

POLICY

Category		
Academic Affairs, Information Services	Effective	Administration Approved
	July 1, 2006	July 1, 2006
	Supersedes	For Review

AA.IS.CS.1 Internal Requests for Data and System Logs

Policy Statement

Information Services (IS), a division of Academic Affairs, receives requests for access to electronic information. The request could include, but is not limited to, electronic information from computer system logs, email, telephonic records, networking records, or other electronic information stored on IS managed servers, desktop computers or other equipment, or real-time monitoring.

Requests made by an individual (faculty, staff, student) for review or access to electronic information related to their own accounts/activities will be fulfilled when possible (availability, resource utilization).

Requests made by University personnel to review or access electronic information related to other individual's accounts/activities must receive approval from the Provost (requests related to faculty), from the Vice Chancellor for Student Affairs and Enrollment Management (requests related to students), or from the Associate Vice Chancellor for Human Resources (requests related to staff).

Requests for electronic information from equipment not under the direct control of Information Services is not addressed under this policy.

Implemental procedures:

1. Requests should be directed to the Chief Information Officer (CIO).
2. The CIO will seek approval from the Provost (requests related to faculty), from the Associate Vice Chancellor – Human Resources (requests related to staff), or from the Vice Chancellor for Student Affairs and Enrollment Management (requests related to students).
3. The CIO will advise the requestor as to the approval or denial of the request.
4. If approved, the CIO will forward the request to the Director of Information Services / Central Systems and the Information Security Officer (ISO) for fulfillment.
 - 4.1. The Director and ISO may request the assistance of other IS Directors and staff for assistance in fulfilling the request.
 - 4.2. The staff working on a given request will be kept to a minimum to maintain confidentiality of the request.
 - 4.3. It will be assumed that any request coming through this channel is being done without the knowledge of the employee or employees who may be the subject of the request.

- 4.4. If in the course of collecting information, IS staff are questioned by other employees who may or may not be the subjects involved in the request, the IS staff member will refer the employee to the Human Resources office.
- 4.5. The Director will compile and report on staff time used on the request fulfillment.
5. The Director and ISO will report back to the requesting party their findings. A summary of the search and any notes pertinent to interpretation of the information will be sent to the requesting party, the approving party, and the CIO.

Process Owner – Position Title

Chief Information Officer / Vice Provost for Academic Affairs