GOOGLE SUITE FOR AA SERVICE ORGANIZATIONS

Anonymity, collaboration and longevity

AS PRESENTED AT THE NATIONAL AA TECHNOLOGY WORKSHOP SEPTEMBER 21, 2019

What is G-Suite?

- AKA
  - Google Suite
  - Google Cloud
- Integrated suites of secure, cloud-native collaboration and productivity apps allowing your users to communicate with the public and each other.

What is G-Suite?

◦ Gmail – Email:

  ◦ Email storage/routing/delivery

  ◦ Allows access through GMAIL Interface
    (Apps, gmail.com, and any other mail app)

  ◦ Unlimited accounts – <u>anyone</u> who does service for you can be
    given an @your_aa.org account and have unlimited access to
    ALL resources.

What is G-Suite?

◦ Google Groups – Email storage and distribution:

  ◦ Useful for addresses which will rotate I.e. treasurer@your_AA.org

  ◦ A distribution list which will copy emails to Group members

  ◦ Can be set to retain all email

  ◦ Can "send as" the group email address

  ◦ Web interface like an inbox – but more discussion/thread focused

What is G-Suite?

◦ Google Drive – File Storage:
  ◦ Replaces local storage of files
  ◦ Optionally use Google Docs/sheets/presentation applications (instead of Word/Excel/PowerPoint) But you **CAN** edit MS files
  ◦ Make available publicly or privately by sharing links instead of sending files
  ◦ Can sync files to desktop/laptop
  ◦ Simultaneous editing (Using Docs/Sheets)

What is G-Suite?

◦ Besides Email and File Storage:
  ◦ Any web-based google compatible "App" can be used!
    ◦ Access given only to specific people, enabling/disabling specific features on-demand. (Hangouts online meetings and chat, Calendar, YouTube, Forms)
  ◦ Single or multi-person administrative access at customizable levels ("Roles")
    ◦ Owner – All privileges
    ◦ User Manager (Add/remove trusted servants)
    ◦ Group manager (Add remove from a group)
    ◦ User (Just read what you are given permission to access)
    ◦ Custom – manage certain apps/organizations/user facets

What is G-Suite?

◦ Besides Email and File Storage:
  ◦ VOICE – allows texting through the web interface
    ◦ Ask me how WAIA's bridging the gap committee is using this (paid) service to incorporate texting into getting help for those coming out of treatment.
  ◦ Manage physical resources like Chromebooks/Chrome Desktops/Android phones
  ◦ Website management
    ◦ Not familiar with these tools – but available (One stop shop)
  ◦ & More…

G-Suite is:

- Backed by ALL of google
  - support.google.com
  - Customer service available LIVE (FREE)
  - Need something? Google It!
  - Search bar in admin is very helpful

Cost

◦ Google for Nonprofits is free.

◦ Unlimited users – 30GB of storage per user

BUT...
ISN'T GOOGLE EVIL?

Fear of the unknown – or fear of being TOO known

Google Cloud Help

Does Google use my organization's data in G Suite services or Cloud Platform for advertising purposes?

No. There are no ads in G Suite Services or Google Cloud Platform, and we have no plans to change this in the future. We do not scan for advertising purposes in Gmail or other G Suite services. Google does not collect or use data in G Suite services for advertising purposes.

The process is different for our free offerings and the consumer space. For information on our free consumer products, be sure to check Google's Privacy and Terms page for more consumer tools and information relating to consumer privacy.

G-Suite Privacy Policy

But… it's FREE – WE MUST BE THE PRODUCT!!

Nope.

https://support.google.com/googlecloud/answer/6056650?hl=en

Google Cloud Help

Who owns the data that organizations put into Google Cloud? ∧

To put it simply, the data that companies, schools, and government agencies put into our systems are theirs. Whether it's corporate intellectual property, personal information, or a homework assignment, Google does not own that data.

That means two key things:

- We use your information for the purposes specified in your agreement, such as delivering you the service for which you pay. There are no ads in Google Cloud.
- You have control over your data. We provide you with tools to delete and export your data so that you can take your data with you at any time, use external services in conjunction with G Suite, or stop using our services altogether.

G-Suite Privacy Policy

Ownership

Us…

Google Cloud Help

Is Google using my data? What for?

