

Educational Institutions: Engagement Due Diligence [EDD]

Introduction

Congratulations on taking the first step to getting your education online for your school! This questionnaire will help you assess the technical readiness for your school to adopt the Google for Education solution's for web-based learning. <http://www.google.com/edu>

While we encourage that you fill every section of this document, Section C is specifically for engagements that require Technical Consulting, or Bandwidth / Infrastructure improvements.

[Section A: Basic Information](#)

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Section A: Basic Information

1. Organization full name
2. Type of organization: HE / K12 / Others: ...
3. Address
4. Key Contacts

| | Role | Name | Email | Phone |
|-----------------------------|--------------|------|-------|-------|
| Person completing this form | | | | |
| e.g. Head of ICT | ICT Director | | | |
| | | | | |
| | | | | |

5. Please provide approximate population statistics in the table below:

| Campus | Number of | | Number of staff | |
|--------|-----------|--|-----------------|--|
| | | | | |

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

d. If Wi-Fi is available on campus, please provide the following information :

i. Coverage (% of Academic area covered & % of living area covered)

ii. Who currently has access to the wifi on campus? Staff only, Staff & Students, or everyone?

e. Planned infrastructure

i. Please describe any existing plan to augment, replace, or improve your current infrastructure.

ii. Is the plan approved?

iii. What are the projected costs and how will the work be financed?

7. Mail & Collaboration

a. Is e-mail provided to faculty/staff? If so, which email solution do they use?

b. Is e-mail provided to students? If so, which email solution do they use?

c. How do you manage your DNS settings - directly, through ISP or through others?

Section B: Integration

Google Apps has been used by top schools and universities to establish and maintain global standards, reduce costs and provide effective communication and collaboration. For examples of how thousands have used these solutions, please visit <http://www.google.com/enterprise/apps/education/customers.html>

1. Please list the software or IT systems that get the most use at your school, both for central administration as well as among students, faculty, and staff. Which of these are the most important and which consume the highest resources (including license cost, hardware, and time spent on administration)?
2. Individual accounts
 - a. Do you have a centralized way for school/university community members to authenticate to multiple online services you currently provide (email, intranet, etc.)? If so, what technologies do you use (e.g., SAML/SSO, RADIUS)?
 - b. Is there an existing directory of all students, staff, and faculty? How is it stored and accessed (e.g., LDAP, ActiveDirectory)?
3. Course registration: Do you currently have electronic records or a Learning Management System? If so, indicate which one from the list below.
 - a. Moodle
 - b. Blackboard
 - c. Sakai
 - d. Desire2Learn
 - e. Pearson learning studio
 - f. Other
4. Video services: What solutions, if any, are you currently using for distance learning, recording lectures, videoconferencing, etc.?
5. Personal websites: How do students, faculty, departments, or other groups create websites for coursework or extracurriculars, and stay in touch with other community members?
6. In addition to anything mentioned above, what are the key processes or functions of the university that you would like to bring online, or that are already online and could be integrated or re-implemented with Google Apps? (Including areas such as administration, admissions, course registration, event scheduling, alumni relations, email reminders/notifications, etc.)

Section C: Current Infrastructure

The following section is used to help us understand your university's *current* infrastructure strengths and weaknesses.

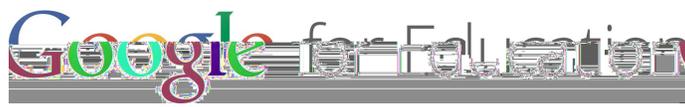
1. Power
 - a. Do you regularly use any source of electricity other than the public electricity?
 - b. If so, what other modes do you use and what is the average run-time per day for each power delivery mode?
 - c. Are your server rooms, IDF (Network) closets backed up by a generator or UPS 24/7?

2. Bandwidth
 - a. Please perform a traceroute and ping test to www.google.com and paste the results.
 - b. This should be done from within your university network. [On Windows command prompt, type 'tracert www.google.com' and 'ping www.google.com'; On Linux command prompt, type 'traceroute www.google.com' and 'ping www.google.com']
 - c. If applicable, what is the public IP address block(s) and associated subnet mask(s) of your university?
 - d. Does your university have its own autonomous system (AS) ? If yes, can you provide your ASN Number?

3. Network Topology
 - a. Please attach a network topography (physical, logical) diagram which indicates routers, switches, hubs and wireless access points.
 - b. Please specify the quantity, brand name, model number, and approximate age of your wireless access points.
 - c. Please describe the authentication method to access the Wifi Network (access codes/logins, a default password for all, email ID...)
 - d. What kind of firewall, routers & switches do you currently use? Please detail brand names, (e.g. HP, Cisco, D-Link, Smoothwall) and model numbers.
 - e. Do you implement network segmentation? (L2/L3)
 - f. Do you implement NAT?
 - g. Do you implement DHCP?
 - h. Are there any regulatory limitations for indoor/outdoor Wireless?(regulation laws can limit usage of some Wireless equipment. in some countries outdoor Wi-Fi is not allowed. also some regulation laws allow EIRP that exceeds 100mw (20dB) in 2.4 GHz)

4. University Computing Facilities
 - a. How many server rooms does the university have?
 - b. What equipment do the server rooms contain? Kindly specify the number and hardware/operating system specification of each equipment category.
 - c. What services are hosted on these servers?

- d. Is there an intranet hosted internally??
- e. If so, what intranet services are provided and used ?
- f. What kind of authentication method do you employ for your internal services (e.g. SAML/SSO, LDAP, RADIUS, Active Directory, hashed passwords in a database, etc)?
- g. Does the university block or otherwise filter any Internet traffic or content (e.g. P2P, YouTube, pornography, etc)?
- h. Does the university perform bandwidth management or connection throttling (e.g. each client restricted to 500Kbit/s)?



Section D: ICT Team Capacity & Requirements

1. Would the ICT Team need help for the initial deployment / migration to Google Apps, or prefer to self-deploy?
2. Does the university staff manage / administer its own network and server infrastructure or does an external company / consultant provide these services?
 - a. If an external company or consultant provides the service, what type of support services do they typically provide for the university?
3. Which areas of training does the general university population need most (and ICT staff specifically)? Please indicate all that apply, and specify whether the training is needed for ICT Staff, Management, Academic Staff or Students.
 - a. Google Apps
 - b. Linux systems administration
 - c. Physical network design & operation
 - d. Wireless network design & operation
 - e. Network monitoring, management, and security
 - f. Network services (e.g. WWW, DNS, Proxies, Intranet systems, TCP/IP)
 - g. Routing, routing protocols, switching
 - h. Server room management and operation
 - i. Other (specify):
4. Do ICT staff participate in any local technology related user-groups, knowledge-sharing organizations, or forums? If so, please provide details.
5. Services & Support
 - a. How many team members are there in the ICT Team? How is the team structured?
 - b. Do you have a helpdesk?
 - c. Where do students / faculty / staff go for ICT support?
 - d. Do you use standard processes (e.g. ITIL)