ADMINISTRATIVE POLICIES AND PROCEDURES

SUBJECT: INFORMATION TECHNOLOGY

NUMBER: 830

AUTHORIZING BODY: ACADEMIC AFFAIRS

RESPONSIBLE OFFICE: UNIVERSITY TECHNOLOGY SERVICES

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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.

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 Confidential Data.

SCOPE AND APPLICABILITY: This policy applies to all University constituents (faculty, staff and students), and departmental operations.

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

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departmental problem, or provides organizational records. Examples of Enterprise Systems at the University are Banner and email.

Information Technology Infrastructure: Information Technology Infrastructure services provided by University Technology Services include:

1. Internet and network connectivity, port activation, and wireless network access

2. Access to technology software, services and systems off-campus

3. E-mail accounts and communications systems

4. Telephone services

5. Identity management and computing and network accounts

6. Installation and support of desktop hardware and software

7. Enterprise architecture and support for and access to applications, systems, file storage and databases, and secure file exchanges and integration among these systems.

8. Enterprise and server-based systems and software

9. Systems and solutions for processing or storing of Confidential or Operation Critical Data

10. Information Technology security and compliance

11. Disaster recovery and technology facilities management

12. Information Technology planning

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 to the Helpdesk. Priority of work is determined in order by:

1. Production systems or Internet connectivity unavailable.

2. Stopped critical educational, business or government mandated process.

3. Government-mandated process or legal compliance issues.

4. Reduced risk or improved security requirements.

5. Data integrity issue.

6. Technical currency assessed by actual age, technical age, and technical obsolescence.

7. Projects approved by Vice Presidents, Associate Vice Presidents, Assistant Vice Presidents, or Deans, aligned with University strategic goals and initiatives, and with strong sponsorship and committed resources

8. Projects approved by information technology advisory committees.

9. Date of project submission.

To determine whether a service or function request should be submitted to UTS, consider the following list of centralized and decentralized information technology functions:

Centralized Functions
Administration of IT organization, skill assessment, development of technical expertise, professional development. Server administration - Windows systems administration, *NIX systems administration, database administration.
IT strategic planning, technology research and development, assessment of emerging technologies
Enterprise Systems / administrative systems, applications and systems dealing with Confidential Data or Operational Critical Data, including Banner / Enterprise Resource planning systems support.
Desktop / user support / helpdesk / field technical services
Enterprise infrastructure including server-installed software
Identity management, Lightweight Directory Access Protocol and Active Directory directories
IT policy management
IT security management, noting that every system must have security controls.

Network infrastructure and services management
Operations / data center management
Provide support for research computing / academic computing, particularly large scale or grid computing
Telephone service management
Web support services

Decentralized Functions
End-user desktop support, such as assisting with desktop software or selection of a new computer, frontline local helpdesk
Local desktop disaster recovery planning
Local desktop asset management
Analysis and support for local technology planning
Academic support
Local collaborative computing, such as computing labs management
Specialized local small-scale research computing management
Local web page content management
Business and administrative process analysis and support
Reporting, data administration and data analysis
Training and support

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: