



SIMON FRASER UNIVERSITY
IT SERVICES

Email & Calendar at SFU: The Past, Present and Future

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Overview | Session Content



Over 95%
Email &
Calendar
Goodness!

- **Background**
- **Email & calendar at SFU since 2008:**
 - Successes
 - Challenges
 - Lessons learned
- **What's next for SFU?**
- **Q & A**

Background | Email & Calendar at SFU

Current system: Zimbra Collaboration Suite, a.k.a. SFU Connect

Number of email accounts: ~70,000

- Students
- Staff, faculty, retirees
- Sponsored accounts

Alumni are offered email forwarding service, not full email accounts.



(McFogg doesn't have an email account.)

Back in 2008 | The State of Things

- **Two** email systems + separate, standalone calendar system.
- Limited collaboration
- More **reliance on local** IT support
- **Limited integration** with systems outside of email & calendaring.
- Beginning of the rise in **smart phone** and **tablet device** usage.



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SFU webmail

EMAIL 2.7 UNIVERSAL

Protect yourself from viruses. Do not open an attachment of any kind, even if it comes from someone you know, until you can separately verify that the person really did send it. Do not assume that an email or attachment is legitimate just because you know or think you know the sender.

Welcome to SFUwebmail, an innovative webmail program that lets you check your SFU e-mail anytime and from anywhere, using only a web browser.

1. Please choose the version of SFUwebmail you'd like to use.
2. Enter your SFU Computing ID and password.
(If you're using the SFU Alumni e-mail system, include "@alumni.sfu.ca" after your user ID)
3. Press the Go! button and you're on your way.

☐ Improved! SFUwebmail Expert User (Frames) [About this version](#)

☒ SFUwebmail Standard [About this version](#)

☐ SFUwebmail Low bandwidth [About this version](#)

ID:

Password:

GO!

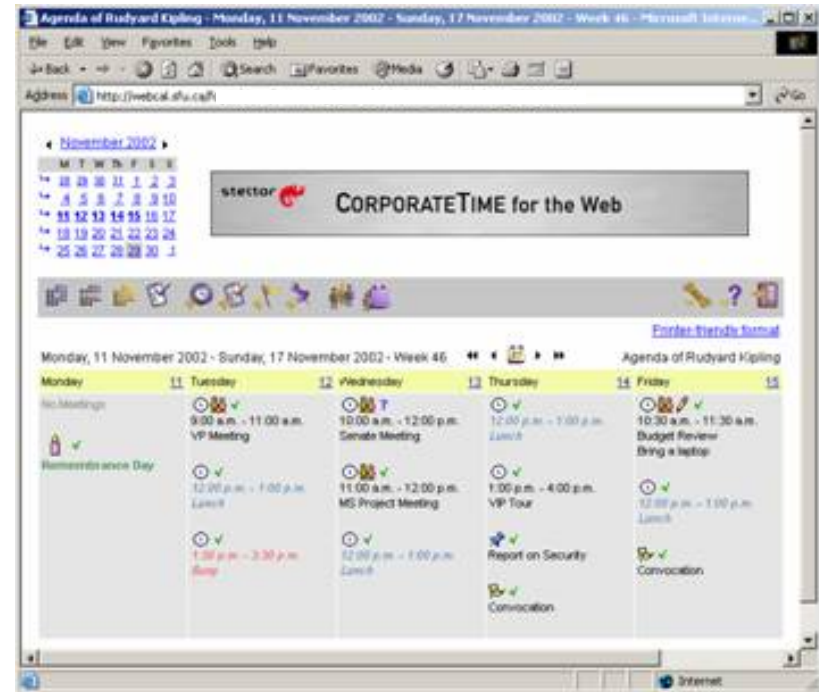
[Trouble logging in? Click here.](#)

EMUmail version 2.7 © 1997 dotSHOP [SFU Home](#)

