

U N I V E R S I T Y of  
**HOUSTON**

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**STUDENT AFFAIRS & ENROLLMENT SERVICES**

Student Affairs Information Technology Services

**IT Resource Management Plan**

Version: 2.0

Last Reviewed: April 2018

## Revision History

Version	Date	Description of Revisions	Revised By
1.0	1/28/2014	IRM Plan – Sections 1 and 2	Rita Barrantes Lawrence Daniel Sam Nguyen
	3/25/2014	IRM Plan – Sections 3 through 5	Rita Barrantes Sam Nguyen Lawrence Daniel Jana Chvatal
	3/28/2014	All sections – IRM Review and Approval	Lawrence Daniel
1.1	7/8/2014	UIT senior management team – Review and approval of all sections	Dennis Fouty Arun Jain David Johnson Mary Dickerson
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2.0	4/17/18	DSAES IT Services Organization Chart – Revised IRM Plan – Section 1.5	Lawrence Daniel

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## INTRODUCTION

The purpose of the information technology resource management plan is to serve as a comprehensive manual with useful guidelines for technology administrators in the colleges/divisions to appropriately manage information technology resources within their units.

As outlined in the **MAPP 10.03.06** related to College/Division responsibilities for information technology resources, each college/division is responsible for the administration and protection of its information technology resources and will develop departmental policies and procedures to address the use of information technology resources in the areas of: risk management, resource security, service continuity management, and resource management. Each College/Division will assign the following roles for the management of information technology resources:

### ***College/Division Information Resource Manager (C/D-IRM)***

The C/D-IRM is the most senior administrator who is responsible for managing and securing the college or division's Information Resources, including the related planning and compliance processes. This role is often filled by a college's Assistant/Associate Dean or a division's Assistant/Associate Vice President.

### ***College/Division Technology Manager (C/D – TM)***

The C/D-TM is an IT professional who is responsible for managing the college or division's daily Information Technology operations. This role is often filled by a Director or Manager.

### ***College/Division Information Security Officer (C/D – ISO)***

The C/D-ISO is the employee responsible for managing the college or division's information security function in accordance with the established policies and guidelines. This role is often filled by a Director or Manager.

## SECTION 1: DIVISION ENVIRONMENT

### 1.1 OVERVIEW

The Division of Student Affairs and Enrollment Services (DSAES) includes 29 departmental units (see [Appendix A](#)). A comprehensive IT assessment review was conducted for all departments in the Division of Student Affairs (DSA) in 2013, excluding departments that were solely a part of Enrollment Services and Student Housing and Residential Life (SHRL).

Student Housing & Residential Life (SHRL) was excluded from the technology review because it was assessed as a separate unit and is covered by a separate service level agreement (SLA) with the University Information Technology (UIT) department, which covers support of all IT services for SHRL (Appendix D).

As of April 2015, DSAES IT Services (DSAES IT) began providing desktop support for all Enrollment Services departments. A technology assessment of all Enrollment Services departments was completed in Spring 2016.

Hence, this plan addresses the IT services and processes for 28 departments, as listed in Appendix A.

### 1.2 MISSION / VISION STATEMENT

**MISSION:** The University of Houston's DSAES cultivates an environment that facilitates student success through learning, discovery, and engagement.

**VISION:** DSAES will provide a nationally acclaimed student experience that result in a valuable impact on persistence and graduation.

**VALUES:** DSAES is committed to an ethic of care, including a commitment to civility and individual growth and learning, while holding firm and true to our core values:

**Empowerment** – We empower students and staff through programs, personal and professional development, and employment.

**Transparency** – We provide transparency of purpose with honesty and integrity.

**Accountability** – We are accountable to the provision of quality programs and services.

**Diversity** – We demonstrate and celebrate the intentional inclusion of others with various experiences and cultures.

**Innovation** – We expect innovation of ourselves as we develop cutting-edge programs and services that continuously strive for excellence and student success.

**Collaboration** – We embrace the spirit of collaboration through mutually beneficial partnerships on campus and in surrounding environments that faster the exchange of knowledge, resources and expertise.

### 1.3 STRATEGIC INITIATIVES (2013-2018)

1. Create new opportunities for **student success** through learning, engagement, and discovery.
  - Develop a comprehensive First and Second Year Experience program inclusive of sequential, intentional, and structured co-curricular involvement opportunities.
  - Establish supportive and advocacy based programs and services for commuter, transfer, adult, non-traditional and graduate students.
  - Develop a multi-year co-curricular leadership experience for students utilizing the concepts of leadership theory and self-discovery in partnership with Academic Affairs.
  - Create a greater variety of student involvement initiatives that focus on the development of a vibrant campus life, including expanded evening and weekend programs.
  - Develop learning communities intentionally connected to academic and student affairs programs to enhance student success in support of the growing residential campus.
  - Develop new service learning initiatives that create opportunities for self-discovery and application of academic disciplines for students.
  
2. Actualize and leverage the fiscal, human, technological, and facility resources that enhance **student experience**.
  - Establish protocols, guidelines and incentives in consultation with Human Resources to recruit, train and retain talented and skilled staff to best meet the needs of the students and to effectively implement Division programs and services.
  - Execute an effective operating plan of existing fiscal, human, technological and facility resources in support of student success.
  - Assess student employment and internship opportunities and explore, in partnership with Academic Affairs and Human Resources, options for increasing, enhancing and improving such opportunities.
  - Create and implement a division-wide advancement and fundraising program in partnership with the Division of Advancement.
  - Provide the highest quality customer service experience utilizing technology, training and resources to improve user satisfaction.
  
3. Foster the creation of a **global learning community** that actualizes and embraces inclusion while preparing students to become active citizens.
  - Establish a division-wide standing committee focused on the assessment and creation of programs and services from a multicultural (intercultural) competency based lens.
  - Establish co-curricular, globally focused initiatives that provide students with opportunities for engagement on campus, in our surrounding environments, and beyond.
  - Explore and enhance multicultural-based collaborative programs with departments outside of the Division and in partnership with agencies in our surrounding environments.
  - Establish and implement a campus climate survey in collaboration with Institutional Research to identify opportunities to actualize an inclusive and global learning community.
  - Explore the feasibility of creating and implementing a Multicultural Student Affairs department to assess and increase the Division's contribution to and support of a diverse student body and fostering a global learning community on campus.

4. Develop a ***culture of innovation*** and ***accountability*** in the redesign of Division policies, processes, and procedures.
  - Develop a comprehensive assessment plan that identifies learning and program outcomes and demonstrates a process for improvement based on measurable results.
  - Determine how/when to optimize human interaction between Division staff, students and University partners while employing technology to enable the timely retrieval and use of accurate information to address routine inquiries.
  - Establish and implement a series of reporting procedures for the purpose of demonstrating measurable outcomes and data to demonstrate a collective contribution to student success.
  - Establish and implement a recognition process to highlight innovative initiatives by individual staff members or departments that contribute to the ultimate utilization of human, financial, technological and physical resources.
  
5. Cultivate a ***collective identity*** that demonstrates a united vision.
  - Collaborate with the Division of University Advancement and UH Marketing & Communication to develop and implement a division-wide integrated branding and marketing plan.
  - Assess the current web presence and use of social media throughout the Division and implement Division expectations of website design and effective use of social media.
  - Develop a comprehensive and integrated communications plan to increase awareness and understanding among the Division, the campus community and the surrounding environments about who we are, what we do, and who we serve.
  - Expand the opportunities for staff involvement in division-wide initiatives, programs and services.
  
6. Create and engage in ***strategic partnerships***.
  - Collaborate with the Division of Academic Affairs to develop proactive initiatives and research that positively impact student retention and graduation rates.
  - Involve the Faculty Senate, Staff Council, Student Government Association and other shared governance groups in the Division's assessment and planning initiatives.
  - Partner with the Division of University Advancement and the Alumni Association to nurture an alumni base to support the Division's initiatives.
  - Engage the Division of Administration and Finance in effective facilities management and the prioritization of capital investments.
  - Work with University Information Technology to operationalize best practices and to leverage resources to optimize the seamless delivery of programs and services.
  - Join forces with UH Athletics to explore opportunities that are mutually beneficial for student success.



