

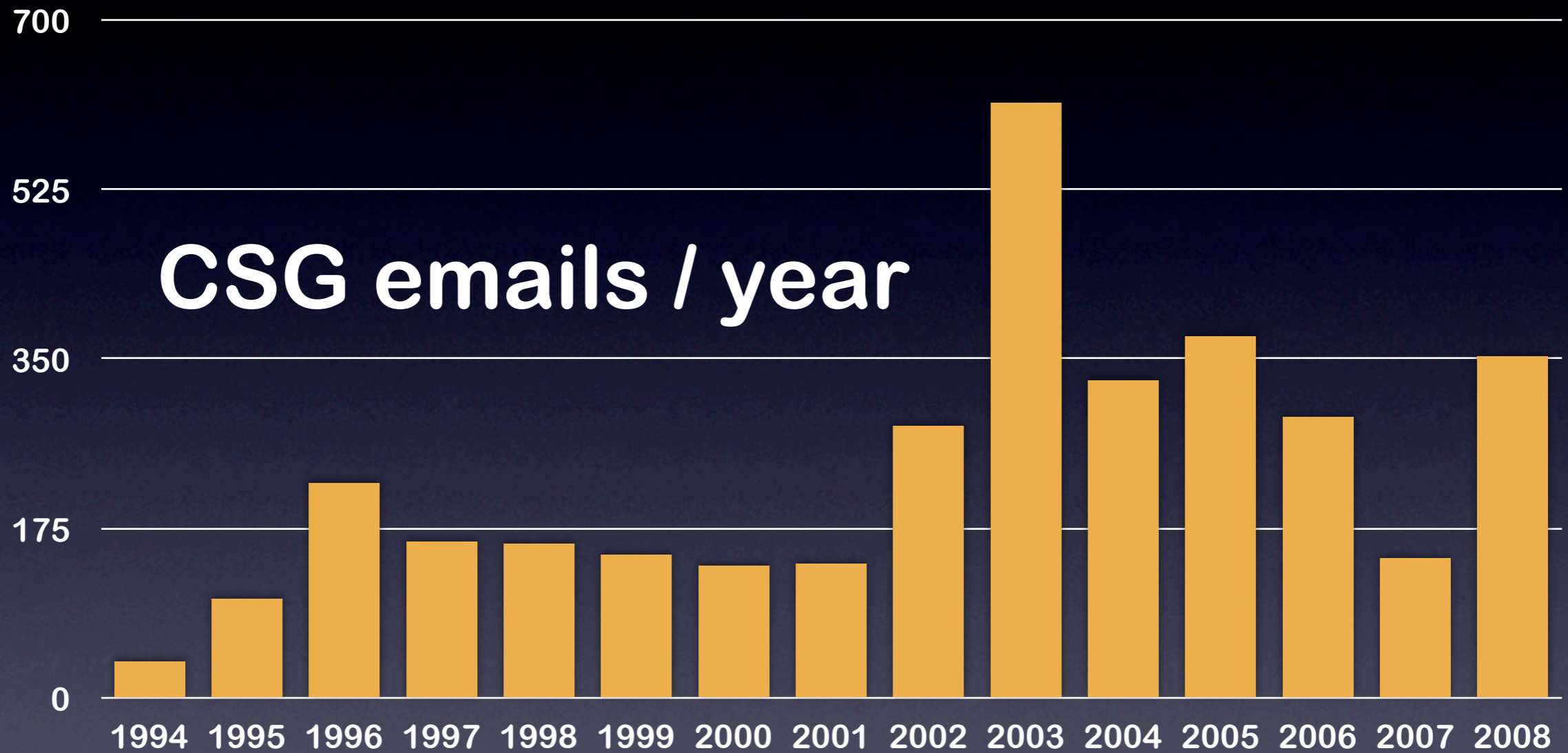
# Common Solutions Group

Data Custodian + Data Coordination

# email corpus

- ▶ All CSG email from June 1993
- ▶ many surveys asked and answered
- ▶ 2300+ messages
- ▶ all moved to a MySQL database
- ▶ ~450 message containing  
“survey” or “questionnaire”

# email corpus



# email corpus

## ★ longest email threads

- ▶ “RIAA”  
“MPAA”  
“DMCA”
- ▶ “Chandler”
- ▶ «In the Fight Over Piracy,  
a Rare Stand for Privacy»

# the surveys

- ▶ at least eighty surveys conducted over a dozen years
- ▶ about sixty topics  
~ 10 of them related to email
- ▶ many results published at the time on CSG web, some by email

## Resource Development Questionnaire

**The self-imposed deadline has come and gone.**

I have received responses from Colorado,  
Cornell, Delaware and Michigan.

**Anyone else interested in responding?  
I'll wait a few more days**

# the surveys

Don't expect to read this on the screen ...

1995 Jan - Network	Sep - Web Services	
Nov - Salary	Sep - Support for Execs	
Dec - Help Desk	Sep - Blaster	Jul - Videoconferencing
1996 Jan - EMail	Oct - Anti-Spam	Sep - CMS
Jan - Windows	Oct - Sensitive Netflow Data	Sep - Future student email
May - Desktop Support	Nov - Red Hat / Linux	Oct - Central Auth
May - Alumni Services	Nov - IPX	Dec - IT Governance
Sep - Salary	Nov - Voice / Data	2006 Feb - Data warehouse
1997 Jan - Network	2004 Jan - Web Databases	Apr - E-Document mgmt
Nov - EMail	Mar - Portals	Apr - Social Software
1998 Apr - Security	Mar - First-Time Auth	May - Internet bandwidth
Dec - Telecom/Network	May - EMail	Jun - Alum/Resource Dev
1999 May - Web Applications	May - Wireless	Sep - Large Environments
2000 Jan - Recharge	Aug - Guest Access	Sep - Desktop Management
Jan - Compensation	Aug - Collaboration S'ware	Nov - Research Computing
2001 Jan - IS/IT PR	Sep - Wireless Access	Dec - Storage
May - Network Deployment	Sep - Pervasive Computing	Dec - Collaboration
Dec - Firewalls	Sep - EMail	Dec - Help Desk
2002 May - PDAs	Sep - Anti-Virus/Spam	2007 Apr - Disaster Recovery
May - Web Survey Tools	Sep - Members Tenure	May - Campus Emergency
2003 Jan - EMail	Dec - "Five Nines"	Jul - Outsourcing email
Jan - Software Development	Dec - VOIP	Sep - Data Management
May - LMS	Dec - Digital Divide	Sep - EMail (What's new?)
May - EMail	2005 Jan - Access Control	Sep - Privacy/Security
Jul - Enterprise Backup	May - Next Gen Media	2008 Jan - DHCP Log retention
Aug - Firewalls	May - Development Office	Internet Bandwidth
Sep - Buy/Build/ Open Source	May - Wireless	Printing
	Jun - Netflow Retention	

<http://www.stonesoup.org/...>

[dcdc/survey-web-site/](http://www.stonesoup.org/...)

# the surveys

Survey References in CSG EMail






## Survey References in CSG EMail

Following are all the topics in which a survey was mentioned in CSG email from 1995 till end of 2007. In the cases where there is only a topic and no link to email or to survey results one (or more) of several things are likely to have happened.



- The question was asked and no/insufficient responses replied
- The question was informal or during a meeting and replies were in person
- The question was answered and the results presented at a meeting (in which case see [meeting](#) results).
- In the case of some email surveys the accumulated responses are in the 2004 results.

The email corpus could be scanned a lever deeper that I had time for to fill out some of the above but it gets to be slim pickings.

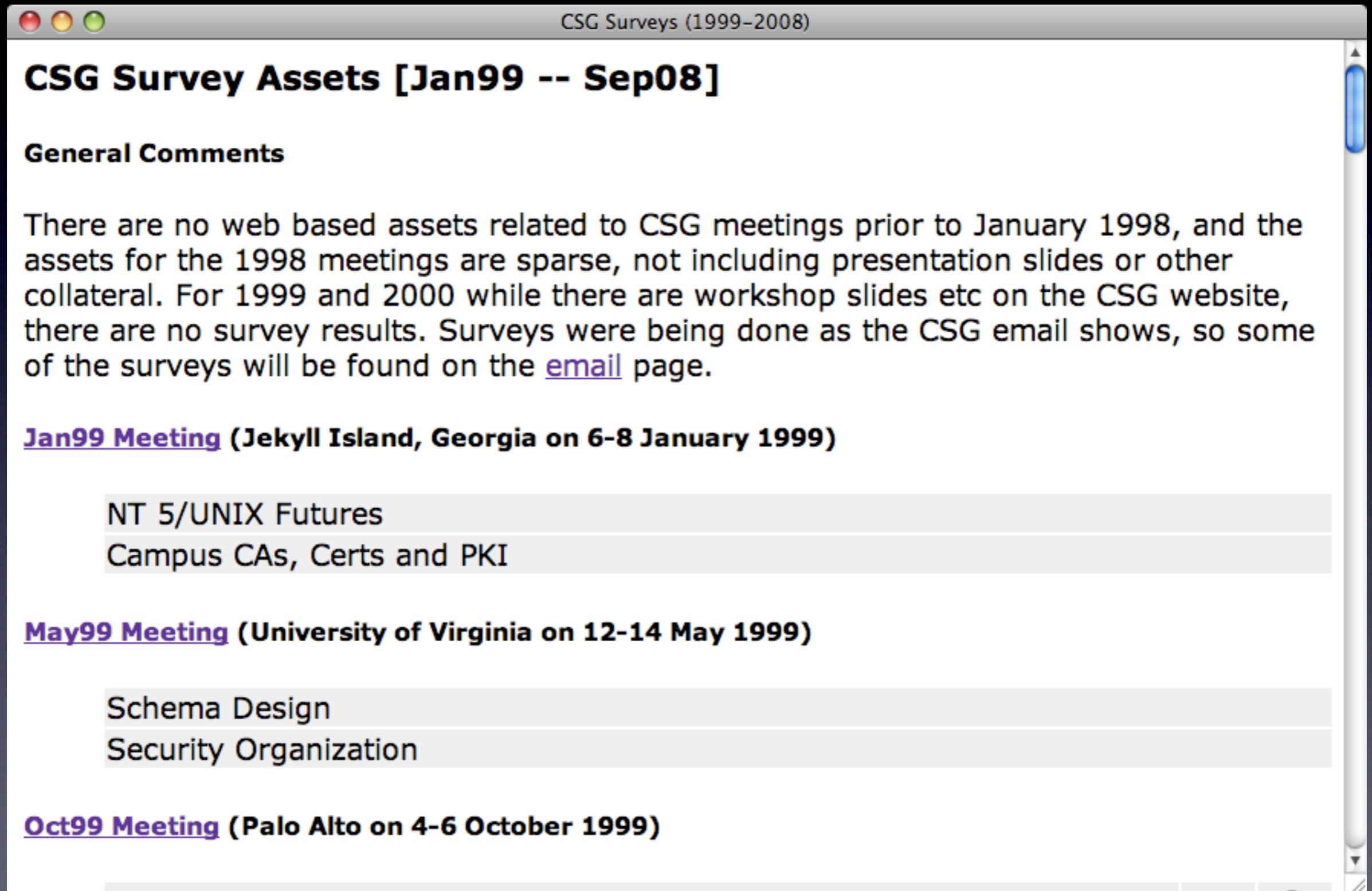
**1995**

Jan	<a href="#">Network</a>	  
Nov	Salary	
Dec	<a href="#">Help Desk</a>	 

# the surveys

Survey References in CSG EMail		
<b>2001</b>		
Jan	IS/IT PR	
May	Network Deployment	
Dec	Firewalls	
<b>2002</b>		
May	PDAs	
May	<a href="#">Limericks</a>	
May	<a href="#">Web Survey Tools</a>	
<b>2003</b>		
Jan	<a href="#">EMail</a>	
Jan	Software Development	
May	LMS	
Jul	<a href="#">EMail</a> [special]	
Jul	Enterprise Backup	

# the surveys



CSG Surveys (1999-2008)

## CSG Survey Assets [Jan99 -- Sep08]

### General Comments

There are no web based assets related to CSG meetings prior to January 1998, and the assets for the 1998 meetings are sparse, not including presentation slides or other collateral. For 1999 and 2000 while there are workshop slides etc on the CSG website, there are no survey results. Surveys were being done as the CSG email shows, so some of the surveys will be found on the [email](#) page.

**Jan99 Meeting (Jekyll Island, Georgia on 6-8 January 1999)**

- NT 5/UNIX Futures
- Campus CAs, Certs and PKI

**May99 Meeting (University of Virginia on 12-14 May 1999)**




- Schema Design
- Security Organization

**Oct99 Meeting (Palo Alto on 4-6 October 1999)**



# the surveys

CSG Surveys (1999-7)


**[Jan07 Meeting](#) (University of Southern California on 3-5 January 2007)**

Overview and Storage Survey Results (Kitty Bridges, Michigan)	
Findings from Collaborative Tools survey (Chad Kainz, Chicago)	
Research Computing Survey Results (Bill Clebsch, Stanford)	

**[May07 Meeting](#) (Columbia University on 23-25 May 2007)**

Help Desk Survey Results (Susan Grajek, Yale)	 
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**[Sep07 Meeting](#) (MIT on 26-28 September 2007)**

Google apps and the like : Survey and Sage Advice (Bruce Vincent, Stanford)	
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**[Jan08 Meeting](#) (Virginia Tech on 9-11 January 2008)**





# the surveys

CSG Processed Surveys


## CSG Processed Survey Assets

### October EMail Surveys 1996, 1998, 2002, 2004

The following huge (and I mean that) spreadsheet at the end of this list brings together information from four surveys done over a period from 1994 to 2004.

1996 -- <a href="#">Survey</a> in Jan96, updated Oct96, by Philip Long, Yale	
1998 -- Repeated to match 1996, by Philip Long, Yale	
2002 -- Berkeley survey - Oct02	
2004 -- Similar to 1996/98	

There is one more appreciated survey looking at per mailbox costs done in but this is not included in the combination below because the data is too orthogonal.

2004 -- Mailbox Costs	
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The surveys questions were consistent enough for trends to be decipherable. Note that the CSG membership changed over these years and so the set of universities varies with time.

# Common Solutions Group

Google / Microsoft

“Software as a Service” Report  
Aug-Oct 2008

# Software as a Service (SAAS)

## Google Apps for Education ...

	Current State	Pros / Cons	Privacy	Process	Experience	Futures	Advice
Berkeley							
Chicago							
Indiana							
Michigan							
Penn State							
Stanford							
UVA							
Virginia Tech							
Washington							

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