

ARIZONA DEPARTMENT OF ADMINISTRATION	STATEWIDE STANDARD	 State of Arizona
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S1130 - GOOGLE DRIVE

DOCUMENT NUMBER:	S1130
EFFECTIVE DATE:	AUGUST 18, 2023
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 and best practices related to the associated Policy 1100: Cloud First Policy. The Google Drive application is part of the Google Workspace platform that brings the Drive features to State agencies. The following features are listed below:

- File Storage, file sharing, and access from any device
- Team collaboration on documents
- Share with people outside your organization
- Advanced search features
- Drag, drop, upload multiple files and file types
- Implement shared folder structures
- Automatically convert uploaded files to Google format
- Upload multiple file types
- Easy to use interface (Web or Client).
- Microsoft Office compatible
- Share files using a custom link
- Store videos, PDFs, presentations, and photos
- SSL encryption

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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 Drive 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 overall use of Google Drive, negotiating the contract with Google, communicating changes in the program to stakeholders, providing access to select training, as well as for providing a managed service option to any agencies interested in subscribing to the State's Google Drive application.
- 4.1.2 For all managed agencies, be responsible for providing support around the Google Drive application and any other enterprise systems that are integrated with it.
- 4.1.3 Be responsible for administering the Google Drive application in accordance with appropriate legislation and for keeping appropriate stakeholders informed of the status of the program.
- 4.1.4 Be responsible for assigning OU Admin privileges in accordance with access controls P8320 (see section 6.4).
- 4.1.5 Be responsible for making sure the appropriate resources are available to securely administer the Google Drive application.
- 4.1.6 Be responsible for setting Google Drive application naming convention standards and best practices across the State of Arizona Agencies.

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

- 4.2.1 Be responsible for evaluating whether and how to implement the related service offerings as provided by ADOA-ASET to make a determination as to the appropriateness for their agency. This determination shall be in alignment with the goals of the overall Google Platform program.

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- 4.2.2 Be responsible for evaluating the security and privacy controls of Google Drive as implemented to ensure it adheres to regulatory requirements for the types of data that the BU may process, store or transmit via the Google Drive application.
 - 4.2.3 Be responsible for promoting the usage of the Google Drive application when appropriate.
 - 4.2.4 Be responsible for making sure the appropriate resources are available to securely administer the Google Drive application configurations within the BU’s control.
 - 4.2.5 Be responsible to assign a primary point of contact responsible to collaborate with ADOA-ASET 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 will be responsible for ensuring that there is a Service Desk available to support the Google Drive application and escalate issues to Google or ADOA-ASET as required.
 - 4.2.7 Be responsible for implementing Google Drive standard naming conventions across the agency.
- 4.3 Individual BU Users shall:**
- 4.3.1 Be responsible for learning and utilizing the Google Drive Application in a manner consistent with the goals of this program and in alignment with their Business Unit’s needs.

5. STANDARD

5.1 Applications

Google Drive is one of the core applications within the Google Workspace Platform and is rolled out in our Tenant for BUs to implement. Google Drive is a highly collaborative ecosystem of multiple applications called Editors and integrated storage.

5.2 Subscriptions

There are 2 paths for a Google Drive subscriptions:

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

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administrator based permissions)

5.3 Support

Support for Google Drive administrative support is done by ADOA-ASET Service Desk for both managed or, when requested, for unmanaged BUs.

5.4 Training

Select training for the Google Drive application is provided centrally by ADOA-ASET, its integration partners and Google. Training is provided at a functional level as needed.

5.5 Administration by Partially Managed BUs

If the Google Drive application is partially managed by the subscribing BU, the BU needs to have an IT Team trained on Google Drive Administration Specialization in order to be allowed to manage their own shared drives. Library Admin training is provided by agency request. Library Admins are responsible for managing access and implementation of best practices on appropriate usage;

- Create and manage agency shared folder structures
- Access management to the shared drive created by that administrator
- Determining the appropriateness or necessity of training within their agency
- Keeping up with applicable Google Workspace shared drive management
- Manage Google Drive Templates

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

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