

ARIZONA DEPARTMENT OF ADMINISTRATION	STATEWIDE STANDARD	 State of Arizona
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S1120 - GMAIL STANDARD

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VERSION:	1.0

1. AUTHORITY

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

The purpose of this standard is to provide additional details related to the associated Policy 1100: CLOUD FIRST and is an implementation of that Policy for using Google’s Enterprise Email functions via the Google Workspace platform that bring enterprise class email collaboration to the state agencies.

3. SCOPE

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 Email only. It does not cover any non-Google products or anything else related to the Google Cloud Platform (GCP) or other Google Workspace products.

4. ROLES AND RESPONSIBILITIES

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

- 4.1.1 Be responsible for defining the email program, negotiating the contract with Google, communicating changes in the program to stakeholders, providing access to some select training, as well as for providing a managed service option to any agencies interested in subscribing to the State’s Enterprise Email Platform.

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- 4.1.2** For all managed agencies, be responsible for providing support around the Google Enterprise Email Platform and any other enterprise systems that are integrated with it.
- 4.1.3** Be responsible for implementing all Federal and State policies, standards and procedures that apply to the Google Enterprise Email platform regarding privacy and security, such as the Arizona Department of Homeland Security Policies and Procedures.

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, including ensuring that all privacy and security regulations required by the BU are met. This determination shall be in alignment with the goals of the overall Google Platform program and meeting all regulatory requirements.
- 4.2.2** Be responsible for the appropriate usage of the Enterprise Email Program for the BU.
- 4.2.3** Be responsible for making sure the appropriate resources are available to securely administer portions of the Google Enterprise Email platform within the BU’s control.
- 4.2.4** Be responsible to assign a primary point of contact responsible for any issues that arise in relation to these products.
- 4.2.5** For agencies that are not managed by ADOA-ASET, the BU CIO or designee will be responsible for ensuring that there is a Service Desk available to support the Google Enterprise Email products.

4.3 Individual BU Users shall:

- 4.3.1** Be responsible for learning and utilizing the Google Enterprise Email application in a manner consistent with the State’s Acceptable Use Policy and in alignment with their Business Unit’s needs.

5. STANDARD

5.1 Purpose

The State of Arizona utilized more than 30 disparate email systems, resulting in inefficient management and a high total cost of ownership. These systems were not integrated and did not allow for collaborative scheduling of calendars, directory services, and integration between agencies. Having a single integrated enterprise email solution enables agencies to better

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communicate, schedule, and collaborate with other agencies on a common platform that also provides centralized visibility for security. To address these issues, Google Enterprise Email is the standard for email at the State of Arizona.

5.2 Applications

The standard email application of the Google Workspace Platform is Google Enterprise Email.

5.3 Support

There are 2 support options for a Google Enterprise Email subscription:

1. Fully Managed by ADOA-ASET (ADOA-ASET manages the Administrator Panel for the agency).
2. Partially Managed by the subscribing BU (items that can be and are delegated to the BU are managed and approved by the BU through the use of Google Organizational Unit (OU) administrator based permissions).

5.4 Support

Support for Google Enterprise Email administration is done by ADOA-ASET Service Desk for both managed and, when requested, unmanaged agencies.

5.5 Training

Select training for the Google Enterprise Email application is provided centrally by ADOA-ASET. Training is provided at a functional level as needed.

5.6 Administration

5.6.1 BU's who desire to partially manage their own Google Email OU shall submit a request form to ASET. The specifics of the access delegated will be discussed and provided to the BU upon review of the request. BU's will only be granted access to their own OU's and not to any OU for other agencies or organizations.

5.6.2 If Google Enterprise Email and application are partially managed by the subscribing BU, the BU must have an IT Team trained on Google Enterprise Email Administration Specialization in order to be allowed to manage their own [OU] Administration Panel. OU Administration training is provided twice yearly. OU Administrators are responsible for:

- Onboarding/Offboarding of users within their OU
- Email records discovery and fulfillment via Google Vault
- Restore Data within their OU
- Password reset for accounts within their OU
- Create Google Enterprise Email Delegate Access

- Determining the appropriateness or necessity of end-user training within their agency
- Keeping up with applicable Google Workspace administrative training (Admin Panel)
- License management
- Adding email aliases to accounts
- Setting and managing Virtru DLP policies

6. DEFINITIONS AND ABBREVIATIONS

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), unless specifically agreed to by the BU and ASET.

7. REFERENCES

7.1 A.R.S. § 18-104

7.2 Policy 1100: CLOUD FIRST POLICY

7.3 Acceptable Use Policy:

https://azdohs.gov/sites/default/files/az_policy_p8280_acceptable_use_v3.0_may2021_signed_0_0.pdf

8. LINKS

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.

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

9. VERSION HISTORY

Date	Change	Revision	Signature
8/18/2023	Initial Release	1.0	J.R. Sloan - 8/18/2023