



INFORMATION TECHNOLOGY VIRGINIA TECH.®



INFORMATION TECHNOLOGY
VIRGINIA TECH.



INFORMATION TECHNOLOGY
VIRGINIA TECH.

Progress Report

*Google & Microsoft Service Changes
for Employees and Departments*

March 5, 2024

it.vt.edu/projects/license-changes.html

Sharon P. Pitt

VP for Information
Technology and
Chief Information Officer

Marc DeBonis

Director, Collaborative
Computing Solutions

Chris Shively

Manager, Collaborative
Computing Solutions

What we'll cover in this session:

- Project background and goals
- Google and Microsoft Services
- A last word about Google Photos
- Email and calendar migration: where we are now
- Shared Drive management
- Google storage allocations for employees
- Key dates
- Your questions!



Google License Changes -- Background

- Virginia Tech's use of 'no-cost' Google storage began in 2008.
- **In 2021, Google announced plans to place costs and caps on storage. For VT, these new costs will be effective July 1, 2024.**
- In response to these rising costs, Virginia Tech announced changes affecting the Google Workspace in **April 2023**. A second message regarding changes affecting Microsoft apps was shared in **August 2023**.

Google License Changes -- Goals

The goals of these changes are to:

- Responsibly administer the university's spending on collaboration platforms.
- Strengthen the university's cybersecurity posture by improving email protections and reducing data risk through the removal of abandoned data.
- Implement new processes that promote best practices for file and storage management, collaboration, and onboarding/offboarding of students and employees.
- Enable colleges, departments, and units to allocate resources to best meet the needs of their employees and collaborative culture.

Google and Microsoft Apps for University Employees

Most of the services you're familiar with on both the Google and the Microsoft side will continue to be available. The only apps that are now unavailable are Google Photos, Gmail, and Google Calendar. Here's a partial summary of what's available:

	VT Google Workspace	VT Microsoft 365
Email & Calendar		Exchange Online (Outlook and Calendar Apps)
Storage & Collaboration	My Drive Shared Drives Groups Contacts Chat	OneDrive SharePoint Groups People Teams
Commonly used apps	Docs Sheets Slides Keep Forms	Word Excel PowerPoint OneNote Forms

Questions & Answers

- Please use the Q&A button at the bottom of your Zoom window to send in questions at any point during the presentation.
- We will hold these questions until the Q&A portion of the event, and then respond to as many as we can in the time available.
- This session will end promptly at 3 p.m. If we are not able to get to all the questions by then, we will reply to all questions submitted and post the full Q&A on our website, like we did after our event in October.

Connecting with your local IT professionals

- For the purposes of this presentation, your Organizational Unit Administrator (or OU Admin) is the IT professional charged with administering employee Google storage allocations for your organizational unit. (They also do a whole lot of other things!)
- To find a listing of your OU Administrator(s), log into the My Collaborative Accounts Tool, aka MyCAT, at mycat.ccs.vt.edu.

Name	1balda
Password Set	9/1/2023 11:48 AM Change Password
Department	Collaborative Computing Solutions (058601)
OU	ccs
OU Admins	Paige Ghra , Christopher Bateson , Christopher Mullins , Justin Hendrix , Matthew Hart , Christopher Shively , Steve Warrick , Doug Edmonds
Network Liaisons	Steve Warrick , Doug Edmonds , Chris Bateson

One last word about Google Photos

- The VT Google Photos service was discontinued on January 16, 2024.
- To all who spent time moving photos and deleting data – THANK YOU! Your efforts were essential to the success of this major change.
- For any employees with data still in the service, please keep in mind that you can still download a copy of this content using [Google Takeout](#).

98%

of employees removed
all data from the app

Email & calendar migrations are nearly complete

99%

of employees have
been migrated

- Most VT employees have now transitioned to Exchange Online for email and calendar services.
- If your account has not been migrated, visit MyCAT (mycat.ccs.vt.edu) to confirm your migration date and status.
- We are here to help provide support as people settle into using the new tools.
- If you are getting familiar with Exchange Online, visit our Support Resources page for links to tutorials and other resources. it.vt.edu/license-changes/support.html

A few post-migration tips

- Review your inbox and consider [setting up new folders and rules in Outlook](#) to help you organize your messages quickly.
- Consider using [the archive feature](#) to regularly move older items from your primary inbox to a separate archive mailbox.
- Review your calendar for recurring meetings and ask meeting organizers to re-send invites if needed.
- If you find you are missing important content, your local IT professional can assist you in locating data. Submit a [Help ticket](#) if additional assistance is needed.

74%

of employee-managed
Shared Drives have
departmental plans identified

Departmental Google Shared Drives

- Employees & local IT professionals have made great strides in identifying and claiming thousands of Shared Drives.
- On February 15, all unclaimed Shared Drives were assigned zero GB of storage (this puts them in a read-only state).
- If you are a manager or a member of one or more shared drives, you can view your department's plan for your drive in MyCAT (mycat.ccs.vt.edu).

Google Shared Drive plans and storage cleanup

By May 1, department plans for Shared Drives will be implemented, with four options available for each Shared Drive.

- **Keep:** The Shared Drive will remain in Google and will have an assigned storage limit.
- **Migrate:** Drives will be migrated out of Google to another storage location, such as SharePoint Online, and removed from Google once the migration is verified to be complete.
- **Remove:** Drives will be deleted from Google starting on May 1.
- Shared Drives that remain **unclaimed** by any department will also be deleted on this date.

