



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'

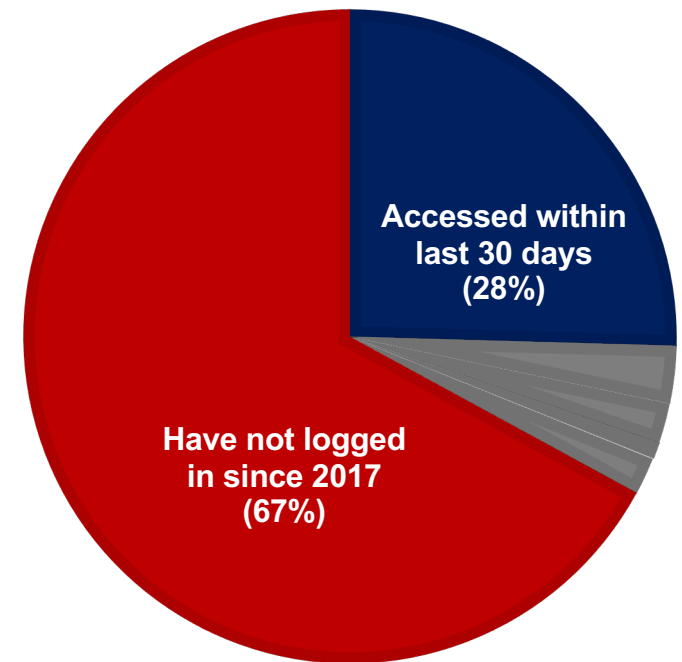
Why make changes to email service?

- 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

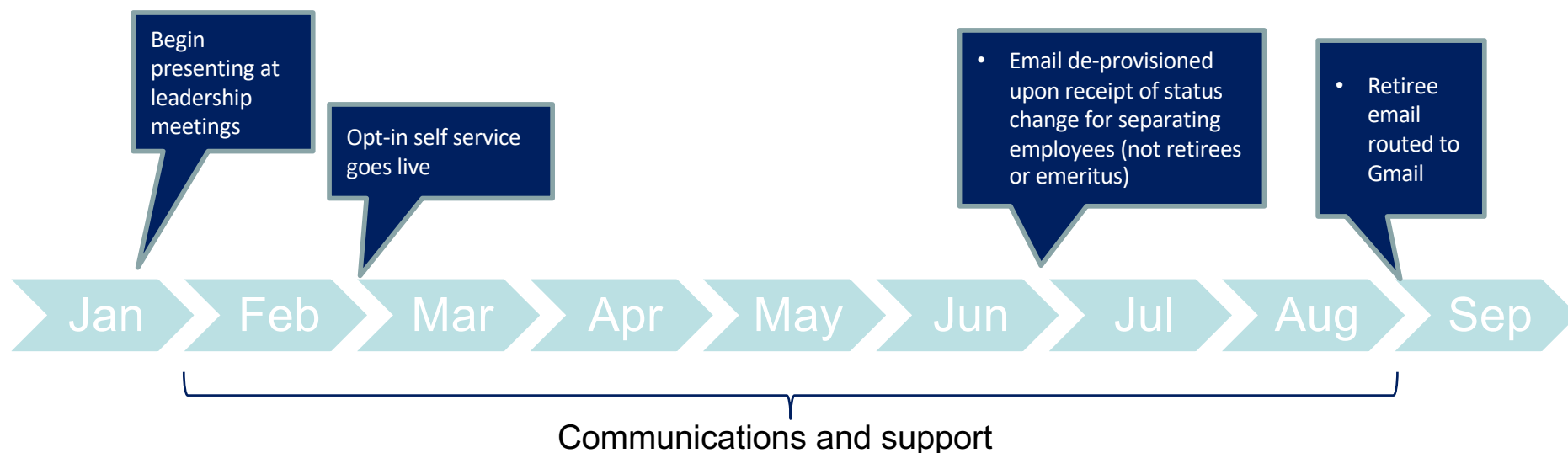


Proposed changes

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



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