SFU Webmail

Back in 2008 | The State of Things

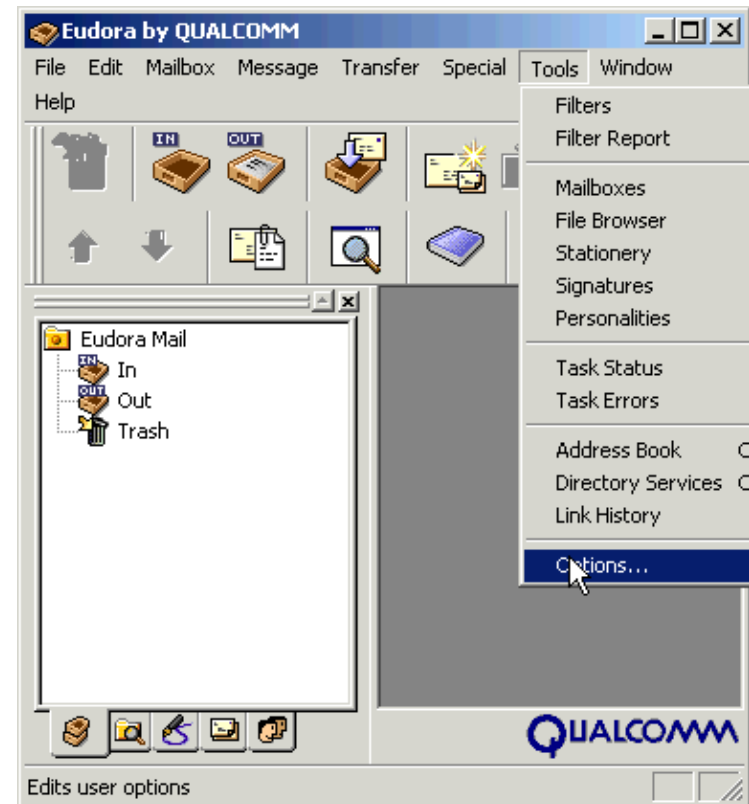
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CorporateTime

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Eudora

Back in 2008 | Email Use Cases

Some examples:

- **Transmission/receipt** of messages and documents.
- **Data archiving**, e.g., for investigations, as knowledge base.
- **Confirmation of receipt**, e.g., of legal documents.
- **Reminders/task list**, e.g., sending an email to myself to remember to buy bananas.

Back in 2008 | Calendaring Use Cases

Some examples:

