

Los Angeles Google Enterprise Email & Collaboration System



Kevin Crawford
Asst. General Manager - ITA
City of Los Angeles

Overview



The City of Los Angeles Information Technology Agency (ITA) supports:

- The second-largest city in the United States
- The largest city in California
- 30,000+ employees
- 40+ departments (fire, police, transportation)



Challenges

We knew we had to make a switch:

- Aging Novell GroupWise infrastructure
 - Insufficient support for mobile devices
 - Limiting inbox quotas
 - Lack of robust collaboration tools
- Lacking disaster recovery
- City facing a \$400 million deficit

Project Goals

We set some goals for the switch:

- Deliver robust email system
- Promote communication and collaboration
- Derive significant cost savings
- Support office productivity
 - Word processing, spreadsheets, and presentations

Vendor Evaluation

Chose Google Apps for the technology:

- Conducted RFP
- Evaluated 15 proposals
- Gained City Council's unanimous buy-in on Google Apps (12-0 vote)

Chose CSC for implementation:

- Innovative ideas for implementation, payment schedules, and cost-savings
- Technical expertise
- Delivered the right resources

Why Google Apps

- **Significant** cost savings over the 5 year contract
 - **\$5.5** million hard dollar savings
 - Soft savings and avoided costs value exceeds **\$30** million
- State-of-the-art, low maintenance system
 - Google manages upgrades, back-ups, DR, and archiving
 - Collaboration, integration with other systems
 - Mobile Device-agnostic
 - 99.9% guaranteed uptime
- Same functionality at work that users enjoy at home

Why Google Apps - Mobile Workforce

- Allows for a mobile workforce.
 - System is available from any network connection, with the proper credentials.
 - Access avenues allowed by City:
 - Aventail VPN
 - Blackberry
 - Smart Phones (City requires wipe authorization)
 - Apple devices (City requires wipe authorization)
 - Reviewing other Ideas - *More to Come*
- Provides immediate connectivity for Emergency Situations
 - An incident Commander can create all coordination docs for an emergency.
 - Access can be granted to everyone required, including the Public
 - Documents are updated in more real-time, than the current after action reports.
 - All documents are available for required reporting and costing much sooner, after the fact.

Why Google Apps - Collaboration

- Allows for a collaborative workforce, such as:
 - Utilized Google Docs & Sites for all project coordination.
 - 40 Departments updating user listings
 - Project plan real-time and viewable by entire City staff
 - Training
 - Utilized Spreadsheets for preparation of our Annual Budget:
 - 42 Managers in my Bureau utilizing one Spreadsheet to provide budgetary numbers, rather than 42 separate spreadsheets that need to be merged and normalized.
 - Was able to collaborate with my staff from Seattle:
 - A emergency request for a document arrived, right after I left for Seattle.
 - Was able to log on from my parents home and work with my staff real-time to create, edit and submit the documentation early.

Google Apps Solution Selection

General System (for all staff):

- Email
- Anti-Virus and Spam
- Storage
- Archiving
- e-Discovery
- Training

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Optional Services (by department):

- Office productivity
- Collaboration
- File version control
- Video
- Chat
- Storage/Virtual Drives

Milestones

- February: Pilot ~ 3,500 users
 - "Train the trainer" and self-service training content
- May: Kicked-off phased deployment
 - May 17: over 10,000 users migrated!
 - Disabled Novell Groupwise forwarding
 - Migrated 30 days of mail for regular users/180 days' for council members
 - Migrated contacts
- June – July: Project delayed
 - Received another Unanimous Council vote (3rd) for moving the system forward - August 4, 2010!
- August 16: Completed non-LAPD Domains
 - ~17,000 users migrated!
- To do's: August thru mid-November:
 - Switching over LAPD ~14,000 users

Lessons Learned in Project

- Communicate, communicate, communicate!
- Move off the old email ASAP
- Plan for last minute testing, especially with aging systems
- Make sure email Groups and Distribution lists are correct
- Back up for smooth migration to mobile devices
- Avoid tracking migration using spreadsheets sent by email!
- Closely track the number of accounts
- Users asked how to do higher level functions after ~2 days
- After first week, 7 more groups asked to join pilot
- Migration of full departments = best adoption, least issues
- Training quickly boosts user sophistication
- Know who your VIPs are...BTW - the list includes admins

General Feedback

- Ratings from the Project Team
 - Communication: 3+ of 4
 - Schedule: 2+ of 4
 - Issue Resolution: 4 of 4
 - Overall Project Rating: 3+ of 4
- Ratings from the Customers
 - Overall positive rating above 80%
- On Training from ~ 2700 participants
 - 30% average knowledge increase
 - 92% plan to attend future webinars
 - *"Over a thousand individual employees (and rising daily!) are tuning in, representing over 25 different departments"*

Google Apps For Government:

Tools for Today's User



Gmail 25GB inbox with search: keep and find everything



Talk Enterprise class IM and VC as easy as email



Calendar Make sharing calendars and schedules easy



Docs Make collaborating as easy as creating



Sites Allow users to create and manage their own sites



Video Unlock the power of video within your organization



Groups Let users easily create and work in teams



Postini Security, archiving and compliance solutions

Google Apps For Government:

Security for Tomorrow's Requirements

- **For Gmail and Calendar data:**
 - Customer data stored only in the continental U.S.
 - Segregated servers from those used by non-government customers
- **Other Google Apps to join in the Future:**
 - Docs
 - Sites
 - Postini
- **First cloud computing suite with US gov't security certification**
- **Available now to US federal, state, and local government customers**

ANY QUESTIONS?



*THANKS for your
attention!*