Off-Campus Email

<u>On-campus and Off-campus Email Services</u>: Email sent to an @uci.edu address may be delivered to an electronic mailbox service operated by an on-campus unit (e.g., the Office of Information Technology, Health Sciences Information Services) or to an electronic mailbox service operated by an off-campus entity (e.g., Google, Yahoo, Cox, Hotmail, Microsoft Live, Mobile Me).

<u>University-provided email services</u>: "University-provided" email services include both on-campus services and university-sponsored off-campus services. A UC contract with Google provides university-sponsored off-campus email services for students as part of "Google Apps for Education." Irvine has implemented Google Apps for students on an opt-in basis. Contractual terms which allow extending this service to faculty and staff are currently under negotiation at UCOP. Microsoft is eager to provide such services as well.

<u>University-sponsored Off-campus Email Services</u> *vs* <u>Personal Off-campus Email Accounts</u>: "University-sponsored" off-campus services are those governed by contractual agreements between an off-campus service provider and the university. "Personal" (off-campus) accounts are governed by contractual agreements between an off-campus service provider and an individual using the services.   The University has no standing in such agreements. Off-campus services which provide personal accounts to individuals are commonly called "<u>Third Party</u>" email services.

The popularity of off-campus email services continues to grow as service providers have increased functionality while decreasing or eliminating the cost for individual, personal users.

Employees currently have the technical ability to redirect their @uci.edu email to any service provider they choose, including personal (off-campus) email accounts.

As of September 2010, approximately 550 UC Irvine employees were forwarding emails sent to their @uci.edu addresses to personal off-campus email accounts. Employees who use personal off-campus email accounts to conduct university business typically explain that they do so because: (1) those services provide actual or perceived additional or better functionality (*e.g.*, a more convenient user interface for webmail access) than university-provided email, (2) those services provide greater storage space than university-provided email, (3) it is convenient to have one email account for both professional and personal use, (4) they are technical experts who enjoy creating and using specially designed email servers, or (5) they distrust university provided resources.

To date, no guidance has been offered to faculty and staff regarding having email sent to @uci.edu addresses delivered to personal (off-campus) email accounts. A work group is currently preparing a report for campus discussion on "Individual Faculty and Staff Use of Third-Party Email Risk."

The work group's report (from which much of the terminology and background above is derived) is not yet complete, but the following is an approximation of what appears likely to be central to it:

> There are risks inherent in all email: non-delivery, copies falling into the "wrong hands," inability to effect legitimate access over time. Off-campus email services can seriously impact the University's ability the control or mitigate one or more of these risks as they may effect its operations, obligations, and reputation. This impact is significantly higher with third-party email services, while the risk of university sponsored off-campus services can be much more in line with those of on-campus services.