

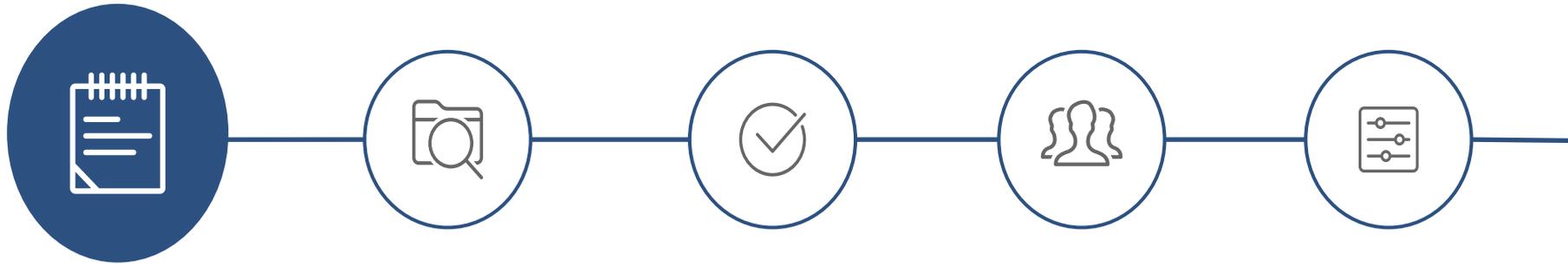
FAN GOOGLE WORKSPACE

Customer Briefing

U.S. Dept of State | Bureau of Diplomatic Technology (DT)

DATE: October 2024

AGENDA



PLATFORM
OVERVIEW

FAN
SERVICES

CUSTOMER
VALUE

CONTACT
US

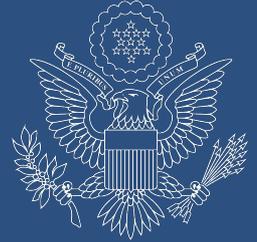
FAN WORKSPACE

OVERVIEW

WHAT IS FAN GOOGLE WORKSPACE?

ENABLING THE DOS MOBILE WORKFORCE

“The Foreign Affairs Network (FAN.gov) Google Workspace platform provides a cloud-based (Software-as-a-Service), SBU-capable software suite for secure communication, collaboration, and productivity.”



What is FAN Workspace?

It's the Google Workspace you know and love, designed for government use. FAN Workspace includes the same Google-based capabilities that you'd expect from a personal Google account, including its mobile-friendly suite of applications.



AVAILABLE WORLDWIDE

All personnel who support DOS missions, to include non-Department personnel, are able to get a FAN account.



MOBILE-FRIENDLY

Access Workspace apps from your desktop, laptop, and/or from your GFE or personal mobile device (smartphone, tablet).



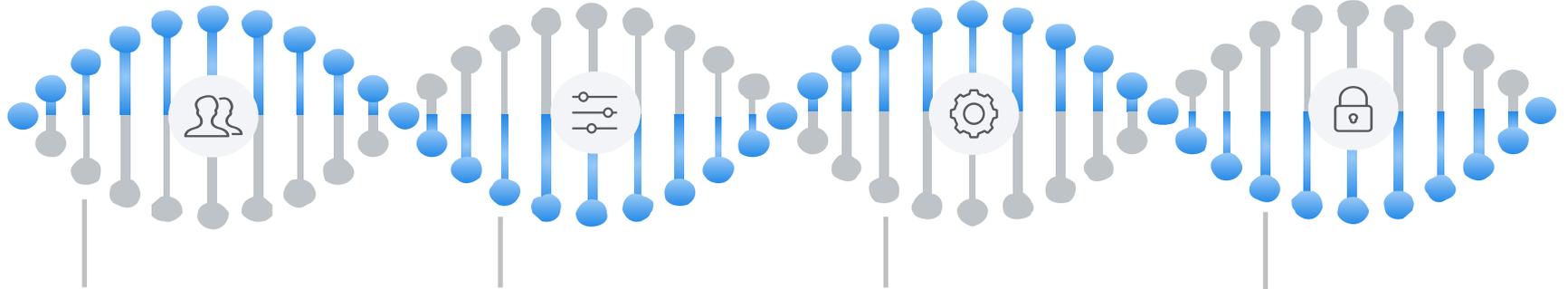
SBU-CAPABLE

FAN Workspace is Authorized to Operate (ATO'd) at the Moderate impact level, which includes SBU and PII information.



BUILT FOR *you*

As technology rapidly advances, the Department's technical needs are posed to shift at rates that are hard to predict. Based on this mission environment, DOS requires an integrated, future-leaning IT ecosystem that fosters iterative, secure, and user-focused technology offerings. As part of the DOS cloud ecosystem, FAN Google Workspace aims to help meet the needs of our 21st century workforce.



User Experience

Collaborate on documents in real-time, or host a virtual meeting in one click. FAN Workspace enhances team productivity through Google's intuitive, user-friendly applications.

Adaptability

Whether your team is small or large, internal or multi-agency, FAN Workspace has the tools to meet your needs anywhere, and on any device. You can even add non-DOS personnel to collaborate on docs and/or join a Meet session.

Management

This is "the" Google offering for DOS – one platform, one mission. We have centralized our licensing, support, and compliance model under one roof – at no cost to our users.

Security

FAN is ATO'd at FISMA Moderate, which means your SBU data is secure in FAN Workspace. And, the Department's identity management solution uses the same password as your state.gov account– one password for all your apps.



WORKSPACE SERVICES

FAN Workspace applications & features



FAN SERVICES



CONNECT

- Gmail
- Calendar
- Chat
- Meet



CREATE

- Docs
- Sheets
- Forms
- Slides
- Keep



ACCESS

- Drive
- Bring Your Own Device (BYOD)
- Okta



CONTROL

- Admin Console
- Mobile App Mgmt
- External Sharing



INFORM

- Digital Signage
- Sites
- Classroom
- Conferencing



LEARN MORE

Want to learn more?
Check out [Google's
Workspace Learning
Center](#)

OVERVIEW OF FAN APPLICATIONS



DRIVE

Store an unlimited number of files & upload up to 5TB at once. Access files from a internet browser (personal & OpenNet), or mobile device.



FAN DIGITAL SIGNAGE

Chrome-based virtual displays: Posts all over the world are using Digital Signage to display real-time info for their internal and/or public audiences.



SITES

Collaboratively create engaging & high-quality websites for your mission, project, event, etc.



CLASSROOM

Classroom helps instructors and students organize assignments, boost collaboration, & foster better communication.



MEET (VIDEO CONFERENCING)

Audio and video calls with up to 1,000 participants (100,000 via livestream). Participants can join via a unique meeting url and/or phone number.



GOOGLE CHAT

Communicate and collaborate with FAN.gov and other Google-based email account holders



DOCS, SHEETS, & SLIDES

Draft files with team members (FAN / non-FAN) in real time via internet browser or mobile device.



KEEP

Capture notes, to-do's, and set reminders.



FORMS

Custom forms, surveys, and questionnaires. Automatically transfer & analyze data in Sheets.



GOOGLE DATA STUDIO (Looker)

Convert data into customized reports & dashboards



GOOGLE GROUPS

Send email to all group members, invite them to meetings, share content with members, including documents, sites, videos, and calendars



GOOGLE EARTH

A 3D virtual globe using satellite and aerial imagery, topography and other geographic information to represent the Earth.

CONNECT through voice, video, and text



EMAIL

Gmail keeps you updated with real-time message notifications, and safely stores your important emails and data.



CALENDAR

With Calendar, your team has access to shareable calendars that integrate seamlessly with Gmail, Drive, Contacts, Sites and Meet so you always know what's next.



CHAT

Chat makes it easy for teams to be able to get their work done in one place. From direct messages to group conversations, Chat helps teams collaborate easily and efficiently.



MEET

Set up a meeting and share the link. With a fast, lightweight interface and smart participant management, multi-person audio and video calls (up to 1,000 participants) are a breeze.