60%

of employee-
managed Shared
Drives are staying in
Google

How to know if a Shared Drive is read-only

The screenshot displays the Google Drive interface. On the left, a sidebar lists navigation options like Home, Activity, Workspaces, My Drive, and Shared drives. The main area shows a list of shared drives, with 'HR Coordinator - Search Committee Resources' selected. A red circle highlights the information icon (i) in the top right of the drive list. A purple arrow points from a text box to this icon. A red arrow points from the information icon to a storage full error message in the top right corner. Another red arrow points from the information icon to the 'Who has access' section in the right-hand details pane. In this section, the 'Storage used' bar is circled in red, showing '2.6 MB of 0 bytes'. Below the main drive list, a scrollable list of other shared drives is visible.

Select the drive, then click the 'information' icon here

Shared drive storage full All 0 bytes for HR Coordinator - Search Committee Resources has been used. To continue, clean up space or talk to a Workspace administrator. Clean up space

Who has access
Shared with Brittany Bane, Kit Hayes, and Ronald Keller
Manage access

Drive details
Type
Shared drive
Owner
Virginia Tech
Storage used
2.6 MB of 0 bytes
Creator

[This Knowledge Base article has complete details.](#)

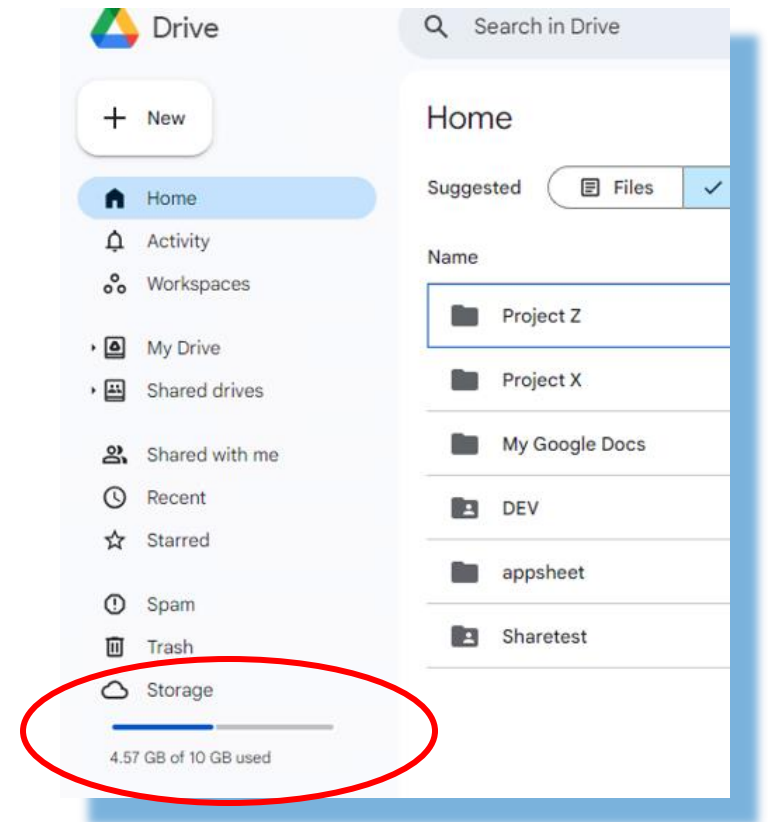
Department Google Storage Plans



- On March 15, department storage plans go into effect for employee My Drives and departmental Shared Drives.
- Employees will receive between 5 GB of storage (the baseline) and a higher amount determined by their department.
- Departments receive a pool of additional storage (based on department size). This pooled storage can be used to increase employee My Drive or departmental Shared Drive storage assignments.
- Departments can select Google storage add-ons to augment their plans at no cost during this initial storage allocation phase. The storage add-on costs will go into effect starting July 2024.

Departmental Google Storage Plans, cont'd.

- Departments are encouraged to discuss their storage allocation plans with employees. Look for emails or other messages from your local IT professionals.
- On or after March 15, visit drive.google.com/settings/storage to confirm your storage allotment in Google.
- Google will notify you in the Google Drive app when you have used 80% or more of your assigned storage.
- If you need additional storage, work with your local IT professional to determine best solutions to meet your needs.



Know these key dates

March 15 - Departments/Colleges/Units implement Google storage allocation plans for individual employee My Drives and departmental Shared Drives.

May 1 - Departments confirm FY 2025 storage purchase estimates; deletion of unclaimed employee-managed Shared Drives begins.

July 1 - Google services operate under new cost-based licensing model.

Key messages

- We are in final phase of implementing these changes, so it's important to stay engaged.
- Work with your local IT professionals to understand the storage plan for your department.
- We are here to help, and truly appreciate everyone's work on this. We recognize these are significant changes. Thanks also to all the local IT professionals who have been instrumental in carrying out these changes.
- Keep in mind that when these initial Google storage changes are complete, new processes will continue to take shape.

Where can I get help?

- The Google and Microsoft License Changes website – it.vt.edu/license-changes
 - Training resources are available on our [Support page](#).
- Your department's IT professionals, including your Organizational Unit (OU) Admins
 - Check MyCAT for a listing of your OU Administrator(s) - (mycat.ccs.vt.edu)
- Contact 4Help 24/7 – by phone at 540-231-4357, or at 4help.vt.edu
- Request a 'Collaborative Computing Solutions General Services' consultation through the IT Service Catalog, viewable at 4help.vt.edu

Questions?

For additional details, visit it.vt.edu/license-changes, especially the 'Info for Employees' and 'Support Resources' pages.

Thank you for taking the time -- and for your questions!