Central Ticket Office (AVC)
- Chancellor’s Organization
- College Letters & Science Dean’s Office
- College Undergraduate Education Division
- Corporate Financial Services (AVC)
- Department of Intercollegiate Athletics
- Department of Psychology (LS)
- Early Care and Education (AVC)
- Earth & Space Sciences (PS)
- Environmental Health & Safety (AVC)
- Environmental Health Sciences (SPH)
- Events & Transportation (AVC)
- Executive Management Public Health (SPH)
- External Affairs
- Facilities Management (AVC)
- Financial & Administrative Services (AVC)
- Film & Television Archives
- Global Bio Lab (CNSI)
- Graduate Division
- Housing & Hospitality Services (AVC)
- Humanities
- Information Technology Services (AVC)
- Institute of American Cultures:
  - American Indian Studies Center
  - Asian American Studies Center
  - Bunche Center African American Studies
  - Chicano Studies Research Center
- Institute of the Environment & Sustainability
- Institute for Pure & Applied Mathematics
- Insurance & Risk Management (AVC)
- Joint Institute for Regional Earth System Science & Engineering (PS)
- Life Science South Administration (LS)
- Mathematics (PS)
- Mail & Document Services (AVC)
- Microbiology, Immunology & Molecular Genetics (LS)
- Office of Information Technology
- Office of Intellectual Property
- Office of Instructional Development
- Office of Research Administration
- Office of Residential Life
- Real Estate (AVC)
- Registrar’s Office
- School of Arts and Architecture
- School of Dentistry
- School of Nursing
- School of Public Affairs
- School of Theater, Film and Television
- Student Affairs
- Summer Sessions
- UCLA Library
- University of California Police Department
- University Extension

### Non-Enterprise Messaging Departments

- Ashe Health Center
- Graduate School of Education & Information Studies
- Institute for Geophysics & Planetary Physics (PS)
- International Institute (SS)
- Life Sciences Division (LS)
- School of Engineering & Applied Science
- School of Law
- Social Sciences Division (SS)
- Graduate Students (across disciplines)
Box provides secure cloud storage that allows students, faculty and staff to access, manage and share information anytime, with anyone, from anywhere and on any device for coursework, online learning, research, projects, meetings and other uses.

Box is a more secure solution than commercial alternatives such as Dropbox; delegated administration features also provide better support for data management and retention needs.

Internet2 agreement signed March 2012; Business Associate Agreement (BAA) under UC review; subscription fees are reduced for higher education.

<table>
<thead>
<tr>
<th>Date</th>
<th>Milestone</th>
</tr>
</thead>
<tbody>
<tr>
<td>November 2012</td>
<td>Six departments collaborate on an evaluation of Box capabilities</td>
</tr>
<tr>
<td>September 2013</td>
<td>UCLA adopts Internet2 agreement for Net+ Box services</td>
</tr>
<tr>
<td>October 2013</td>
<td>Box pilot is underway for twelve campus departments:</td>
</tr>
<tr>
<td></td>
<td>• Anderson School of Management</td>
</tr>
<tr>
<td></td>
<td>• California Center for Population Research (CCPR)</td>
</tr>
<tr>
<td></td>
<td>• Graduate School of Education &amp; Information Sciences (GSEIS)</td>
</tr>
<tr>
<td></td>
<td>• Housing &amp; Hospitality Services (H&amp;HS),</td>
</tr>
<tr>
<td></td>
<td>• Center for Digital Humanities (CDH),</td>
</tr>
<tr>
<td></td>
<td>• Information Technology Services (IT Services)</td>
</tr>
<tr>
<td></td>
<td>• Library / Digital Initiatives and Information Technology (DIIT)</td>
</tr>
<tr>
<td></td>
<td>• School of Nursing</td>
</tr>
<tr>
<td></td>
<td>• Office of Information Technology (OIT)</td>
</tr>
<tr>
<td></td>
<td>• Social Sciences Computing (SSC)</td>
</tr>
<tr>
<td></td>
<td>• Transportation Services</td>
</tr>
<tr>
<td></td>
<td>• University Extension (UNEX)</td>
</tr>
<tr>
<td>January 2014</td>
<td>Box service available for all campus departments *</td>
</tr>
</tbody>
</table>

* Proposed next step, pending endorsement
Bruin Online Webmail includes email, calendar, address books, tasks, file manager, and anti-spam / anti-virus

Bruin Online email storage has decreased about 30% with the Gmail for students deployment

There are currently about 33,110 active BOL email accounts:

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>16,460</td>
<td>49.7%</td>
</tr>
<tr>
<td>Staff</td>
<td>12,275</td>
<td>37.1%</td>
</tr>
<tr>
<td>Faculty</td>
<td>3,475</td>
<td>10.5%</td>
</tr>
<tr>
<td>Departmental, affiliates, other</td>
<td>900</td>
<td>2.7%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>33,110</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

**Date** | **Milestone**                                                                                     
---|---------------------------------------------------------------------------------------------------
1995 | Initial BOL email deployment                                                                    
April 2013 | Mail Delivery application added so that users may direct mail delivery to an e-mail address of their choice (BOL and Gmail may be bypassed if the user so chooses) 
January 2014 | BOL email migration to Gmail will be available                                                  
June 2014  | Students, alumni and retiree deadline to migrate from BOL to Gmail *                            
September 2014 | Faculty and staff deadline to migrate accounts from BOL to Gmail *                             
November 2014 | BOL email decommissioned *                                                                       

* Proposed next step, pending endorsement
After an extended risk assessment related to student Gmail, the task force also looked at risks related to faculty and staff use of GAE, O365 and Box cloud services; contractual risks have also been evaluated by UC procurement and legal representatives.