GOOGLE MEET

Video and audio conferencing, *simplified.*

Big calls, small calls. Your choice.

Google Meet can accommodate up to **1,000 participants on a single audio and video call**, and up to **100,000 FAN users on a livestream** (webinar). Whether your team is big or small, local or all over the world, Google's virtual meeting platform provides a simple and reliable way to connect.

Same office everyday, or a bit spread out? You're covered.

As long as your team has access to a Chrome internet browser or a phone, they'll be able to join or dial-in to a Google Meet session **from anywhere, on any device.**

Join from OpenNet, another agency's network, or from home.

Our Google Meet platform is ATO'd at FISMA moderate and is **authorized for use both on and off the OpenNet network.** Join from your workstation or from a meeting room. Google Meet has both audio and video options to meet your office's needs.

Teammates do not have FAN accounts? No problem.

No need to worry if some meeting participants do not have a FAN account; participants can have **different accounts / email domains** and still join-in. Just add everyone's preferred email to the Google invite and press send.

Google Meet provides **audio and video teleconferencing** services for teams all around the world. Just set up a meeting, add your attendees (OpenNet and Non-OpenNet), and share the link.

Google Meet: Showcase

Easily host virtual meetings with up to 1,000 people, *anywhere, on any device.*



Moderator Controls



Background Replacement



Troubleshooting & Help



Attendance Tracking



Chromecast Hardware



Breakout Rooms



Q&A, Polls, and Hand-Raising



Live Translation, Captions



CREATE

with your team

★ ★ ★

GOOGLE HANGOUTS MEET

A How-To Guide for Setting-Up & Joining a Session

Google Hangouts Meet provides audio and video teleconferencing so you can work together in a virtual world. Just set up a meeting, add your attendees (OpenNet and Non-OpenNet), and you will walk you through how to set-up, host, and join a Google Hangouts Meet session.

HOW TO HOST A GOOGLE HANGOUTS MEET

For starters, while you do not need a FAN account to join a Hangouts Meet session, you do need a FAN account if you want to host a Hangouts Meet session. There are two ways to host a Hangouts Meet session.

01 // Create a new Calendar event and add a guest to an event, a

Assigned to You ✓

Celia Lee
2:29 PM Today

+DoddsTJ@fan.gov Can we test a few links before launch? Let's set up a Hangout to discuss. Thanks!

Yep! Just confirmed with the team we should be good to go :)

Reply Cancel



DOCS

Create and edit text documents right in your browser—no dedicated software required. Multiple people can work at the same time, and every change is saved automatically.



SHEETS

Collaborative, smart, secure spreadsheets for fast-moving teams across the world. Also, Sheets is compatible with Microsoft Office; say goodbye to the pain of working with multiple data sources.



SLIDES

Work on a single presentation online with your colleagues, your whole office, or even with external contacts. You control who gets permission to edit, view or just add comments.



FORMS

Create custom forms for surveys, questionnaires, user feedback, you name it. Gather everything in a spreadsheet and analyze data right in Google Sheets.



KEEP

Keep organized. Capture inspiration and to-do's effortlessly. Collaborate on notes with teammates and set reminders to stay on track.

ACCESS your content



DRIVE

Store any and every file. Access files anytime, anywhere from your desktop and mobile devices. Control how files are shared.

