IT Operational Oversight Committee

Outsourcing Opportunities – eMail/Calendaring, etc.

July 24, 2012

Project Title – Outsourcing Opportunities – eMail/Calendaring, etc

Project Team –

Dave Carmichael*, IT Director, College of Engineering
James Daniel*, Associate Professor, Nutrition Science
Steve Hare, IT Director, College of Science
Bruce Hufford, Associate VP, Development
Tim Korb, Assistant Department Head, Computer Science
Michael Smith, Associate Professor, History

Executive Summary – The original charge to this committee: "Outsourcing various IT services, particularly student and alumni email, is an issue that is constantly under review in higher education. Purdue has, in the past, reviewed the feasibility of outsourcing student email. The last effort in this regard was in 2010. This group will consider email outsourcing options and review whether it is economically feasible to pursue outsourcing portions of University email services at this time."

After review of the last two reports, discussions with business and IT areas, as well as reviewing publicly available documents from other universities, unless there is a leadership directive or strategic decision to move to outsourcing, a move to outsourcing in and of itself does not seem to serve institutional goals as they are stated in Purdue's strategic plan or the Campus IT plan. In fact, such a move may limit Purdue's agility in making strides in providing IT services to students, faculty, and staff because it could require duplicative effort and/or loss of critical technological skills. There is a new research report out from Gartner through Educause on May 31, 2012, Software-as-a-Service, Email Security: Risk vs. Trust. We will review and go forward from there.

Alternatives Considered – N/A

Recommendation(s) – Pending further review, we recommend keeping email and calendaring in house at this time.

Impact Assessment (if known)

Key stakeholders –

Impact on stakeholders –

Identify assumptions -

Risks associated with the recommendation -

Identify organizational units responsible for implementation –

Timeline – Review this decision periodically (at least annually) and as conditions change internally and externally.

Cost Savings – N/A
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**Resource Requirements** – None