Google processes your data to fulfill our contractual obligation to deliver our services. Google's customers own their data, not Google. The data that companies, schools, and students put into our systems is theirs. Google does not sell your data to third parties. Google offers our customers a detailed Data Processing Amendment that describes our commitment to protecting your data.

Ernst & Young, an independent auditor, has verified that our privacy practices and contractual commitments for G Suite and G Suite for Education comply with ISO/IEC 27018:2014. For example:

- We do not use your data for advertising
- The data that you entrust with us remains yours
- We provide you with tools to delete and export your data
- We are transparent about where your data is stored

G-Suite Privacy Policy

I'm supposed to trust them?

Yep.

@gmail.com addresses are "in the consumer space"

◦ No guarantee of privacy and ownership as outlined in prior slides

◦ So are most free services such as yahoo, Hotmail, etc.

THE TRANSITION

How

Get an account

- First – Register your Nonprofit organization with Tech Soup. techsoup.org
  - They will need your 501c3 numbers and paperwork.
  - They also offer lots of free and low price software including reduced rate office365 accounts.
- Second - register your domain with – gsuite.google.com
- Get a NONPROFIT account – NOT Education (different products)
  - If you don't have a domain yet you will need one (you can do this during the setup with google, but I recommend using 3rd party such as hover.com)
  - DO NOT follow all steps to set up MX records unless you don't have private email service currently (all service email goes through personal email – or shared cloud accounts) perform transition in stages

How to transition?

◦ Use Google's Migration Tools

◦ Chat and Phone Support available (Chat is free and 24x7)

◦ Use Routing (next slide)

◦ All at once or in pieces

◦ Requires Buy-in

◦ Care must be taken so incoming emails are not lost during the process (test often!)

◦ Bit Titan? Paid service to transition between Google/MS

Transition Example – Routing

◦ Create G-Suite account

◦ Set up default G-Suite routing to send unmatched email to your old service DNS MX Record

◦ Point your domain's DNS MX Records to G-Suite

◦ Email now flows through google to old service as long as the email address does not exist on your G-suite.

Transition Example - Routing

◦ One by one – create accounts and email will stop going to old service and arrive in new inbox

◦ Old email can be moved automatically from an old account to a new account (see migration tools)

◦ Old email must be re-sent to appear in a group

◦ You can create an "Alias" for previous email addresses which don't match your new format.

　　◦ I.E. old: alex@aa-dc.org becomes an alias for alex.m@aa-dc.org

Transition – enroll G-suite users

◦ Create Firstname.Last**initial**@your_aa.org email addresses for all your primary trusted servants (alex.m@aa-dc.org)

◦ Add their personal email address as the "recovery" email address – NOT secondary address (secondary address will appear as an option in contacts)

◦ Send welcome emails as you create each account OR create custom letters to each person which include the committee email addresses they are responsible for

◦ Create a google group for each committee/position and add the trusted servant as a "manager" or "member" of that group (Roles)

Transition – Compromise

◦ Create G-Suite accounts and require each trusted servant to log in at least once to set up forwarding of all mail to their personal address.

Do I have to sign in?

Yes, <u>at least once</u> - then you **can** (but don't have to) set up all email to <u>forward to your personal email address</u> – and everything will continue basically the same as it does now (you get committee email in your personal account)

Example_welcome_letter

Transition – enroll personal email

○ Create google groups for each committee/position, allow members outside your organization to join. (See slide 23)

○ Use the "direct add" feature to add personal email addresses as members of the group.

○ Email will flow from the public through the group to the personal email address –replying can go to the group or the sender but it will come "from" the personal email address unless specific settings allow them to "send as" from the personal email.