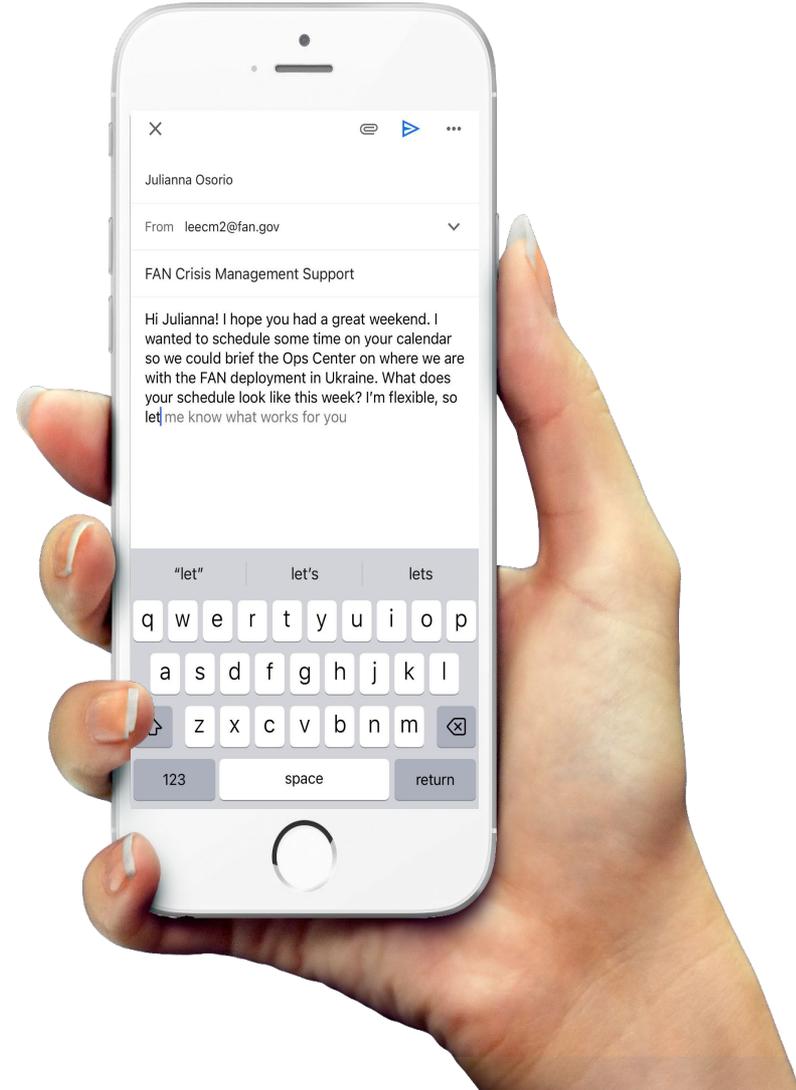
okta IDENTITY MANAGEMENT (OKTA)

The Department's Okta Identity Management platform is integrated with FAN Workspace. Our users only need to remember one password- their OpenNet password- to access all their favorite FAN Workspace apps.



MOBILE DEVICE PROGRAM

Our mobile device program enables FAN users to connect their personal and/or GFE-issued Apple and Android mobile devices (i.e. smartphones/tablets) to FAN Workspace mobile applications.



INFORM your audience



FAN DIGITAL SIGNAGE

FAN Digital Signage is a chrome-based digital marketing and display service offering supported by the CPMO. Offices and embassies all over the world use Digital Signage to digitally display important information to target audiences.



SITES

With sites, you can collaboratively create engaging, high-quality sites for your team, project or event.



CLASSROOM

Manage training and learning with Google Classroom. Classroom helps instructors and students organize assignments, boost collaboration, and foster better communication.



MEET CONFERENCING

With Google Meet, you can host a audio and video conference with up to 1,000 participants. Guests don't need FAN account to join your session- just send them a shareable link, and they're in.

DIGITAL SIGNAGE

A robust, easy to use digital solution to keep your audience informed in real-time.



FAN Digital Signage is a Chrome-based service that enables posts and embassies to schedule and display important news and content across multiple screens — all from one main hub.



Digital Signage supports multiple use cases. Interactive portals, real-time social feeds, and public outreach content are a few examples of how posts and embassies are using digital signage.



FAN Digital Signage is a low cost solution. After you purchase a chrome-based device, you'll need to pay a one-time license fee of \$150 per device to get started. Additional costs for monitors and internet service may be incurred separately.





