



# Google Workspace Implementation

Glenda McCarroll and Natalie Castle  
Legislative Council Staff

Executive Committee of the Legislative Council  
June 27, 2024

# Agenda

- Who?
- What?
- How?
- When?
- Potential pain-points
- Summary of requested policy decisions



# Who?

| Who   | Note   | Policy Decisions  |
|---|--|---|
| Legislators<br><i>100-140 accounts</i>                  | Specific to the individual<br>Optional for existing legislators<br>- LIS will perform the migration<br>Automatically deployed to new legislators | <ul style="list-style-type: none"><li>• Access requirements?</li><li>• For existing members retaining existing accounts: best practices</li><li>• CORA custodian</li><li>• Use of state resources</li></ul> |
| Districts<br><i>100 accounts</i>                        | Not specific to the individual: will be transitioned with turnover   | <ul style="list-style-type: none"><li>• Access requirements?</li><li>• Transition protocol</li><li>• CORA custodian</li><li>• Use of state resources</li></ul>  |
| Caucus & Nonpartisan Staff<br><i>up to 370 accounts</i> | Migration by Resultant and LIS   |   |
| Shared accounts<br><i>up to 200 accounts</i>            | Migration by Resultant and LIS   |   |



# What?

## Google Workspace Enterprise Plus

New Applications:



Gmail



Calendar



Tasks



Chat

Google Groups

Replacing:

**For staff:** Notes email, calendar, & "to do"

**For members:** personal email accounts & associated calendars (optional)

**For staff:** Sametime instant messaging

**For staff:** email groups & mailing lists



# What?

## Google Workspace Enterprise Plus

### New Enterprise Applications

- Meet (video conferencing)
- Google Drive
- Sites
- Google Docs, Sheets, Presentations
- Keep (note taking)
- And more...



# What's **not affected?**

## Applications we will continue to use

### Members, Committees, and Staff

- Microsoft Office Suite (Word, Excel, Powerpoint, etc.)
- WordPerfect
- Zoom
- Box

### Staff

- HCL Notes: for applications such as CLICS, Time & Attendance, etc.
- Slack (*agency specific*)



# What?

## Collaborative Functionality

### Within the Legislative Branch

- members and staff using state-provided accounts may collaborate using shared chat, directory lookup, calendar availability, and document sharing

### With the executive branch:

- access Google content shared by the executive branch
- review calendar availability and schedule meetings across all branches that use Google



# What?

## Enhanced Security and Delivery Outcomes

- Email Security: Multi-layered spam, phishing, & malware defenses
- Identity & endpoint management: 2-Step Verification
- Access & data protection
- Continuous monitoring & compliance
  
- Better **delivery** outcomes:
  - More control over the delivery of incoming email
  - More certainty that outgoing email will be trusted by other servers





# How?

- Resultant will provide:
  - Data migration (email, calendar, contacts) for existing HCL Notes users
  - Technical provisioning, setup, configuration, & syncing
  - Expert consulting and support to LIS
- Google will provide:
  - ongoing support
- LIS will provide:
  - Data Migration (email, calendar, contacts) for non-enterprise email accounts (members & caucus staff)
  - Training
  - Basic application integration
  - Ongoing administration and support



# How?

## Training

- Three-person training team
- Training provided in the form of:
  - Virtual and in-person instructor led training
  - Training videos
  - Task based cheat sheets
  - Written documentation
  - One-on-one training on request
- Open office hours
- Easy contact options
- Train The Trainer (Agency Champions)



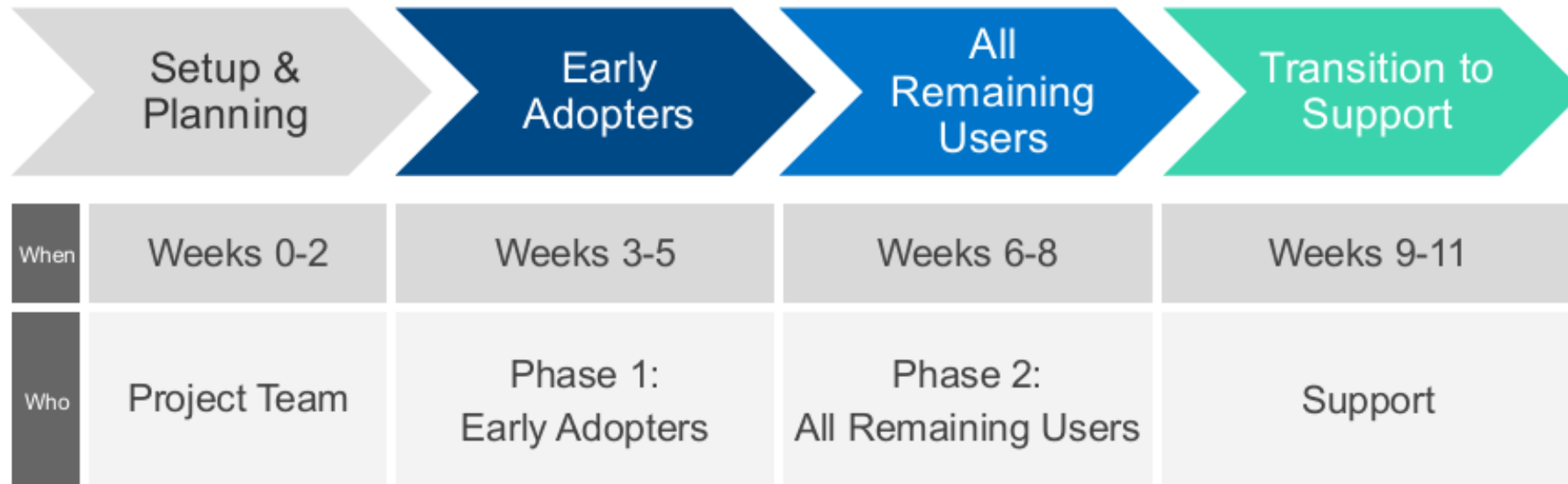
# When?