○ Easier but less secure/anonymous
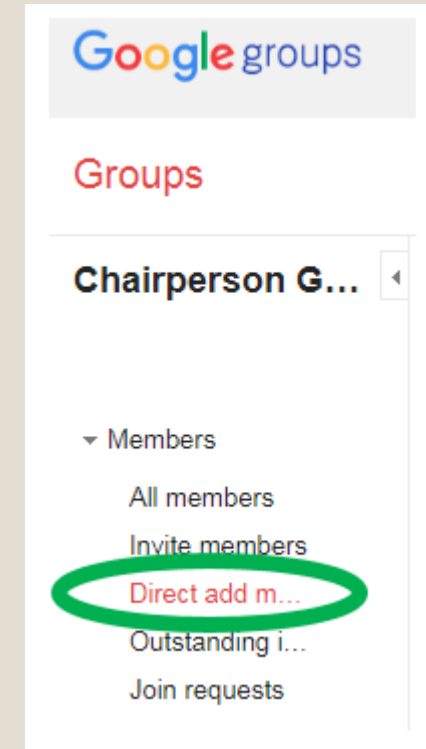
GOOGLE GROUPS

LOTS of options for PROGRESS – not PERFECTION…

Google Groups

◦ Like shared email inbox – but nobody "logs into" them

◦ Messages sent there are copied (not forwarded) to specific email accounts – appearing in the user's inbox.

◦ Previous emails (sent while G-suite has been active) can be archived and viewed/searched through the web interface.

◦ A prefix like [treasurer] can be added to subject lines of incoming email

◦ Web interface allows assigning of tasks to specific accounts

◦ Additional features for "discussion" style conversations/summary emails

◦ "Send As" can be enabled to allow certain accounts to send using the group's email address as the "from"
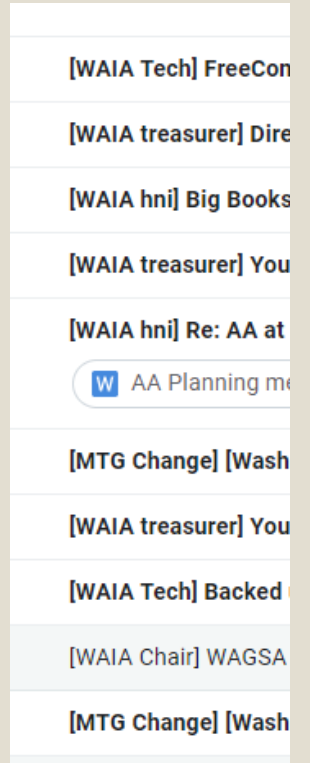
Important Google Group Settings

◦ Green circle is how you allow the public to post to your group.

◦ Yellow circle is how you allow the public to join your group.

Important Google Group Settings

- Set up a "subject prefix" so people know the email is "through" a group

- The email footer is optional – and shows people how to get to the web interface.
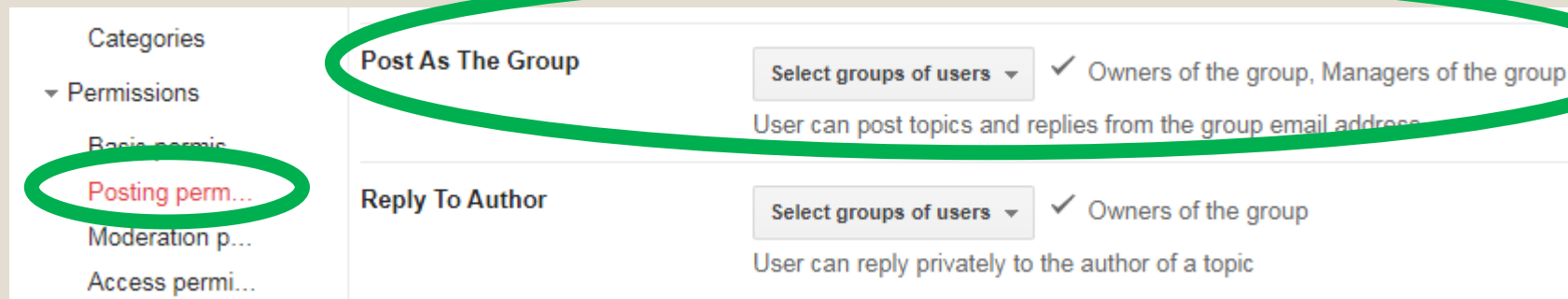
Important Google Group Settings

- Choose the "roles" who can "post as the group" AKA "send as"

- Allows treasurer to reply to public as treasurer@your_aa.org but members can only post or reply as themselves.

