

**Purpose:**

EITS has indicated the intention to conduct a due diligence effort for the selection of the University of Georgia's next generation email and calendaring solution(s). In support of this effort, this ITMF committee will gather and document the functionality, policy, and support process desires for our constituents and work with EITS as the ITMF representatives for the due diligence project.

**Requirements:**

In our discussions there were several themes that kept coming to the foreground that we feel must be highlighted.

- Users want a rich feature set.
  - The committee would like to see the next generation email/calendar solution for UGA offer a full feature set that will meet the needs of even the advanced users.
  - While the majority of users may not need every feature offered in the solution we feel that by tailoring the solution to the majority leaves a gap that fails to meet the needs of the advanced user.
  - A full featured product will better serve the university community in the future.
  - The product must be ADA compliant via either thick client or web client.
- Users want a groupware solution combining email/calendar and richer features such as document management and collaboration/teaming sites.
- As is customary, we encourage EITS to select at least three top contenders and perform open, end-user testing of the candidates.
- The solution must have a large number of third party applications developed to integrate with it, and the vendor must have the resources to future-proof the product and allow for new features as technology and needs change.
- The solution needs to allow for, or there needs to be a policy/procedure for non-faculty/staff access to the calendar/email solution (Grad Students/visiting faculty/non-UGA users).
- The solution must include larger message stores that are comparable to commercial email offerings, and must allow for future growth.
- The faculty /staff solution does not have to be the same as the student solution. We encourage EITS to investigate hosted solutions for the student email accounts.

The following feature lists are based on feedback from faculty, staff, and IT professionals

### **General Email Features**

- Utilize UGA MyID for authentication
- Larger quotas - more in line with commercial and peer/aspirant offerings (>2 GB or industry trends at time of implementation)
- Proxy/Delegate users supported; the proxy user should not be required to know the account owner's password
- Centralized and Delegated distribution lists
- Real-time push Phone/Device sync (must sync contacts/email/cal)
  - Blackberry, Windows Mobile, iPhone, Palm etc.
  - Syncml / Funambol (LG, Nokia, Motorola)
- Spam Filtering
  - Both centrally managed and on the client side
  - Personally managed email address safe list and block list
  - Virus filtering – dropping at SMTP
- User managed archiving
- Integrated Instant Messaging
- Integration with Collaboration Tools
- Auto Reply
- Remove attachments from emails without deleting emails
- SMS messaging support
  - Alert feature to send messages to IM, phone, email, pager, etc. based on an event (UGA Alert, appointment, meeting, news, weather, sports, etc)
- Email forwarding to other accounts
- Email folder/sub-folder support
- Email/Calendar/Contact integration (i.e., drag email to calendar to create appointment, select contacts to organize meetings)
- Recover deleted emails
- Conversation threaded message viewing
- Directory lookup for email, calendar, contacts

- Shared address books

### **Email Web Client Features**

- Secure SSL Web access
- Rich Web client and tools – should mimic thick client including proxy access
- Cross platform: multi-OS, multi-browser (IE, Firefox, Safari, Opera)
- Universally accessible address book(s) – same as in thick client
- Active web client (AJAX, etc.)
- Import/export contacts and appointments via web client
- Auto save of emails

### **Email Thick Client Features**

- Native client access (rich client for multiple OSes) – Windows, Mac, Linux
- Universally accessible address book
- Powerful search/filtering tools – integration with desktop search tools
- Integration of RSS feeds

### **General Calendar Features**

- Calendaring iCal, MAPI (.ics compliant)
- Utilize UGA MyID for authentication
- Support for resources – rooms, phones, projectors, etc.
- Proxy/Delegate users supported; the proxy user should not be required to know the account owner's password
- Phone/Device sync of calendar, email, and contacts
  - Blackberry, Windows Mobile, iPhone, Palm etc.
  - Syncml / Funambol (LG, Nokia, Motorola)
- Data accessible by many clients
- Accessible by faculty, staff and students
- Integrated with enterprise email solution
- Ability to embed into html pages

### **Calendar Web Client Features**

- Rich Web client and tools – should mimic thick client including proxy access

- Cross platform: Multi-OS, multi-browser (IE, Firefox, Safari, Opera)
- Universally accessible address book(s) – same as in thick client
- Active web client (AJAX, etc.)
- Import/export contacts and appointments via web client
- Unified directory lookup for email, calendar, contacts
- Secure SSL Web access

### **Calendar Thick Client**

- Native client access (rich client for multiple OS) – Windows, Mac, Linux
- calendaring that permits simplified creation of events through email and inviting other participants
- Multiple calendars
- Busy/available search
- Sharable calendars
- Web-publishable
- Printed calendars – w/notes, multiple formats, definable start/stop dates, etc.

### **Additional Features (Integrate with or include)**

- collaboration tools
  - Online file storage (password protected private, password protected shared to individuals and/or groups, public shared to Internet)
  - Work flow
  - Online shared workspace
  - Intelligent links between teams/groups/listservs
  - Whiteboard
- content management systems and/or customer relationship management systems.
- Wiki creation tools
- Blog capable