

**Report Title:** Incident Details  
**Run Date and Time:** 08/19/2024 04:22:17 PM Pacific Daylight Time  
**Run by:** Nima Asgari  
**Table name:** incident

**Incident**

Number:	INC0091659	Approval:	Not Yet Requested
Caller:	Nima Asgari	State:	Closed
Alternate contact:		On hold reason:	
Department:	Information Technology Agency	Opened:	03/12/2018 08:33:03 AM
Location:	City Hall East - 13th Floor; 200 N Main St, Los Angeles 90012	Due date:	
Configuration item:		Assignment group:	ITA-Google
Category:	Inquiry / Help	Assigned to:	Charlene Dennis
Subcategory:		Additional assignee list:	
Service category:		Service type:	
Priority:	4 - Low	Equipment replaced:	false
Severity:	3 - Low	Escalation:	Overdue
Action type:		Channel:	Self-service
Order:		Skills:	
		Email Template:	

Short description:

Please enable Hangouts Chat for lacity.org domain

Description:

Hangouts Chat is a new G Suite only product designed for enterprise teams and offered for free to all existing G Suite users. Please enable Hangouts Chat for the lacity.org domain because it would be an amazing alternative to Slack.

**Closure Information**

Close code:	Solved (Permanently)	Closed by:	Sandy Rangel
		Closed:	04/18/2018 05:47:08 PM

Close notes:

Google Hangout Chat was enabled for ITA GAPIus. History is OFF and there is no Vault retention rule for Hangout Chat.

#### Notes / Comments / Activity Stream

Watch list:

Work notes list:

Approval history:

Work notes:

05/16/2018 08:53:45 AM - Karen Dienhart (Work notes)

Testing is in progress on Gdev for Vault retention

A distinction must be clarified between the two products:

1. Google "Hangouts" (classic Group messages) is now enabled in our domain and
2. Google "Hangouts Chat" (chat.google.com) is not currently enabled in our domain.

Each product has separate History settings.

1. "Google Hangouts" (classic Group messages also called Direct messages) is configured in the Google Admin panel. Our domain is using the the two settings 1) History is OFF and 2) users cannot override the setting.

2. "Google Hangouts Chat" (chat.google.com), message history will always be ON and messages will be retained according to City policy. Users can leave and rejoin a Room and the messages will remain in the Room.

NOTE: While a user is in a "Google Hangouts Chat" Room, they can also send private messages "Direct Messages" (DM) to individuals or groups. History for "Direct Messages" are governed by the settings for Google Hangouts (classic group messages)

References:

<https://support.google.com/hangoutschat/answer/7659784?hl=en>

Google Case [#15710963] History Settings for Google Hangouts Chat

04/18/2018 11:12:14 AM - Karen Dienhart (Work notes)

Nima requested status since the feature was supposed to be enabled at the end of March, which has now passed

Additional comments:

06/28/2018 03:19:57 PM - Karen Dienhart (Additional comments)

Google Hangout Chat was enabled for ITA GAPlus. History is OFF and there is no Vault retention rule for Hangout Chat.

04/18/2018 06:04:14 PM - Nima Asgari (Additional comments)

Reopened this incident because of a mixup between "Hangouts", "Hangouts Meet", and "Hangouts Chat" which are all separate services. "Hangouts Chat" still needs to be enabled for the lacity.org domain.

04/18/2018 05:47:08 PM - Sandy Rangel (Additional comments)

This service is already available

04/12/2018 09:01:12 AM - Nima Asgari (Additional comments)

Are there any updates on this? We could really use this for our current Procurement Contracts project.

03/12/2018 10:03:04 AM - Sherry Chung (Additional comments)

Availability/propagation to lacity.org domain is expected to occur by the end of March.

Ticket will remain open for status update.

Quick Ticket Variables

Related Records


Problem:
Parent:
Parent Incident:
Agile story:

Change Request:
Caused by change:
IT Professional Service Request:

Related Search Results

**Related List Title:** Incident List  
**Table name:** incident  
**Query Condition:** Caller = Nima Asgari AND Assignment group Name does not contain GSD-MIS .or. Assignment group is empty  
**Sort Order:** Number in descending order

664 Incidents

 **Hangouts Chat**

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Status  
**ON** for some

Service status **ON** for some

**History On/Off Settings** ▼  
 Settings to control whether the chat history is on or off

**History Settings**  
 History Settings in Direct Messages: History is always OFF

Applied at 'lacity.org'


**Bot Options** ▼  
 Settings to allow users to install and use bots

**Bots**  
 Turned on: 'Allow users to install and use bots'

Applied at 'lacity.org'

- ORGANIZATIONS
- lacity.org
    - Chief Legislative Analyst
    - City Administrative Officer
    - City Attorney
    - City Clerk
    - City Employees' Retirement ...
    - City Planning
    - Council District 1
    - Council District 10
    - Council District 11
    - Council District 12
    - Council District 13
    - Council District 14
    - Council District 15
    - Council District 2
    - Council District 3
    - Council District 4
    - Council District 5
    - Council District 6
    - Council District 7
    - Council District 8
    - Council District 9
    - Department of Aging
    - Department of Transportation
    - Department on Disability
    - Dept Neighborhood Empow...
    - Dept of Animal Services
    - Dept of Building & Safety
    - Dept of Cannabis Regulatio...
    - Dept of Cultural Affairs
    - Dept of Fire & Police Pensio...
    - Dept of General Services
    - Dept of Recreation and Parks
    - Economic Workforce Develo...
    - El Pueblo De Los Angeles
    - Emergency Management Dept
    - Employee Relations Board

Review important changes to Chat and classic Hangouts settings by April 16, 2019. [Learn more](#)



**Google Hangouts**  
ON for some  
View the status for each org  
<https://hangouts.google.com>

[EDIT SERVICE](#)

**Chat settings** Settings for All

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**Chat**  
Locally applied

Some features of classic Hangouts, like photo sharing, may require other Google services to be enabled. ?

**History** ?

For all classic Hangouts conversations:

History is on  
 History is off

Don't allow users to change this setting.

**Sharing options**  
Locally applied

**Chatting outside this organization (Within the Google network)** ?

Users can automatically chat with other G Suite and Gmail users (Google network)

Display users' chat status outside City of Los Angeles  
 Warn users when having a Hangout outside City of Los Angeles ?  
 Users can chat with other users outside City of Los Angeles

**Chat invitations**  
Locally applied

Automatically accept invitations between users within City of Los Angeles

**Additional Services**  
Locally applied

Allow users to place voice and video calls from classic Hangouts and chat. This setting does not apply to the new video meeting experience defined in the Meet settings.

**Meet settings**  
Set policies for video meetings in your organization.

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**Gateways for interoperability**  
Create gateways to allow third party endpoints to join Meet calls