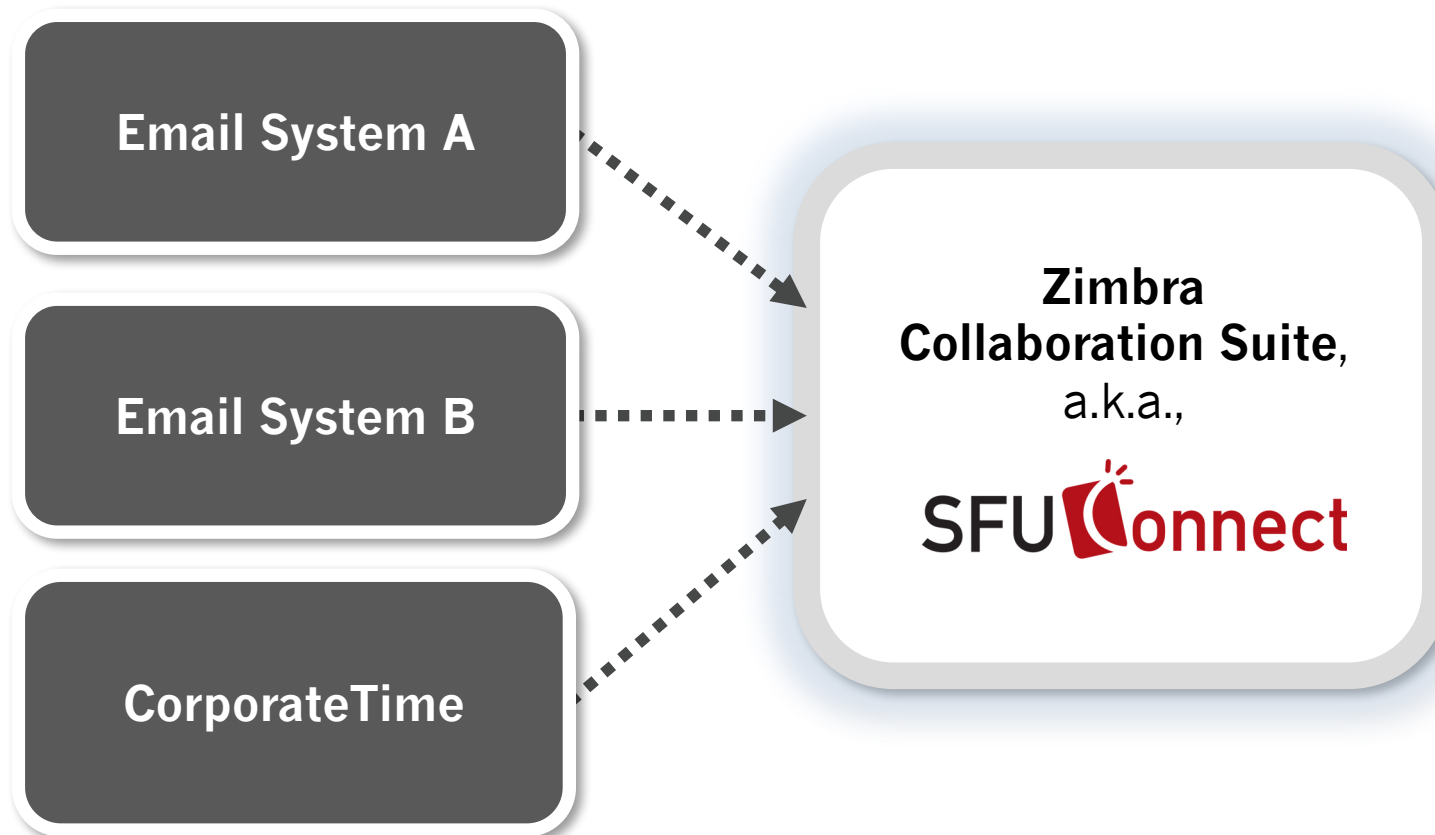
- **Meetings/appointments.** Can be recurring, with or without attendees, room/resource bookings.
- **Reminders/notes,** often as events in a separate calendar.
- **Room/resource management:** Administration of bookings or request of bookings.
- **Delegation:** Management of one or more calendars on behalf of another user.