- The "reply to author" restriction only effects the web interface – anyone who receives an email through the group can reply to the email address that sent it.
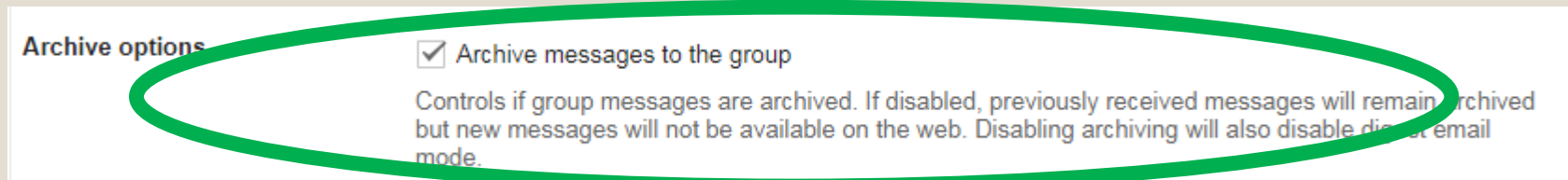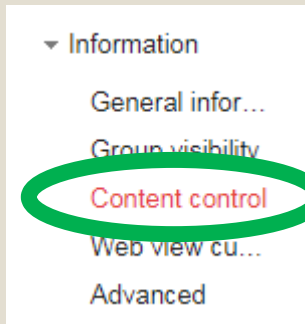
Categories

▾ Permissions

  Basic permis…

  Posting perm…

  Moderation p…

  Access permi…

Post As The Group

Select groups of users ▾ ✓ Owners of the group, Managers of the group

User can post topics and replies from the group email address

Reply To Author

Select groups of users ▾ ✓ Owners of the group

User can reply privately to the author of a topic

Important Google Group Settings

◦ Choose to "archive messages to the group" so the next trusted servant can open the web interface and see all past emails


- Information
  - General infor...
  - Group visibility
  - **Content control**
  - Web view cu...
  - Advanced

Archive options — ✓ Archive messages to the group

Controls if group messages are archived. If disabled, previously received messages will remain archived but new messages will not be available on the web. Disabling archiving will also disable digest email mode.

GOOGLE DRIVE

Get used to it and it's AMAZING – send attachments and miss the point

Google Drive

◦ Cloud file storage – active and archive

◦ As secure inside your organization as you make it
  ◦ G-Suite users are directly given permissions, or groups of users (in organizations) can all access specific areas.

◦ Can be confusing to share "publicly" (Called "Link sharing")

◦ Each user has a "My Drive"

◦ Entire organization shares "Shared Drives" (Aka Team Drives)

◦ If not using Google Apps (Docs/Sheets)use "Backup and sync" to edit files locally (Word/Excel)
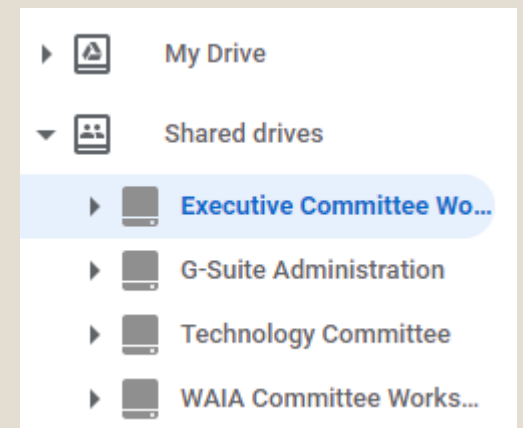
Google Docs/Sheets

◦ Google's version of Word processing/Spreadsheet

◦ Online editing of files which exist in your dive

◦ Added ability to edit .docx and .xlsx files in April 2019 without converting

Important Google Drive Settings

- https://www.google.com/drive/download/

- On your desktop/laptop:
  - Use the "Backup and Sync" app to sync to your "My Drive"
  - Use "Drive File Stream" to sync shared drives
- This allows you to continue to use Word/Excel desktop applications while storing them in the cloud

Backup and Sync

Drive File Stream

Important Google Drive Settings

○ Making something accessible to the public

○ https://docs.google.com/document/d/1P_JpHhIH-vMNX8vLtgHw25pbRDwx26G9oOFdcaj3igY/edit?usp=sharing

○ Note "Allow external access" means the file is 100% PUBLIC as long as the person has the link.

