G Suite (formerly Google Apps) Service Definition

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versions **10**

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Service overview

The *G Suite* service *(f*ormerly *Google Apps Enterprise),* offers simple, powerful communication and collaboration tools that increase productivity while reducing costs. All provision is hosted by Google on secure, reliable infrastructure providing the following benefits:

- 24/7 email and phone support
- 99.9% uptime guarantee
- SAS 70 Type II certification

The *G Suite* service is available at two levels of price and functionality: *G Suite Basic* (formerly Google Apps for Work), and *G Suite Business* (formerly Google Apps Unlimited). *G Suite Basic* combines the power of 6 separate Google products, each of which can be independently enabled or disabled at a team, department or enterprise level:

- Gmail
- Calendar
- Drive (inc Docs, Sheets, Slides, Drawings and Forms)
- Sites
- Google Talk and Hangouts (inc Instant Messaging, Voice and Video calls)
- Google Sync for Mobile

G Suite Business includes all these 6 products and additionally provides:

- Unlimited Drive online storage
- Google Vault email retention
- Admin Email and Document search
- Advanced Drive auditing and reports
- Advanced Drive admin controls

The *G Suite* service is designed to allow employees to work together in real time using the 6 collaboration products creating an innovation culture and delivering productivity gains throughout the organisation. Whilst it is difficult to estimate the impact of these Google products a Forrester report concluded that productivity gains realised by an organisation deploying the *G Suite* service is more than 300%.

Users can create documents using Docs, Sheets, Slides, Drawings and Forms, store them securely online in Drive and share them collaboratively with other users. Users can also upload files and external document formats (eg Word, Excel) to Drive. *G Suite Basic* users have a 30Gb allocation for uploaded files, while there is no limit for *G Suite Business.*

G Suite Business. also provides policy-based email retention, legal discovery tools and advanced Drive auditing and admin controls.

Information assurance - Security Classification

The *G Suite* service is offered at OFFICIAL level.

Backup restore and disaster recovery

All email, calendar appointments, documents, site pages and other data are securely sharded and replicated across Google's cloud infrastructure. Multiple separate copies ensure that failure of any component, from a single disk drive to an entire data centre do not result in data loss. Management of the multiple copies is transparent to the end user. Geographically separate data centres, automatic replication and failover provide continued data availability for all foreseeable disaster events.

On and off boarding

On and off boarding to and from the *G Suite* service is a straightforward process. Onboarding only requires notification of the preferred email address and user name, while offboarding can be achieved simply by deleting the individual user account. Accounts may be effectively transferred between named users by deleting the old account and creating a new one.

The process of migrating email and calendar data (eg from Microsoft Exchange or Lotus Notes) is more complex, and depends on the organisation's email infrastructure, user mailbox allowances and archive requirements. The companion service *G Suite* (*Google Apps) Migration Management* is specifically designed to assist organisations wishing to migrate to the *G Suite* service.

Service management

Google provides comprehensive support by phone and email 24x7 included within the cost of the product, and this is directly available to the client administration team managing the *G Suite* service domain. All the *G Suite* service configuration is also available directly to the client administration team for changes at any time.

In addition to the standard support provided by Google, FlyingBinary provides migration and deployment support and specialist support for particular business objectives. These services are provided within the companion service *G Suite* (*Google Apps) Migration Management*.

Google makes new software versions and features available directly on the platform as soon as they are ready for general release. New features are usually accompanied with built-in help and tutorials to facilitate learning and adoption. This approach to in-product training and incremental release means that the traditional cost and upheaval of software upgrades is avoided.

Service constraints

All functionality is delivered via a web browser, so there are no client machine dependencies, no network infrastructure changes required, and all services are fully available on mobile devices, where these are permitted by the organisation. Note that the *G Suite* service supports the current and previous major versions of Chrome, Internet Explorer, Firefox and Safari web browsers. Organisations using older versions of Internet Explorer will experience reduced functionality and may wish to consider upgrading or adopting a dual-browser strategy prior to adopting the *G Suite* service. Citrix and VMware virtual environments may not fully support all the *G Suite* service functionality. Organisations using these virtual environments may wish to check for any service limitations in advance.

Service levels

The *G Suite* service is assured to be available 99.9% of the time 24x7.

Financial recompense

Service credit is available if the user error rate (as measured on Google's servers) exceeds certain thresholds. Any minute where the user error rate exceeds 5% is a minute of downtime. Uptime is the total number of available minutes per month, less downtime minutes, expressed as a percentage. A client is eligible for service credit for any month where the uptime falls below 99.9%. Service credit is provided as a number of additional days service added to the current service term. Clients must make a claim for service credit within 30 days of the service affecting incident(s) or else eligibility lapses. The actual service credit available varies between 3 and 15 days according to the schedules published from time to time by Google.

Training

There are no training options as part of this service. Please see the companion *G Suite* (*Google Apps) Migration Management* service for details of training options.

Termination

Termination may take place at any time, without penalties. Please see the on and off boarding section for details about transferring accounts between named users. No refunds are made for inactive accounts or part-year usage. At the end of a year, named user accounts may be renewed or allowed to lapse. Email, calendar data, documents

and other data may be retrieved (downloaded) at any time while the account is active, at no charge. The client is responsible for ensuring this download is completed prior to the account lapsing, however free assistance is available if needed.

Data restoration and service migration

Data restoration is not required in the case of adverse service events, as there are multiple active replications available. For data download prior to account lapse or termination, please see the section on termination. Other restoration and service migration scenarios can be accommodated to special order.

Consumer responsibilities

The client is responsible for ensuring that all use of the *G Suite* service is suitable for IL0 or IL2. Account credentials for the service must be protected in line with standard security requirements. Clients must ensure that their use of the services contains no illegal or immoral material, and does not discriminate or give other offence. Clients must enforce standard good practices while using the service, and must not knowingly misuse or attack the service in any way for any purpose.

Technical requirements

The *G Suite* service makes minimal demands on client side infrastructure and desktop environment. The key material requirement is a modern web browser, as performance is significantly impaired with older browser versions. The *G Suite* service supports the current and previous major releases of Internet Explorer, Chrome, Firefox and Safari on a rolling basis.

Trial options

There is no specific trial option for the *G Suite* service, however there is no minimum order requirement, so a single license may be purchased if needed.