



DATA STEWARDS
Faculty/Staff Email ID Implementation Requirement Committee
November 21, 2002 9:00 – 10:30
149 ASTeCC

ATTENDEES:

Nick Arnold, Jan Bates, Jayna Cheesman, Mary Margaret Colliver, Carla Craycraft, Tony DeLucia, Kathy Hamperian, James Leary, Sarah Nikirk, John Sampson, Sidney Scott, Jeannie Taylor, John Tibe, Ed Tiemeyer, Kim Wilson

PRESIDING:

John Sampson

PROJECT COORDINATOR:

Jayna Cheesman, Debra Claunch

AGENDA ITEM	DISCUSSION
<ul style="list-style-type: none"> • Status of Dr. Ray Memo 	<ul style="list-style-type: none"> ▪ John S. said the final copy of the memo was delivered to Dr. Ray, through Jayna on November 20, 2002. When a response is received from Dr. Ray and the President's office, John will forward the information to the committee members.
<ul style="list-style-type: none"> • Goals for Implementation 	<ul style="list-style-type: none"> ▪ John S. said there are three (3) meetings scheduled prior to the end of the year. We will not meet on January 2, 2003 since it is the first day most people will be returning from the holiday break. <ul style="list-style-type: none"> ▪ ACTION ITEM: Deb will see if the room is available and extend the meetings through January. (Completed 11/22/02. The meetings have been extended for January 9th, 23rd and 30th, 2003.)
<ul style="list-style-type: none"> • Sub-committee Updates 	<ul style="list-style-type: none"> ▪ Communications/Training <ul style="list-style-type: none"> ▪ Sarah handed out the 'Draft Email ID Requirement Communications/Training Sub-Committee' document. She said a public relations and training plan has been developed. The committee is waiting on a timeframe to move forward. She indicated that IV and V had not been covered yet. ▪ John Tibe said at the next meeting he would be demonstrating how the forwarding process will work and this should address IV. ▪ Kathy indicated that the group would be working closely with the Customer Support Center but without some questions being answered, it is difficult to proceed. She said they will need some lead time to develop the final communications plan. Questions on where and what kind of access will be provided, will time be provided during job hours to read mail, does a person have to have an email account, etc., should be addressed before the project is announced. John S. said he didn't want this issue to block other things which could move forward. Kathy agreed a plan should still be developed, but stressed that it should not be advertised until answers are received. ▪ Carla asked if the names of those without an email address would be sent to the college or unit head to be addressed within the unit or college. She said in some cases, it may be a small number of users who do not have access and the college or unit will provide a solution. ▪ Jayna indicated the first objective is to make sure that everyone with an email account is registered. This will help identify the pockets of users who need access to a computer. ▪ General discussion on which areas have the largest population of people without email. The support areas under Dr. Blanton and Dr. Holsinger will be most affected. Jayna will re-run the reports and send the list out for the committee to review. Contacts will be looked at on a case-by-case basis. ▪ Kathy suggested the reports be run by EEO code. There are codes to identify auxiliary and skilled crafts

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	<p>personnel, those primarily without access to email.</p> <ul style="list-style-type: none"> ▪ ACTION ITEM: Jayna will check the reports identifying individuals without email and sort them by department so lists by college or unit can be provided. (Completed 11/25/02.) ▪ Carla asked that off-campus meetings be added as a media for communication (I.A. on the draft). There were concerns about cost. Other discussion mentioned video conferencing, train-the-trainer programs and regional director meetings. <ul style="list-style-type: none"> ▪ ACTION ITEM: Sarah N. will update the Draft to include efforts to address off-campus individuals. ▪ Policy/Procedures <ul style="list-style-type: none"> ▪ Jayna had three handouts for the committee to review: <ul style="list-style-type: none"> ▪ Definition of Email Address and ID Terms (Draft) <ul style="list-style-type: none"> ▪ Jayna said there has been a lot of discussion regarding the acronym for Public Electronic Address. After much discussion and many suggestions, it was decided to change this to PEN, Public Electronic Name. ▪ Email Requirement Policies (Draft) <ul style="list-style-type: none"> ▪ <u>Section I.A.</u> <ul style="list-style-type: none"> ▪ Jayna asked for clarification on what constitutes ‘official communication’. Mary Margaret said Public Relations should only be contacted when the audience crosses units. Communication for everyone in a unit or area is not considered ‘official communication’. Communication to ‘all directors’ or ‘all dean’ would be official. ▪ Kathy said the model in the Medical Center is for the Chancellor to approve ‘official communication’. She asked if the Provost areas should be given this responsibility. She said everyone should not have the ability to cross units and contact Public Relations. Jayna suggested the dean of each area be the approver and agreed one point of contact was important to establish. General discussion narrowed this to the Area Security Officer. <ul style="list-style-type: none"> ▪ ACTION ITEM: Sidney has a list of the security officers and will forward this to Jayna. ▪ Nick suggested ‘official communication’ be changed to ‘University-wide official electronic communication’. ▪ <u>Section I.B.</u> <ul style="list-style-type: none"> ▪ Jayna said this section is based on the diagram in the document titled ‘Definition of Email Address and ID Terms’. John T. said the ‘address’ does not permit anti-virus and anti-spam procedures and asked that this be removed. Virus and spam procedures are in place, but the email address has nothing to do with these. ▪ There was discussion about the PEN being protected from view. When someone replies to an email, what appears in the “Reply from?” If the email appears in the “Reply from”, is it protected? What is being hidden? Kathy said that in most cases, a logon ID for email is the same logon ID the person uses for other systems as well. The purpose of the PEN is to protect this logon ID from view. ▪ <u>Section II.A.</u> <ul style="list-style-type: none"> ▪ General discussion on ‘must’ versus ‘will’. This will depend on whether or not access is provided. ▪ <u>Section II.B.</u> <ul style="list-style-type: none"> ▪ Discussion on ‘admission’ versus ‘application’. Jayna said Financial Aid would like to use the PEN as a recruiting tool. Kathy said in most cases a prospective student already has an email address and this

