

Use of “Google Apps for Business” for Rapid Communication and Collaboration

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The Arizona NCS is a coordinated effort between University of Arizona, Battelle and subcontracted field staff. Because of this organizational complexity and distance, achieving effective collaboration and coordination is challenging but essential.

To encourage rapid communication and collaboration, while reducing expense and travel time, the Arizona Study Center researched inexpensive “virtual team” solutions, and selected Google Apps for Business. Google Apps has passed a FISMA Certification & Accreditation process and is currently employed for internal use by the Government Services Administration and Berkeley Labs.

We find Google Apps indispensable for documentation and collaboration activities such as:

Document editing and secure storage: We can co-create documents in real time with multiple authors, even during conference calls. Instead of emailing documents via insecure channels, links are accessible with authenticated, encrypted access. Access is fine-grained and users are restricted from sharing outside of the NCS google domain.

IT and field support:

- Support email is routed to a group mailing list so that the appropriate person can respond.
- Google voice allows us to provide an internal “virtual hotline” without additional expense.
 - Single “authoritative” email domain for all NCS staff
 - Internal shared scheduling and calendaring
 - Document repository for business continuity
 - Restricted-access FAQ

Google Apps allows coordinated effort, secure remote access and is an easy to use, effective management tool.