Back in 2008 | Access Methods

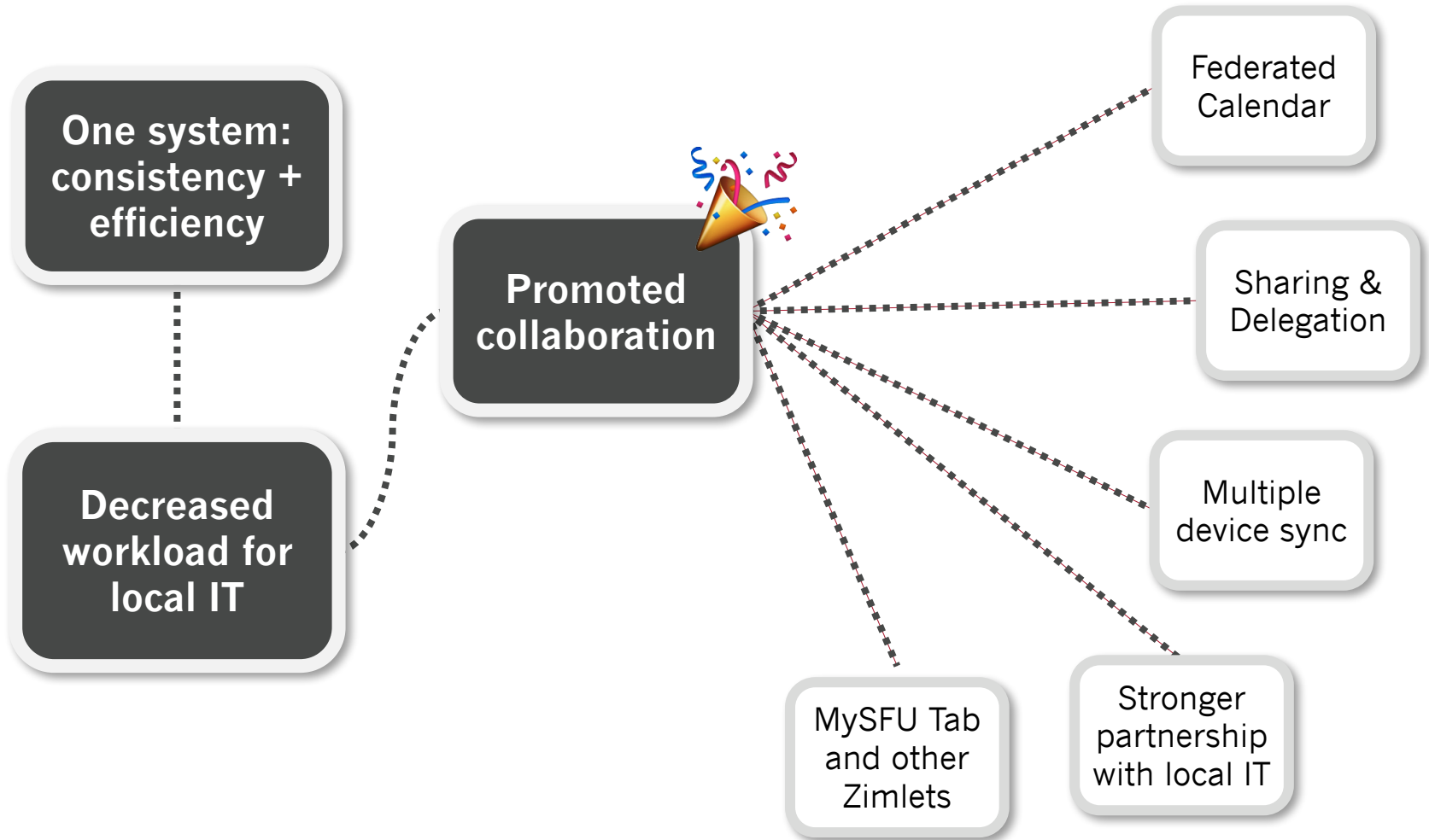
Types of Clients:

