

OAKLAND UNIVERSITY

ADMINISTRATIVE POLICIES AND PROCEDURES

830 SUBJECT - INFORMATION TECHNOLOGY INFRASTRUCTURE AND SERVICES

SUBJECT:	INFORMATION TECHNOLOGY INFRASTRUCTURE AND SERVICES
NUMBER:	830
AUTHORIZING BODY:	CHIEF OF STAFF
RESPONSIBLE OFFICE:	UNIVERSITY TECHNOLOGY SERVICES
DATE ISSUED:	NOVEMBER 1962
LAST UPDATE:	APRIL 2021

RATIONALE: Information technology services and resources are important to the teaching, learning and research mission of Oakland University (University). While many resources are purchased and managed in individual departments, centralized services and resources are provided by University Technology Services (UTS) to assure the University of a cost-effective, cohesive and highly functional environment. It is important for the University community to understand the UTS centralized support and services functions.

POLICY: UTS provides centralized information technology services and resources to create and support the University's Information Technology Infrastructure. In general, UTS is involved in the selection, installation, implementation and operation of centralized Information Technology Infrastructure or any services and resources that process, store, or transmit University data including confidential and sensitive data. This policy is designed to guide individuals on when they need to partner with UTS in any IT implementation.

SCOPE AND APPLICABILITY: This policy applies to all University constituents (faculty, staff and students), and departmental operations. This policy is designed to cover any project listed within the Centralized Functions heading below. To determine whether a service or function request should be submitted to UTS, a list of

Centralized and Decentralized Functions is detailed below and should be reviewed prior to submitting any UTS support request.

DEFINITIONS:

Active Directory: An implementation of Lightweight Directory Access Protocol directory services by Microsoft for use primarily in Windows environments. This is a directory service that is centrally managed.

Confidential Data: As defined in OU AP&P #860 Information Security.

Enterprise System: Software that solves an organizational problem, rather than a departmental problem, or provides organizational records. Examples of Enterprise Systems at the University are Banner, Moodle and G Suite for Education.

Information Technology Infrastructure: The system of hardware, software, facilities and service components that support the delivery of business systems and IT-enabled processes. Information Technology Infrastructure services provided by University Technology Services include:

- Internet and network connectivity, port activation, and wireless network access
- Access to technology software, services and systems off-campus
- E-mail accounts and communications and collaboration systems
- Telephone and voice services
- Identity management and access controls
- Authorize and validate desktop hardware and software
- Enterprise architecture and support for and access to applications, systems, file storage and databases, and secure file exchanges and integration among these systems.
- Campus private cloud services and public cloud resources
- Enterprise and server-based systems and software
- Systems and solutions for processing or storing of Confidential or Operation Critical Data

- Information Technology security and compliance
- Disaster recovery and technology for facilities management
- Information Technology architecture and engineering
- High Performance Computing and research support

Lightweight Directory Access Protocol (LDAP): An application protocol for querying and modifying directory services running over TCP/IP.

Operation Critical Data: As defined in OU AP&P #860 Information Security.

TCP/IP: The protocol suite consisting of the Transmission Control Protocol (TCP) and the Internet Protocol (IP), which provide the set of communication protocols that implement the protocol stack on which the Internet runs.

PROCEDURES:

Submitting a Request

UTS is responsible for Information Technology Infrastructure as defined above and in other information technology policies. Planned work in these areas must be coordinated through UTS. Project and service requests are submitted via an approved contact method, such as submitting a ticket to uts@oakland.edu. In general, priority of work is determined in this order.

Centralized versus Decentralized Services and Functions:

The UTS website contains a list of examples of centralized functions (which would require UTS involvement), and a list of decentralized functions (which would usually not require UTS involvement). This list has been reviewed and approved by Academic and Administrative Council.

RELATED POLICIES AND FORMS:

OU AP&P # 850 Network Policy

OU AP&P # 860 Information Security

OU AP&P # 870 Software Regulations

OU AP&P # 880 Systems Administration Responsibilities

OU AP&P # 890 Use of University Information Technology Resources

APPENDIX: