



DATA STEWARDS
Faculty/Staff Email ID Implementation Requirement Committee
September 26, 2002 9:00 – 10:30
149 ASTeCC

ATTENDEES:

Nick Arnold, Jayna Cheesman, Debra Claunch, Sarah Hall, Kathy Hamperian, Phil Latiff, Sarah Nikirk, John Sampson, Ed Tiemeyer

PRESIDING:

John Sampson

PROJECT COORDINATOR:

Jayna Cheesman, Debra Claunch

AGENDA ITEM	DISCUSSION
<ul style="list-style-type: none"> • Handouts 	<ul style="list-style-type: none"> ▪ Agenda 9/26/02 ▪ Minutes 9/20/02 ▪ Prioritized Recommendations ▪ Committee Purpose and Recommendations (Original Faculty and Staff Email ID Requirements Committee) ▪ Student Email ID Recommendations
<ul style="list-style-type: none"> • Introductions 	<ul style="list-style-type: none"> ▪ John Sampson welcomed everyone and asked those who did not know everyone to introduce themselves to each other.
<ul style="list-style-type: none"> • General Discussion 	<ul style="list-style-type: none"> ▪ Nick raised some issues about the settings in Exchange and being unable to forward email.uky.edu. Also when forwarding from another mail system to Exchange, the name of the originator is replaced with the name of the person forwarding the mail. <ul style="list-style-type: none"> ▪ ACTION 9/26/02: Kathy will discuss the Exchange issues with Dan Durbin and report back to the committee. ▪ Nick said everyone should have the opportunity to read email during work hours. Kathy said there are some issues that need to be dealt with as an institutional issue, providing the equipment necessary and the time to read email. ▪ Sarah H. asked if everyone has an individual mail slot for paper correspondence. Nick said, no, some paper is distributed to the supervisors who are responsible for seeing it gets to the employees in one form or another. This could be verbally or via paper copies. Sarah N. said it works this way in Housing, as well.
<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • John S. restated the committee is in charge of developing a policy that states everyone will receive an email account when they arrive on campus. He said other projects play into this initiative, such as, consumer driven health plans with web wizards to help an individual choose the best plan for themselves and their family. An overriding issue in a lot of these initiatives is having computer access. He said Wellness has a project that includes budgeted money to provide equipment for areas that do not currently have computer access, and this may include kiosks or terminals. Some areas mentioned were PPD and the Agriculture farms. • John said by November 15, 2002 the employment application process will be changing for everyone except the Library, Faculty and STEPS. Everyone will have to apply online and employers will have to log on to get information about applicants for jobs they are filling. • John said HR Development is moving in the direction of having more training available online instead of in the traditional classroom setting.

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	<ul style="list-style-type: none"> • POLICY ISSUE: How is access to computers to be addressed and how should time to read email be addressed? • John asked who the committee reports to, and Jayna responded the committee reports to the Data Stewards. Nick asked how the reporting process works. Jayna said we could send the written recommendations to the committee, or go and talk to them at one of their monthly meetings.
<ul style="list-style-type: none"> • Outstanding Action Items 	<ul style="list-style-type: none"> ▪ ACTION 9/20/02: Connie will talk to the President's staff about email implementation and get back with Jayna. (Completed. Connie said that email had been sent to Jack Blanton, Nietzel, Holsinger, and Dr. Todd.) ▪ ACTION 9/20/02: Jayna is waiting to hear from Connie about who, from Public Relations, will be appointed to this committee. (Completed 9/30/02. Gail Hairston will be the PR representative.) ▪ ACTION 9/20/02: Committee members who have policy issues should forward them to John Sampson, who will see they are forwarded to T. Lynn Williamson to be addressed. ▪ ACTION 9/20/02: John S. will find the Administrative Regulation (AR) that applies to employee' responsibility for reading/understanding UK policies and bring copies to the next meeting. (Completed 9/26/02. John said, according to T. Lynn, there is no AR or Policy requiring this. It is generally accepted that all employees and students will stay in touch with the university community by reading communications as they come out. Sarah N. said the issue dealt more with whether or not an employee is required to read work related communications at work. John said this addresses the overtime issue. The Fair Labor Standards Act comes into play. If a non-exempt employee is told to read communications after work, then the supervisor is in violation of the Standards, if they do not pay them overtime. Kathy said that discussions at the earlier/original committee meetings said we cannot say email is the only means of communication, but the <u>preferred</u> means. Nick said there are other alternatives such as shop meetings and bulletin boards. <ul style="list-style-type: none"> ▪ POLICY ISSUE: A supervisor must understand and clarify to employees that employees are not required to read official university email outside work hours, and that if the employee willingly chooses to do so, the employee will not be compensated for the time spent reading the email.
<ul style="list-style-type: none"> • Review Committee Recommendations 	<ul style="list-style-type: none"> ▪ Kathy said the email will be encrypted, and this is one of the requirements for HIPPA. She stressed that the deadline of January 31, 2003 is for mass communications only. Personal communications are out of the scope of this project. The university is building towards including personal communications at a later date. Kathy said encryption needs to be in place before confidential or personal communication can be handled through email. ▪ Jayna said this committee should identify the implementation issues we need to address. ▪ Kathy said there is a due diligence issue to consider. What is our responsibility for mail that is forwarded to un-encrypted providers? She considers this out of scope for this project. ▪ John said it would be important to categorize and keep a list of issues as they are identified. ▪ Jayna said there are technical issues with sending print output from the mainframe to individuals through email (i.e., the Benefits Statement.) ▪ Phil said the committee needs to also look at things that don't require security, and ask who would like to opt out of the project and still receive communications via paper. Nick said if it is too difficult to get time at work to read email, many employees will opt for paper. He cautioned that costs saved in one area may be offset by increased costs in other areas. Kathy said everyone will have an email account by January 31, 2003.

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	<ul style="list-style-type: none"> ▪ Jayna said, we need to determine how the committee communicates with the Stewards. Perhaps we use the first month to gather feedback from campus committees, then John S. could report to the Stewards. She did say the committee minutes and other documents will be on the Data Administration web site. <ul style="list-style-type: none"> ▪ ACTION 9/26/02: Deb will create a web site for the Email ID Implementation Committee. (Completed 9/27/02. See: http://www.uky.edu/IS/DataAdmin/DOCS/committe/EmailIDSubComm/EmailIDhome.htm) ▪ Kathy said there is a combined Data Stewards/Data Custodians meeting on October 29, 2002 and this would be an opportunity to let them know what the committee is doing. <ul style="list-style-type: none"> ▪ ACTION 9/26/02: Jayna will check to see if Nick is on the Data Custodian committee. (Completed 9/27/02. Nick is on Jayna's email list of the Data Custodians and should be receiving all the correspondence she sends out.) ▪ Jayna said the Administrative Systems Users Group meets next week. <ul style="list-style-type: none"> ▪ ACTION 9/26/02: Jayna will see if she can get the Email ID Implementation Committee on the Administrative Systems Users Group agenda. (Completed 9/26/02. Jayna and Kathy will discuss our project at this meeting.) ▪ Kathy said it is important when talking to various groups that we stress this is the preferred method of communication, not the only method. Nick said this implementation applies to communication that does not require a response from the email recipient.
<ul style="list-style-type: none"> • Breakdown of Recommendations 	<ul style="list-style-type: none"> ▪ John said he tried to prioritize the recommendations and separated them in the following groups. The numbering scheme follows the one used on the Final Recommendations: <ul style="list-style-type: none"> ▪ A. – needs to be completed by January 31, 2003 ▪ B. – try to get done by January 31, 2003 ▪ C. – won't be done, but needs to be addressed ▪ D. – out-of-scope ▪ John asked the committee to go through each of these and identify any issues they may see and whether or not he placed it in the correct group. Some members had issues with the wording and John said he wanted to categorize them first and then focus on the wording. Jayna said the Stewards had already approved these recommendations and her understanding was they were not subject to wording changes. The charge of the committee is to determine how they are to be implemented. Kathy said the charge of the committee is to implement the recommendations by January 2003 or the project will be considered a failure. Jayna said Items under A and B are all mandatory. Kathy said it is important to communicate how the project will be implemented. Phil said in some cases developing a policy may not be necessary. Following existing methods may be all that is required. The issue of getting access needs to be addressed by the Stewards/President. ▪ Sarah H. asked what the role of the committee is. Kathy said it is communication and education and there are two parts, (1) why this project is important and training on how to use email, (2) the technical implementation. Sarah N. said wording changes come into play during this time. Kathy agreed and said there should be no ambiguities. ▪ Following are comments relating to specific recommendations: <p>Core Recommendations</p> <ol style="list-style-type: none"> I. Policy Issue and technical issue. Technical should be completed by the end of 2002. II. UK approved uky.edu email addresses include U-Connect and Exchange. These are centrally controlled

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	<p>and maintained. Other systems on campus also end in uky.edu but are not 'approved' systems.</p> <p>III. Issue of due diligence and forwarding email to systems that are not encrypted.</p> <p>IV. Policy Issue</p> <p>Implementation Recommendations</p> <p>A. Policy Issue. Retirees may not be part of the January 2003 project. There is another group working on this issue. There are licensing costs associated with people not employed at, but still associated with the university. The rollout provides for all faculty and staff to be on Exchange, and students on U-Connect. People will not be forced to go to one or the other system, but it will be recommended that everyone in a department be on the same system.</p> <p>B. This has been an issue relating to many things and needs to be addressed at a higher level. Higher costs include software licensing. It is important to provide recommendations with substance on how this can be accomplished. This may include delineating software costs, Microsoft audit costs, actual and potential costs, etc.</p> <p>C. Completed per Kathy Hamperian. Reports will be produced on a weekly basis beginning October 1, 2002 and will be handled by the Customer Service Center (CSC).</p> <p>D. It will be the committee's responsibility to define the content of any campaigns, go to various groups, and be available for questions. PR will be responsible for taking the content we provide, and developing the appropriate format for communication at the institutional level.</p> <p>E. Policy Issue.</p> <p>F. Policy Issue</p> <p>G.</p> <p>H. Wellness and available money may have an impact on this.</p> <p>I. It may be possible to partner with other groups for training. The CSC and HRD have trainers.</p> <p>J.</p> <p>K. Recommendation needs to be developed on where this central distribution point should be. Probably in Public Relations.</p> <p>L. Recommendation needs to be developed.</p> <p>M. Example for the pilot project is not possible. Another pilot needs to be defined.</p>
<ul style="list-style-type: none"> • Sub-committee Discussion 	<ul style="list-style-type: none"> • John said he thinks having the following sub-committees address related recommendations will help move things forward. He briefly described what he saw each group handling and asked people to decide which sub-committee they would like to be on, or if they had suggestions for other people who should be on the sub-committee. • Names received or suggested: <ul style="list-style-type: none"> • Communication – Kathy Hamperian, Sarah Nikirk • Training – Sidney Scott or Tony DeLucia, Sarah Nikirk, someone from Operation Educate and someone from PPD • Policy/Procedure – Jayna Cheesman, Kathy Hamperian, Ed Tiemeyer • Technical – John Tibe, Nick Arnold, Herman Collins, Kathy Hamperian. ▪ Jayna said she talked with Sidney Scott (CSC) and they have documentation for students on how to forward their email. There may be other documentation that can be tailored to fit the committee's needs.

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<ul style="list-style-type: none"> • Development of Project plan 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • NEXT MEETING 	<ul style="list-style-type: none"> • October 3, 2002 Room 149 ASTeCC