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	<p>could be used for communication prior to application. If there is a need to communicate with a staff member or faculty member before they are hired, Sidney indicated a PEN could be established on a case-by-case basis before the auto-creation process based on hiring information goes into effect. He also indicated temporary accounts are set up for visiting scholars and visiting students for limited time periods.</p> <ul style="list-style-type: none"> ▪ <u>Section II.D.</u> <ul style="list-style-type: none"> ▪ Sidney said a new policy states that when a person retires, and if they have a U-Connect account, this account will be kept active. Notification will be sent to departments on an annual basis to verify that these should remain active. If so, the PEN will be republished. If not, the PEN will be inactivated. ▪ <u>Section II.E.</u> <ul style="list-style-type: none"> ▪ Sidney said this was in conflict with what people are usually told, which is not to share their accounts and passwords with others. He suggested this section be removed. This is not a large group of people and there is often a need to continue to communicate with the spouse of a deceased retiree. Most members agreed providing this service should continue as a procedure, but should not be part of the policy at this time. If it becomes a problem it could be readdressed in the future. ▪ <u>Section III.A.</u> <ul style="list-style-type: none"> ▪ A PEN will be assigned at designated times, such as student application, or faculty or staff hiring; but the individual will have to 'activate' the account before it is official and published. ▪ <u>Section IV.B.</u> <ul style="list-style-type: none"> ▪ The wording of this section needs to be reviewed by T. Lynn Williamson. ▪ <u>Section IV.E.</u> <ul style="list-style-type: none"> ▪ Everyone agreed a process is required to make sure departments are involved in making sure the PEN is activated by employees. ▪ Email ID Procedures (Draft) <ul style="list-style-type: none"> ▪ <u>#1</u> <ul style="list-style-type: none"> ▪ Mary Margaret said a Word document or communication within an email is acceptable for official communication. No attachments or broadcast email is acceptable. It was suggested that a web address for large messages be supplied. ▪ <u>#3</u> <ul style="list-style-type: none"> ▪ General discussion about password formats. <ul style="list-style-type: none"> ▪ ACTION ITEM: Sidney will provide a link to Jayna outlining password best practices. ▪ Carla said many people have several ID's and passwords depending on the systems they have access to, and asked if there was anything in place to limit this to one logon and ID? Sidney said at this time there is no synchronization of passwords across systems. ▪ <u>#6</u> <ul style="list-style-type: none"> ▪ Sidney said the Customer Support Center currently receives a report from Benefits which lists recent retirees. He said they have been able to identify three (3) distinct groups of retirees: He said the definition of a retiree for purposes of creating a PEN need to be refined. <ul style="list-style-type: none"> ▪ 1. Retirees whose name must be sent to the Board for approval, ▪ 2. Retirees who have been here five (5) years or longer and who are able to keep their retirement

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	<ul style="list-style-type: none"> package, ▪ 3. Others <ul style="list-style-type: none"> ▪ ACTION ITEM: John S. will talk with T. Lynn Williamson about the definition of 'retiree' for purposes of establishing a PEN. ▪ #8 <ul style="list-style-type: none"> ▪ There is a link for accessing the remote modem pool for Macintosh users as well. <ul style="list-style-type: none"> ▪ ACTION ITEM: Sidney will send the link for accessing the remote modem pool for Macintosh users to Jayna. ▪ ACTION ITEM: Jayna will update the documents based on the discussion from the meeting.
<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> ▪ Carla asked if it would be okay to share the information provided with others and get their feedback. Jayna said all feedback would be welcomed, but it is important to stress these documents are drafts only. ▪ John S. said he would like to tell the Data Stewards that a process will be defined by the end of January with full implementation completed by an as yet, unspecified date. ▪ Carla said it would be important for users to see the value of changing their PEN and accepting this, and felt an edict from above would help.
<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> ▪ Meeting Adjourned 10:30
<ul style="list-style-type: none"> • NEXT MEETING 	<ul style="list-style-type: none"> ▪ Full Email ID Implementation Committee: December 5, 2002 Room 149 ASTeCC