

<b>A</b> RIZONA <b>D</b> EPARTMENT <b>O</b> F <b>A</b> DMINISTRATION	<b>STATEWIDE STANDARD</b>	 <b>State of Arizona</b>
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## S1110 - GOOGLE WORKSPACE PLATFORM STANDARD

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EFFECTIVE DATE:	OCTOBER 21, 2021
REVISION:	VERSION 1.0

### 1. AUTHORITY

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To effectuate the mission and purposes of the Arizona Department of Administration (the “Department”), the Department shall maintain a coordinated statewide plan for information technology (IT) implemented and maintained through policies, standards, procedures (PSPs), and adoption of statewide technical coordination and security standards as authorized by Arizona Revised Statute (A.R.S.) § 18-104.

### 2. PURPOSE

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The purpose of this standard is to provide additional details and best practices related to the associated Policy 1100: CLOUD FIRST and is an implementation of that Policy for using Google Workspace to provide email, calendar, productivity, collaboration, directory services, and file sharing between agencies.

### 3. SCOPE; EXCEPTION

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This standard applies to all Budget Units (as defined in A.R.S. § 18-101) and IT integrations and/or data exchange with third parties that perform IT functions, activities or services for or on behalf of Budget Units. Applicability of this standard to third parties is governed by contractual agreements entered into between Budget Units and the third party/parties.

This standard applies to Google Workspace only. It does not cover any non-Google products or anything else related to the Google Cloud Platform (GCP) or any Google products not explicitly mentioned in the list of Google Workspace applications in Section 5.

### 4. ROLES AND RESPONSIBILITIES

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#### 4.1 State Chief Information Officer (CIO) or his/her designee shall:

- 4.1.1 Be responsible for defining the program, negotiating the contract with Google, communicating changes in the program to stakeholders, providing access to some select

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training, as well as for providing a managed service option to any agencies interested in subscribing.

**4.1.2** For all managed agencies, be responsible for providing support around the Google Workspace Platform and any other enterprise systems that are integrated with it.

**4.1.3** Be responsible for administering the Google Workspace Program in accordance with appropriate legislation and for keeping appropriate stakeholders informed of program status.

**4.2** Budget Unit Chief Information Officer (CIO) or his/her designee shall:

**4.2.1** Be responsible for evaluating the related service offerings as provided by ADOA-ASET to make a determination as to the appropriateness of these offerings for their agency. This determination shall be in alignment with the goals of the program.

**4.2.2** Be responsible for promoting the usage of Google Workspace products to accomplish the program’s purpose.

**4.2.3** Be responsible to evaluate the appropriateness of each Google Workspace application for usage by their agency.

**4.2.4** Be responsible for making sure that the appropriate resources are available to securely administer the portions of the platform within BU control.

**4.2.5** Be responsible to assign a primary point of contact responsible for any issues that arise in relation to these products.

**4.2.6** For agencies that are not managed by ADOA-ASET, the BU CIO or designee is responsible for ensuring that there is a Service Desk available to support the Google Workspace Platform.

**4.3** Individual BU Users shall:

**4.3.1** Be responsible for learning and utilizing the Google Workspace Platform applications in a manner consistent with the goals of this program and in alignment with their Business Unit’s needs.

**5. STANDARD**

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5.1 Purpose. The State of Arizona consisted of more than 30 disparate email systems resulting in inefficient management and high total cost of ownership. In addition to the federated email systems, these systems were not integrated and did not allow for collaborative scheduling of calendars, directory services, and file sharing between agencies. Having a single integrated enterprise email solution enables agencies to communicate, schedule, collaborate, and more

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seamlessly share data and information. To address these issues, Google Workspace was selected as the standard for email, calendar and collaboration at the State of Arizona.

To that end, *Collaboration* is facilitated by usage of Calendar, Meet, Chat, and Drive. *Directory Services* collaboration is facilitated by usage of Contacts. *File Sharing* is facilitated by usage of Drive and Chat. *Sharing data* and information is facilitated by all parts of the Google Workspace platform.

5.2 Applications. The basic Google Workspace Platform includes (\* minimum number of applications to enable):

- Gmail\*
- Calendar\*
- Drive
- Docs (if there is a need to see email attachments or other documents, then \*)
- Sheets
- Slides
- Forms
- Apps Script
- Sites
- Groups (if there is a usage of collaborative mailboxes by the B.U., then \*)
- Admin Panel (required for any agency that wants to fulfill records requests \*)
- Vault (under Admin Panel)
- Meet
- Chat
- Spaces
- AppSheet
- Tables
- Keep
- Tasks
- Contacts
- Classroom
- Data Studio

5.3 Support. There are 2 paths for a Google subscription:

1. Fully Managed by ADOA-ASET (ADOA-ASET manages the Admin Panel for the agency)
2. Partially Managed by the subscribing B.U. (items that can be delegated to the B.U. are managed by the B.U.)

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5.4 Support. Support for Google Workspace Platform is done by the ADOA-ASET Service Desk for agencies managed by ADOA-ASET.

5.5 Training. Select training for the Google Workspace Platform is provided centrally by ADOA-ASET. Training is provided at a functional level based on the Google Workspace Platform components listed above. Training is not determined by whether or not services are turned on by the owning agency.

5.6 Administration. If the Google Workplace Platform is partially managed by the subscribing B.U., the B.U. needs to have an IT Team trained on Workspace Administration Specialization in order to be allowed to manage their own [OU] Admin Panel. OU Admin training is provided twice yearly. OU Admins are responsible for:

- Onboarding/Offboarding
- Data migration
- Records requests
- License management
- Turning applications on/off and the review necessary to make the determination for the appropriateness of the application
- Determining the appropriateness or necessity of training within their agency
- Keeping up with their IT team training (Admin Panel)
- Reviewing the security functionality provided by the Google Workspace Platform on Drive folders using permissions settings as well as the use of Data Loss Protection (DLP) rules if needed. This includes working with ADOA-ASET to implement the appropriate functionality based on agency requirements.

## **6. DEFINITIONS AND ABBREVIATIONS**

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Refer to the PSP Glossary of Terms located on the ADOA-ASET website.

Google Workspace Platform encompasses all Google products that are included in our Google Workspace Enterprise Plus license (see link in Section 8).

## **7. REFERENCES**

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7.1 A.R.S. § 18-104

7.2 Policy 1100: Cloud First

## 8. LINKS

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Google Workspace Enterprise Plus (subscription license) is the State of Arizona’s license type and, as such, ADOA-ASET’s definition of the Google Workspace Platform. (This full list of included applications changes over time.)

<https://www.cdw.com/product/google-workspace-enterprise-plus-subscription-license-1-year-1-user/6315574>

## 9. VERSION HISTORY

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Date	Change	Revision	Signature
10/21/2021	Initial Release	1.0	J.R. Sloan, State Chief Information Officer