## Deployment Approach and Timeline

Resultant & Google Best Practice: 2-Phased Approach

**Phase 1: Early Adopter** = Testing & Validation/Proof of Concept Phase (Dress Rehearsal for Phase 2)

**Phase 2: All Remaining Users** = All users leverage Google for daily work activities

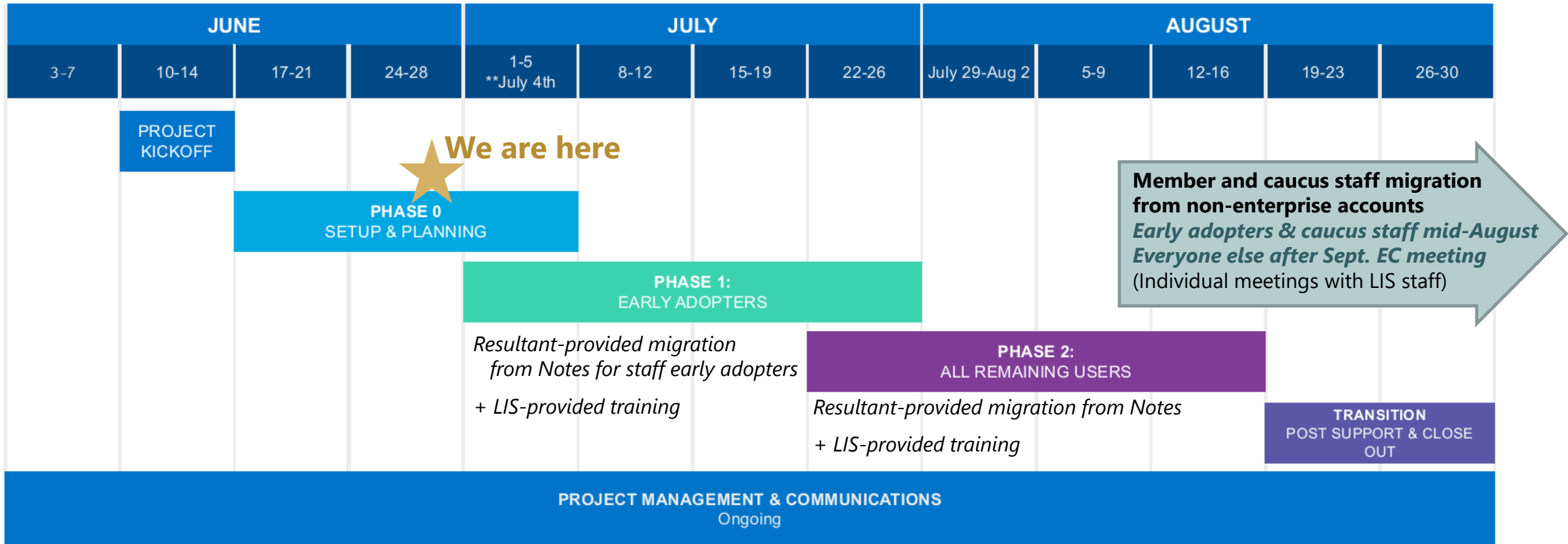


Source: Resultant



# When?

## Resultant's Estimated Timeline



Source: Resultant



# Potential pain-points

- Adjustments to internal business processes
- Time may be required to fully integrate Gmail with CLICS processes
- Resultant has never migrated email from HCL Notes, so there may be some unanticipated bumps



# Summary of Requested Policy Decisions

| <b>Related to:</b>                                     | <b>Policy Decision</b>   |
|--|--|
| Legislator accounts                                    | <ul style="list-style-type: none"><li>• Who has access?</li><li>• Existing CORA policy assigns custody to legislator</li></ul>                                       |
| District accounts                                      | <ul style="list-style-type: none"><li>• Who has access?</li><li>• Transition protocol</li><li>• Existing CORA policy assigns custody to sitting legislator</li></ul> |
| All state-provided accounts:<br>use of state resources | Staff recommends a disclaimer footer   |
| Personal accounts                                      | Set of best practices for personal accounts  |



---

# Questions?

**Glenda McCarroll**

Legislative Council Staff

Glenda.McCarroll@coleg.gov | 303-866-2357

**Natalie Castle**

Legislative Council Staff

Natalie.Castle@coleg.gov | 303-866-4778