<table>
<thead>
<tr>
<th>Cloud Service</th>
<th>Designated “School Official” to satisfy FERPA requirements for protection of student records</th>
<th>Data encrypted in transit and at rest to satisfy SB1386 requirements for protection of personally identifying information (PII)</th>
<th>Business Associate Agreement (BAA) in place to satisfy HIPAA requirements for protection of personal health information (PHI)</th>
<th>Stored data will remain in the United State to satisfy export control regulations for protection of sensitive national security or trade data</th>
<th>Risk Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Google Apps for Education (GAE)</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Solution is adequate for non-sensitive academic or individual use but is not recommended for University business purposes</td>
</tr>
<tr>
<td>Microsoft Office 365 (O365)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Solution is generally secure and provides enterprise data management capabilities that are suitable for University business purposes</td>
</tr>
<tr>
<td>Box.com (Box)</td>
<td>Yes</td>
<td>Yes</td>
<td>UC review in progress</td>
<td>Yes</td>
<td>Solution is generally secure and provides enterprise data management capabilities that are suitable for University business purposes</td>
</tr>
</tbody>
</table>

The task force concluded that development of a UCLA data classification standard and guidelines would be a proper avenue to increase awareness related to the data security, privacy and compliance risks and appropriate use of these and future cloud services.
Cloud Email and Collaboration Services Roadmap

- **Gmail for students approved**: Nov 2011
- **Google Apps available for all students**: Sep 2012
- **Google Apps available for all faculty and staff**: Feb 2014
- **Student deadline to migrate from BOL**: Jun 2014
- **Faculty and staff deadline to migrate from BOL**: Sep 2014
- **Decommission Bruin Online (BOL) email**: Nov 2014

- **Office 365 evaluation**: Oct 2012
- **Office 365 available for all campus departments**: May 2014

- **Box evaluation**: Nov 2012
- **Box pilot**: Oct 2013
- **Box available for all campus departments**: Jan 2014

*Proposed next step, pending endorsement*
Faculty and staff use* of Google Apps and Microsoft Office 365 offered by UCLA must comply with applicable University and campus policies, notably policies relating to the protection of University data and the UC Electronic Communications Policy. This includes observing the data use requirements in the table below, which are based on the UCLA Data Classification Standard and University-negotiated agreements established to help safeguard information about individuals and other confidential information for which the campus is a steward. Always employ due care when processing, storing, or communicating sensitive information. Violation of these data use requirements or other campus policies may result in disciplinary action up to and including termination.

Contact IT Services Client Support at clientsupport@it.ucla.edu or (310-825-8000) to open a ticket to discuss the particulars of your situation if the data you have is listed in middle (yellow) column below, if you have data that does not appear in the table, or if you have any other questions about using these services.

<table>
<thead>
<tr>
<th>Table 1. Data use requirements for UCLA Google Apps and Microsoft Office 365 services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Permitted</strong></td>
</tr>
<tr>
<td><strong>Both Google Apps and Microsoft Office 365</strong></td>
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<tr>
<td></td>
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<tr>
<td></td>
</tr>
<tr>
<td><strong>Google Apps</strong></td>
</tr>
<tr>
<td><strong>Microsoft Office 365</strong></td>
</tr>
<tr>
<td>* Including students in any employee role.</td>
</tr>
<tr>
<td>† The University of California has signed a Business Associate Agreement with Microsoft.</td>
</tr>
</tbody>
</table>
UCLA Data Use Policy for Cloud Storage Services

Faculty and staff use* of cloud storage services offered by UCLA must comply with applicable University and campus policies, notably policies relating to the protection of University data and the UC Electronic Communications Policy. This includes observing the data use requirements in the table below, which are based on the UCLA Data Classification Standard and University-negotiated agreements established to help safeguard information about individuals and other confidential information for which the campus is a steward. Always employ due care when processing, storing, or communicating sensitive information. Violation of these data use requirements or other campus policies may result in disciplinary action up to and including termination.

Contact IT Services Client Support at clientsupport@it.ucla.edu or (310-825-8000) to open a ticket to discuss the particulars of your situation if the data you have is listed in middle (yellow) column below, if you have data that does not appear in the table, or if you have any other questions about using these services.

Table 1. Data use requirements for UCLA cloud storage services

<table>
<thead>
<tr>
<th></th>
<th>Permitted</th>
<th>Open a ticket with Client Support</th>
<th>Prohibited</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Box</strong></td>
<td>• Any information already publicly available</td>
<td>• Data relating to human subjects or animal research</td>
<td>• Logon credentials (account and password)</td>
</tr>
<tr>
<td></td>
<td>• Student records not related to health</td>
<td>• Export controlled data</td>
<td>• Credit card data</td>
</tr>
<tr>
<td></td>
<td>• Personnel records</td>
<td>• Use of 3rd-party Box apps</td>
<td>• Individuals’ health information†</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Sensitive information not about individuals</td>
<td>• Social Security numbers</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Drivers license and CA identification numbers</td>
</tr>
<tr>
<td><strong>Dropbox</strong></td>
<td>• None</td>
<td></td>
<td>• All</td>
</tr>
</tbody>
</table>

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* Including students in any employee role.
† A Business Associate Agreement (BAA) is required in order to permit storage of protected health information (PHI). A BAA for Box at UCLA is currently under review. Contact IT Services Client Support and open a ticket to request current status.