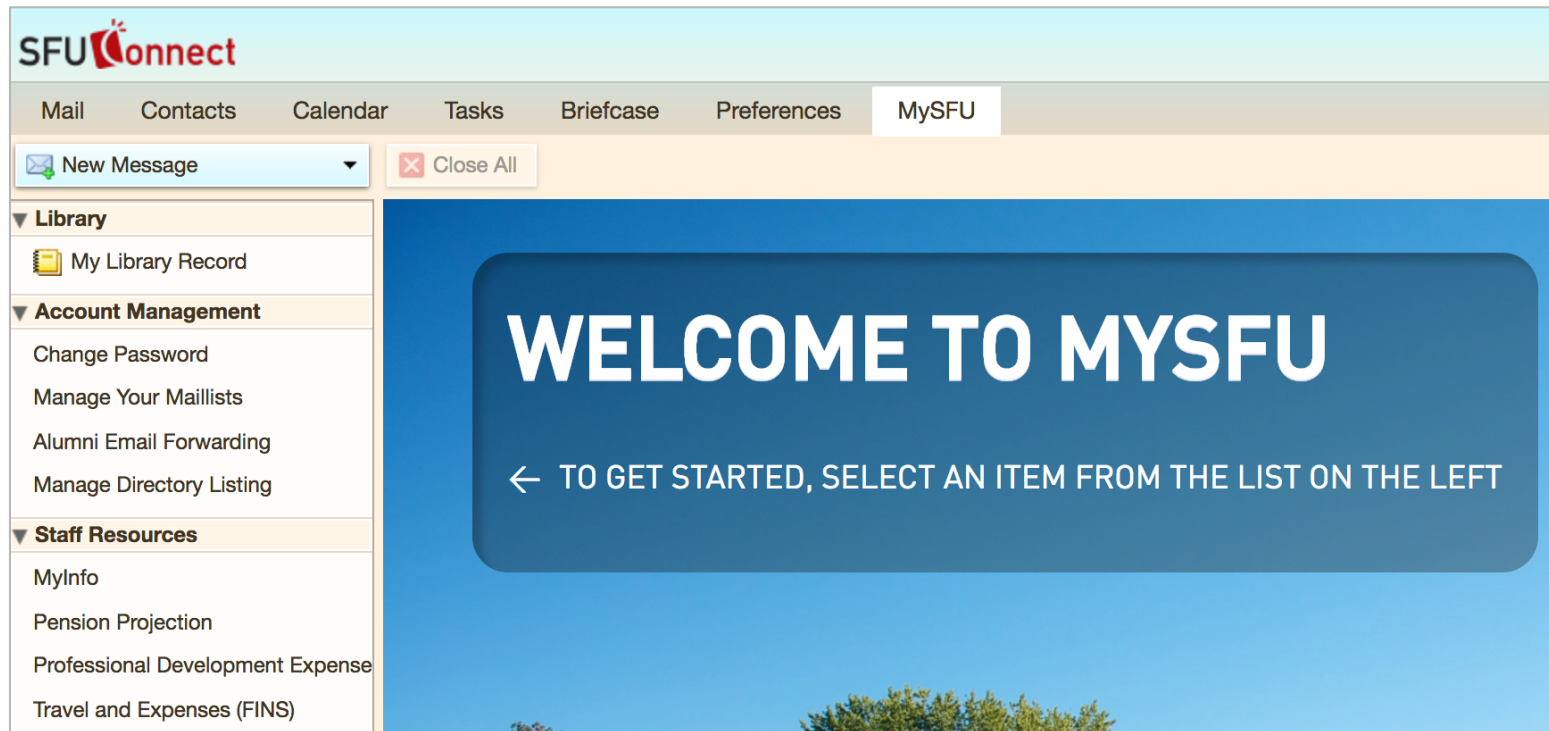
- **Desktop clients**, e.g., Eudora, Outlook, Mutt.
- **Web clients**, for desktop browsers.
- **Mobile apps**: Getting there...

2008 - 2011 | Transitioning from two email systems and CorporateTime



SFU Connect | Successes





(Staff view shown above; students and faculty can see course info.)

SFU Connect | Challenges



- Complaints regarding performance
- Calendaring:
 - Understanding of expected behaviour
 - Best practices
 - Sync issues with third party clients



- Third party clients vs. web client
- Understand users to bridge the gap: workflow, foundational knowledge
- Training sessions: separate audiences
- Partnership between local and enterprise IT

What's Next? | Future of email & calendar at SFU

- Exploration of mainstream solutions
- Cloud vs. on premise

Conclusion | Last thoughts...

- **Cloud vs. on premise** isn't necessarily a simple decision for us.
- Continue **improving our communication** with end users and local IT partners to learn about needs.
- Email and calendar are **here to stay** in the foreseeable future at SFU.

"...and I'll still be okay without an email account!"



That's all, folks!

Questions?