

u:cloud - File Sync and Share at the University of Vienna

christian.kracher
@univie.ac.at



Overview

- **Introduction**
- **Project**
- **u:cloud**
- **Interviews**



Introduction

- **Who am I**
 - **Christian Kracher**
 - **Working @ Vienna University
Computer Center**
 - **As a Project Manager**



Project „cloud“

- **Requirements by Rectorate**
 - „Dropbox“-like features
 - Enabling borderless collaboration
 - Data security
 - Usability
 - No private user data



Project Phase 1

- **Evaluation**
 - **Software**
 - Seafile, Box, Powerfolder, ownCloud,...
 - **Criteria**
 - Costs
 - Open Source
 - Features
 - Support



Project Phase 2

- **Testing**
 - **6 month period**
 - **2 step access**
 - Technical department
 - Scientific groups
 - **Feedback rounds with 300 test users**
 - **Customisation**
 - **v6 > v7**
 - **Usage information**



Project Phase 3

- **Rollout**
 - **01.01.2015**
 - **ownCloud v7**
 - **Marketing**
 - **Tickets**
 - **Interviews**



u:cloud Service

- **Online file service for the staff of the University of Vienna**
 - **Approx. 10.000 employees**
 - 2300 u:cloud users with 3 TB data
- **Clients, apps and storage for free**
 - **Managed (4.500) / unmanaged clients**
 - **App Stores**
- **Quota**
 - **5 GB > 10 GB > 50 GB**



u:cloud Technology

- **Server**
 - CentOS 6
 - Apache 2.2
 - PHP 5.5
 - MySQL
- **Storage**
 - Object storage
 - Scality Ring
 - FUSE Connector
 - POSIX File

**ownCloud backend integrated
in univie virtualised infrastructure!**



u:cloud Authentication

2 vhosts pointing to 1 instance

- **Shibboleth**
 - **SAML, SSO**
 - Weblogin
 - **Desktop clients**
 - **Mobile apps**
- **LDAP**
 - **WebDAV + CalDAV/CardDAV**
 - **Mobile apps**



Heterogeneous Scientific environment

- **Earth Sciences, Geography and Astronomy**
- **Mathematics**
- **Philological and Cultural Studies**
- **Physics**
- **Historical and Cultural Studies**
- **Life Sciences**
- **Jurisprudence**
- **Chemistry**
- **Business, Economics and Statistics**
- **Theology**
- **Sport Science**
- **Social Sciences**
- **Psychology**
- **Philosophy**
- **Computer Science**



Results 1

- **Usage**
 - **Scientific projects**
 - Experiments, excavations, libraries, archives, interviews
 - **Appointment procedures for professorships**
 - **Calendars**
 - **Contacts**



Results 2

- **User experience**
 - **Adoption problems**
 - Forced logout > Forced to log in
 - **Desktop clients**
 - Log out after restart or timeout
 - **Sharing**
 - Love public links
 - **Syncing**
 - Corruptions
 - **Collaboration is not collaboration**



Conclusion

- **Marketing**
- **Awareness**
- **Performance**
- **Features**
- **Usability vs. Security**
- **Quality**
- **Synergies**

**Listen to the users and talk
some sense into them!**



Thank you for your attention!



Ihre Daten, auf Wolken gebettet