CUSTOMER VALUE

About the FAN community + the value FAN delivers

CUSTOMER VALUE

A global view of the FAN user community

FAN.gov

by the numbers

22k+

USERS

22,000+ users
across the globe

250+

POSTS

250+ embassies &
consulates are using
FAN.gov

650+

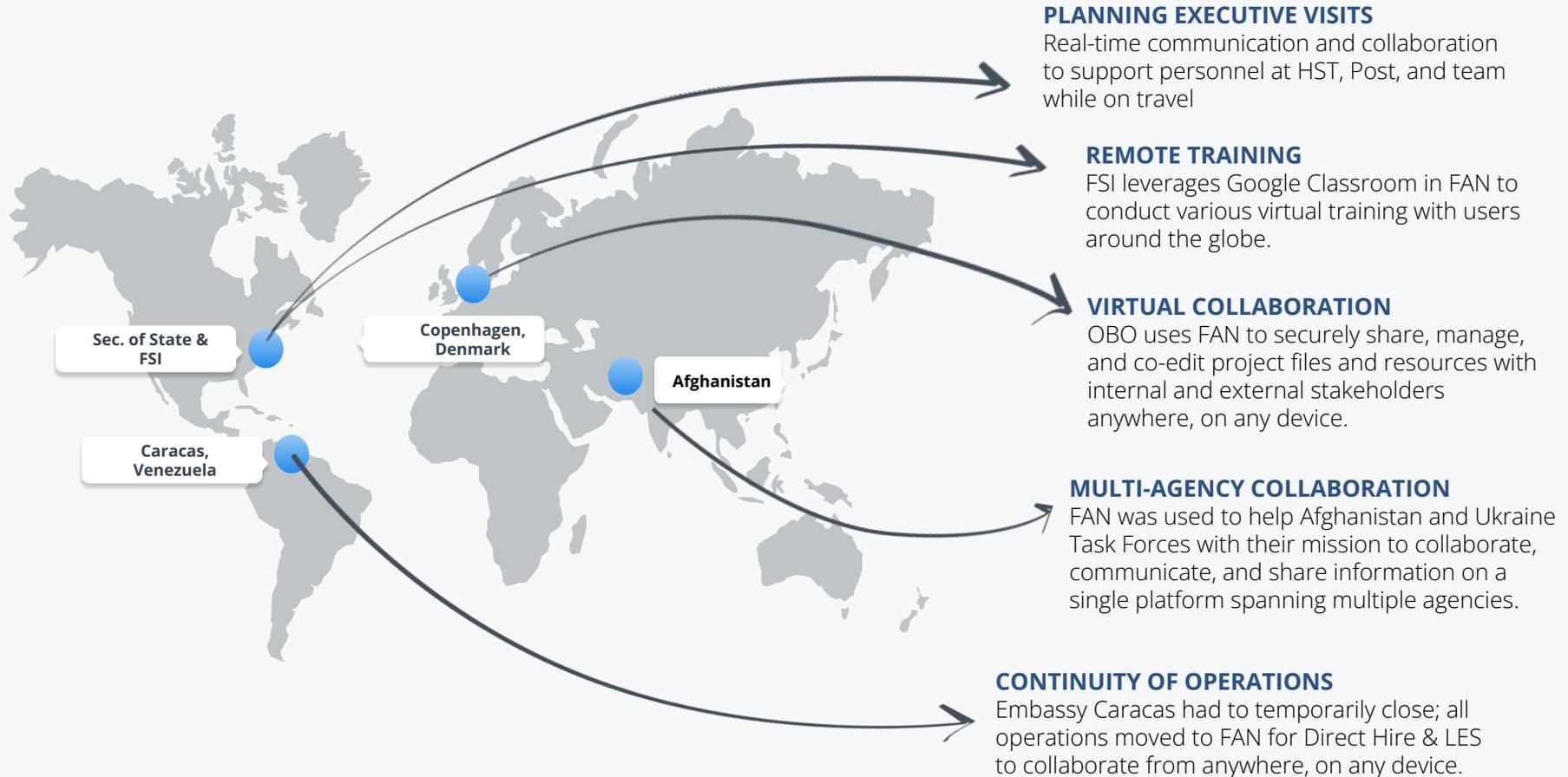
OFFICES

650+ offices are
represented in the FAN
user community



USE CASES

How our users are leveraging FAN Workspace around the world



Planning Executive Visits

*An overview of the S/ES Secretariate
Staff, aka “The Line”, Staffing Dashboard*



The S/ES scheduling platform, based in FAN Workspace, provides a secure solution for “The Line” staff to enter data about personnel, documents, trips, and events into a custom software application that anyone with the appropriate permissions can access and update in real time.