○ Complexity of the link means nobody will guess it.

○ "Anyone with the link can…" view/comment/edit
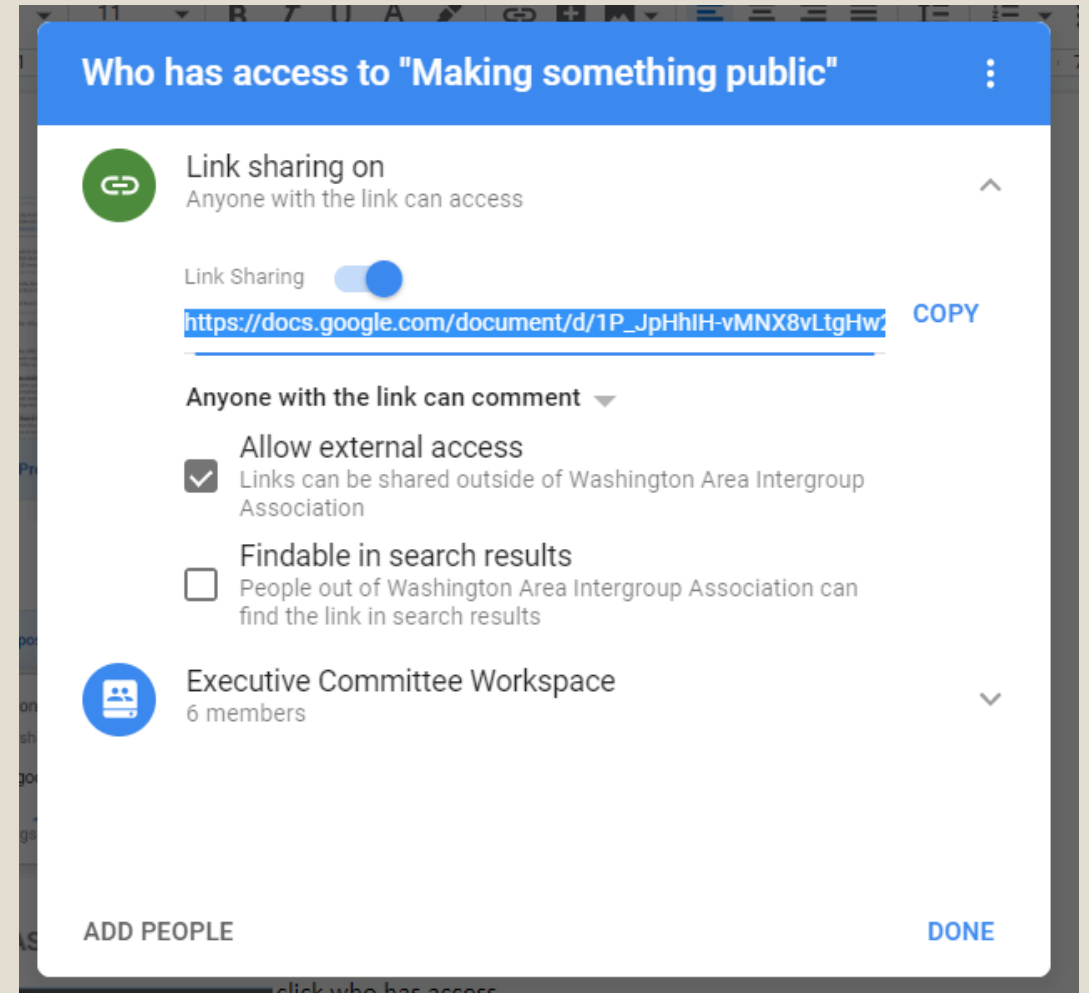
What to do (suggestions)

- Do NOT use alias for service position emails
- Do NOT add personal email as "secondary" email (only recovery email)
- Do NOT expect people to log in or adapt right away!

- Do have one "generic" account set as a member of every group, monitored by office manager/chairperson
- Acceptance… Use Docs and Sheets file formats – not as good as Word/Excel but free, portable, version control, and getting better.

QUESTIONS?

alex.m@aa-dc.org