



**DATA STEWARDS**  
**Faculty/Staff Email ID Implementation Requirement Committee**  
**December 19 2002      9:00 – 10:30**  
**149 ASTeCC**

**ATTENDEES:**

Dan Abbott, Nick Arnold, Jan Bates, Ren Bates, Jayna Cheesman, Deb Claunch, Mary Margaret Colliver, Carla Craycraft, Tony DeLucia, Toni Graham, Phil Latiff, James Leary, Eric McWhorter, Sarah Nikirk, John Sampson, Sidney Scott, John Tibe, Ed Tiemeyer

**GUESTS:**

Brad Duncan, Chris Emmick

**PRESIDING:**

John Sampson

**PROJECT COORDINATOR:**

Jayna Cheesman, Debra Claunch

AGENDA ITEM	DISCUSSION
<ul style="list-style-type: none"> <li>• <b>Introduction of Guests</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Mary Margaret introduced Brad Duncan. He is the editor of UK News and a Public Relations specialist and will be assisting the communications effort.</li> <li>▪ Chris Emmick from the Customer Support Center is part of the second level support group and responsible for documentation and web pages for CSC.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Update - Data Stewards Meeting</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Jayna said she reviewed the progress of the Email Committee at the Data Stewards meeting on December 17, 2002. She said the Stewards were not too happy about requiring people to activate their accounts. Jayna explained we would be able to run reports to identify those who have not activated their accounts and it would be the responsibility of the supervisor to follow up on these. Jayna asked if they would prefer changing the documentation to make this a requirement for everyone except those who do not have easy access to a computer. The Stewards said they would support this policy.               <ul style="list-style-type: none"> <li>○ <b>ACTION: Connie Ray will draft a formal statement concerning this issue of employees without access to computers.</b></li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• <b>Update – Memo to Dr. Ray</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ John S. said he would follow up on the memo to Dr. Ray. In addition, he has sent a memo to Gene Williams regarding other HR initiatives requiring computer access in the form of kiosks or terminals. He has also contacted Karen Combs about the Work Life Committee and the need for kiosks or terminals. Jayna said the computer access issue is not solely for this committee. John S. agreed and said addressing this issue will be important for all these initiatives.</li> <li>▪ Jayna told the Stewards that due to technical restrictions and the need to get the legal office guidance on policies that the January deadline would be difficult to meet. The Stewards were okay with this.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Status of Policy/Procedure Subcommittee</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Jayna said changes to the Policy document included changing the name from PEN (Public Electronic Name) to UEA (University Email Address). Most people felt users would better understand this term. Other changes requested by Public Relations were made, such as deleting ‘personal communications’, I.A.</li> <li>▪ Jayna said information about the ‘privacy flag’ was included. Students have the right to request their information NOT appear in the University directories, through the use of the ‘privacy flag’ in SIS. HR has to approve this for an employee. There is no such privacy flag in HRS.</li> <li>▪ The Procedures document now limits the maximum length for official university-wide electronic communications to 500 words, but may contain links to Web pages. Exclusions for formatting, such as bold face, tabs, italics, etc. are now included.</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ Email addresses on where to send official university-wide electronic communications were provided. <ul style="list-style-type: none"> <li>○ <b>ACTION: Email addresses in the Procedure document on where to send official university-wide electronic communications need to be updated to the University Email Address for these people as soon as they are established.</b></li> </ul> </li> <li>▪ A list of the Area Security Officers has been posted on the website: <a href="http://www.uky.edu/IS/DataAdmin/DOCS/AreaSecurity/areasecurity.htm">http://www.uky.edu/IS/DataAdmin/DOCS/AreaSecurity/areasecurity.htm</a>. <ul style="list-style-type: none"> <li>○ <b>ACTION: Jayna will schedule a meeting of the Area Security Officers to explain the role we need them to play.</b></li> </ul> </li> <li>▪ Jayna asked Sidney if he had a URL for the standards on email password formats. Sidney said he was not aware of one, but would put one together. John T. said the format for password standards is still being defined. <ul style="list-style-type: none"> <li>○ <b>ACTION: Sidney will write a document defining best practices for email password formats, and forward the document to Jayna.</b></li> </ul> </li> <li>▪ Jayna said the intent is to consolidate some of the information in the Procedures document. Perhaps, general procedures that apply to students, faculty and staff, and then another section for specific steps for each group.</li> <li>▪ General discussion regarding the procedures for creating a UEA and email mailbox for an employee. <ul style="list-style-type: none"> <li>○ <b>ACTION: Deb will schedule a meeting for John Tibe, Kathy Hamperian, Kathy Crouch, Jayna Cheesman, Dave Elbon, Sidney Scott, and Keith LaVey to discuss the technical logistics of sending files back and forth required for creating a UEA and email mailbox for an employee. (Completed 12/19/02. Scheduled for 1/7/02, 1:30-3:00.)</b></li> </ul> </li> <li>▪ Jayna said she needs John S. to review the information on page 4 regarding retirees. <ul style="list-style-type: none"> <li>○ <b>ACTION: John S. will review retiree information in the Procedures document and get back to Jayna regarding any changes.</b></li> </ul> </li> <li>▪ John T. explained that when a person has a U-connect account, there will be a Directory entry even though they may not have activated their mailbox. Activation creates the mailbox or allows them to designate a mailbox to which to forward messages. The Directory is a Novell active directory. This is not the same as WHOIS, but WHOIS does get information from the Directory.</li> <li>▪ Jayna asked if there was any information on the web about creating assignments. The HRS Online Users Manual is available. <ul style="list-style-type: none"> <li>○ <b>ACTION: Tony DeLucia will send the URL for the HRS Online Manual to Jayna.</b></li> <li>○ <b>ACTION: John T. and Nick will meet to discuss the process for automating the creation of accounts for distributed systems. Once the process is defined and tested, it will be documented and forwarded to Jayna.</b></li> </ul> </li> <li>▪ Jayna said she talked to Penny Cox about the licensing issue as it relates to retirees forwarding email from a prior mailbox to a U-Connect mailbox. Penny said since there were small numbers of employees who retire each year, and since even fewer of these are on Exchange, giving them a year to switch over from Exchange to U-Connect should not be a problem.</li> <li>▪ Sidney said the definition of a retiree needs to be clarified for the CSC group. They receive a report twice a month. Post retirement appointments can be confusing. He is concerned that accounts will be deleted when they shouldn't be. <ul style="list-style-type: none"> <li>▪ <b>ACTION: John S. will check with the retirement office to see if the definition for a retiree for purposes of email accounts can be better defined.</b></li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>▪ 8.b. Jayna asked John T. if there is a limit on the number of attempts to logon to the system. <ul style="list-style-type: none"> <li>▪ <b>ACTION: John T. will see if there is a limit on the number of attempts to logon to the system.</b></li> </ul> </li> </ul> <p>Page 6, NOTE: The UEA should never be used within a listserv. John T. said this is dependent on the email client being used.</p> <ul style="list-style-type: none"> <li>• <b>ACTION: John T. will try to define which clients where UEAs can be used within a listserv and report this to Jayna.</b></li> <li>• Jayna said one of the items from the last Policy Sub-Committee, Item b, asked when the privacy issue gets addressed, before or after UEA created? There is no privacy flag in HRS. Dave Elbon manually checks the SIS system before creating an account to determine which accounts need to be kept private.</li> <li>• Item c, If we automate activation of accounts that will be forwarded to department email systems, then we must have a standard logic for formatting the department addresses. <ul style="list-style-type: none"> <li>• <b>ACTION: John T. and Nick will decide how to handle auto forwarding for PPD and will document the process for other areas.</b></li> </ul> </li> <li>• Sidney suggested using employee orientation to make sure accounts are activated. He suggested this be added to the supervisors check list as well as a reminder to check that the account has been activated.</li> <li>• A U-Connect account is needed to vote in staff elections.</li> <li>• Item i, forgotten passwords, Sidney suggested the user go through their departmental security liaison, which is authorized to ask CSC to reset the password. <ul style="list-style-type: none"> <li>• <b>ACTION: Sidney will define the process of the departmental security liaison to establish accounts and reset passwords and send to Jayna.</b></li> </ul> </li> <li>• Sidney asked if the supervisor or security liaison would get the reports detailing who had not activated their accounts. Jayna said the reports could be sorted by department, but this would not necessarily get it to the individual supervisor for each person. Sidney said there is a list of departmental security liaisons authorized to request accounts. It was suggested the reports be sent to the Area Security Officers and through them to the departmental security liaisons. This would be a more manageable list for CSC. <ul style="list-style-type: none"> <li>• <b>ACTION: The logistics of who to contact regarding account activation will be discussed at the January 7, 2003 meeting of John Tibe, Kathy Hamperian, Jayna Cheesman, Kathy Crouch, Dave Elbon, Sidney Scott, and Keith LaVey.</b></li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• <b>Status of Communications/ Training Subcommittee</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Sarah said a PR and Training plan is in place and the team will be developing a videoconference for those who can't get to training provided at campus locations. They are in the process of identifying and compiling a list of those who may need video conferencing.</li> <li>▪ Brad will be writing the communications piece and may need help making the technical pieces as simple as possible. <ul style="list-style-type: none"> <li>▪ <b>ACTION: John Tibe offered to be a contact for Brad for help on the technical part of the communications piece.</b></li> </ul> </li> <li>▪ Sarah said she has offered her team in Auxiliary Services to design any communications flyers or pamphlets that will be needed.</li> <li>▪ Sarah said since CSC will be writing the technical how-to documents that it makes sense for his group to also be responsible for the web component. Chris is currently writing the instructions on how to forward an email account. <ul style="list-style-type: none"> <li>▪ <b>ACTION: Sidney said he would check with Donna Maupin to see if the web component should fall under her area of responsibility.</b></li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>▪ When asked if the Data Stewards had set a new deadline, Jayna said no, and that the new deadline depends on the timeframe required to get the policies and procedures approved. Depending on whether or not the documents become policy or administrative regulations, the approval could take up to 6 months.</li> <li>▪ Carla asked if there would be any beta testing of each class, student, faculty and employee, to identify any holes in the processes. Jayna said she thought they were piloting the student side with new admissions. John T. suggested starting with the Email Committee as a pilot group. He said there is quite a bit of diversity among the committee members. Sidney said he has a list of 35 people that range from high-end Exchange users to low-end U-Connect users, which may be a good pilot group. Sarah suggested starting with the committee, then pilot groups from Auxiliary Services and PPD, and then Sidney's list of 35. <ul style="list-style-type: none"> <li>▪ <b>ACTION: Nick will talk with Jack Applegate to see whom in PPD he can solicit for the pilot group.</b></li> </ul> </li> <li>▪ Carla asked if some groups could be moved to the UEA before the policies and procedures are finalized and approved. John T. said yes, it would be considered part of the overall email improvements being implemented. John said there are two phases, new people and current users who don't have U-Connect accounts.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Status of Technical Subcommittee</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ John T. said he would need a date for the servers to be in production for test purposes.</li> <li>▪ He said the technical group would be doing more checking for Spam. In the future, Spam will be identified and the user has the option of keeping it or deleting it without reading it. He said some faculty members are sensitive to having their mail filtered. John said U-Connect uses a service, which provides a list of known Spam sites. Currently this service has reduced messages by about 10,000/hour. They will be adding another software called Spam Assassin, which will identify what it thinks, is Spam. Messages will still be sent to the user who determines whether or not to keep. Once additional filters are set identifying future messages as Spam, they can be automatically deleted from the system. This can be difficult to implement. Nick gave an example of filtering on 'sex'. This could be found in pornographic messages as well as a memo from the President regarding sexual harassment policies.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Plan for Implementation</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ John S. said the original deadline was based on BenefitsOpen Enrollment in April. When the committee meets on January 9, 2003, he would like the committee to establish a new implementation date. Sidney said the week of January 6<sup>th</sup>, his group would be able to start the documentation process and work with Donna Maupin's group and Sarah Nikirk's group. They would have about two weeks before students return to campus. John T. said it would be better to advertise and communicate the processes properly and not try to meet a specific deadline. <ul style="list-style-type: none"> <li>▪ <b>ACTION: John T. will turn the test IDs over to Sidney.</b></li> </ul> </li> <li>▪ John S. said we should have a better idea of where things stand by the January 9<sup>th</sup> meeting. Also at this meeting he would like to determine how often the group needs to meet and establish some plans for wrapping up the implementation.</li> </ul>
<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Meeting Adjourned 10:10</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>NEXT MEETING</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Full Email ID Implementation Committee: January 9, 2002 Room 149 ASTeCC</b></li> </ul>