Because the solution is deployed on FAN Workspace, “The Line” staff can access information from the office on OpenNet, on their mobile devices, or via the Internet - users have access to data in real time to support the Secretary, anywhere and on any device.

Remote Training



Real-time virtual training

Foreign Service Institute (FSI) leverages FAN's Google Classroom to conduct various virtual trainings.



Over 400+ registered Instructors

Over 400+ Department personnel are registered to create and conduct virtual classes in FAN.



Just need a Google account to join...

Students only need to have a Google-based account (such as personal Gmail, USAID.gov, etc) to join the classroom. FAN account is not required!

To learn more about FAN's Google Classroom, please [click here](#) (FAN account required to access).

Virtual Collaboration

Over 3,000 OBO staff and contractors use FAN to collaborate with internal and external contacts in real-time.

Users are able to access FAN onsite (OpenNet), as well as remotely via any personal or work device connected to the internet.



Team Collaboration & Productivity:

Many OBO project teams work with external (non-state.gov) stakeholders to design, build, and maintain DOS buildings all across the globe.

OBO uses FAN to securely **share, manage, and co-edit** project files and resources with internal and external stakeholders anywhere, on any device.



Secure Video Conferencing:

OBO uses Google Meet to host real-time video meetings with up to 1,000 attendees. A FAN account is not required for meeting attendees; external contacts are able to use their personal or work email address to join the call via a web browser and/or through the Meet mobile app.

Multi-Agency Collaboration

The Afghanistan and Ukraine Task Forces needed a secure and collaborative platform to coordinate, manage, and transfer refugees during the Afghanistan and Ukraine crisis, respectively.



EXTERNAL COLLABORATION REQUIREMENTS

Task Forces work with multiple external agencies to: develop decision points and operating assumptions, coordinate and transfer refugees around the globe, conduct training, create operational guides, and to implement action plans— along with other items when circumstances warrant.



FAN COLLABORATION CAPABILITIES

Task Forces used FAN Google Workspace for email distribution lists, Shared Drives for external file storage and collaboration, as well as Google Meet voice/video conferencing.



SECURE DATA ACCESS & CONTROL

Task Forces are able to share and collaborate on documents (in real time) with mission partners, which helps all parties access mission data securely, from any location and on any device.

CONTINUITY OF OPERATIONS

FAN Workspace Use Cases

Caracas Continuity of Operations

US Embassy Caracas is under a temporary closure. OpenNet was disabled as part of the closure procedures, but the Mission still needed to continue supporting business activities between Direct Hire American staff who evacuated to the U.S. and locally employed staff still residing in Caracas.

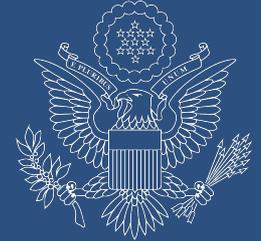


Embassy Caracas staff – US Direct Hires & LES – shifted all communications and business support activities to FAN Workspace, including general email communications, documentation, and tracking information for all LES lead activities for the Mission.



FAN's secure communication and collaboration capability remains critical to Embassy Caracas staff operating remotely in the US, as OpenNet and O365 are unavailable to remaining LES.

CONTACT US



Have any questions? Contact the FAN Support Team at support@fan.gov



Learn more about FAN Workspace by visiting our [SharePoint site](#) (state.gov users) and our [FAN Center site](#) (FAN users)



REQUEST A FAN ACCOUNT

1

REQUEST

Users can request a FAN account by contacting the FAN Support Team at support@fan.gov.

Note: FAN Workspace is centrally funded by DT.

2

LEARN MORE

Once you have your FAN account and log-in to it, you can access [The FAN Center](#). There, you can find lots of helpful resources about the FAN Workspace platform. For state.gov users without a FAN account, check out our [SharePoint site](#) to learn more about FAN Workspace.