#### 1.4 EXECUTIVE LEADERSHIP TEAM

- Dr. Richard Walker  
Vice Chancellor/Vice President, Student Affairs and Enrollment Services
- Daniel M. Maxwell  
Assoc. Vice Chancellor/Assoc. Vice President, Student Affairs
- Mara Affre  
Assoc. Vice Chancellor/Assoc. Vice President, Enrollment Services
- Dr. William Munson  
Assoc. Vice President for Student Affairs and Dean of Students
- Keith T. Kowalka  
Assistant Vice President for Student Affairs, Student Life
- Floyd Robinson  
Assistant Vice President for Student Affairs, Health and Wellness
- Devi Bala  
Assistant Vice President, Business Services
- Don Yackley  
Executive Director, Student Housing and Residential Life

The current organizational chart is available online at <http://www.uh.edu/dsaes/pdf/orgchart.pdf?4>

#### 1.5 COLLEGE/DIVISION IT ROLES AND RESPONSIBILITIES

As delineated in MAPP 10.03.06, the IT roles are assigned to the following departments in the Division of Student Affairs & Enrollment Services:

**Student Affairs Departments:** A.D. Bruce Religion, Career Services, Campus Recreation, Center for Diversity & Inclusion, Center for Fraternity & Sorority Life, Center for Student Involvement, Center for Student Media, Center For Students with DisABILITIES, Children’s Learning Centers, Cougars In Recovery Counseling and Psychological Services, Dean of Students Office, DSAES Business Services, DSAES IT Services, LGBTQ Resource Center, Office of the Vice President of Student Affairs & Enrollment Services, Student Centers, Urban Experience Program, Women & Gender Resource Center, Veterans Services, UH Health Center, and UH Wellness

- **Information Resource Manager:** Lawrence Daniel
- **Technology Manager:** Sam Nguyen
- **Information Security Officer:** Le Nguyen

**Enrollment Services Departments:** Campus Solutions Services, Enrollment Management Services, Scholarship and Financial Aid, Student Communication and Marketing, Office of Admissions, and Office of the University Registrar

- **Information Resource Manager:** Lawrence Daniel
- **Technology Manager:** Katina McGhee
- **Information Security Officer:** Le Nguyen

**Student Housing & Residential Life:** IT support is covered through an SLA with UIT (Appendix D). Their department IT roles are as follows.

- **Information Resource Manager:** Don Yackley
- **Technology Manager:** David Johnson
- **Information Security Officer:** Mary Dickerson

## 1.6 IT GOVERNANCE

The DSAES IT department is in the process of assembling a division-wide IT governance committee. This governance committee will be formed of DSAES department representatives with the purpose of providing continuous feedback, suggestions, and support for Student Affairs IT Policy and Procedures outlined in the DSAES Information Resource Management Plan.

This committee will be led by Lawrence Daniel, Director for DSAES IT Services and Special Programs and will meet quarterly or as needed to assist with division wide IT initiatives and policy establishment and amendment. This committee will be implemented by Fall 2017.

## 1.7 AUDIENCE: DEPARTMENTS AND EMPLOYEE COUNTS

The DSAES IT SERVICES Department provides IT services to 28 departments in the Division. A detailed list of headcounts by department is provided in [Appendix A](#).

In addition, DSAES IT SERVICES also provides IT support to the leadership of student organizations, and acts as the IT liaison with vendors who provide services during DSAES events. The current student organizations that DSAES IT SERVICES supports are:

- Activities Funding Board
- Coog Radio
- Council of Ethnic Organization
- The Daily Cougar
- Frontier Fiesta Association
- Homecoming Board
- Metropolitan Volunteer Program
- Student Government Association
- Student Program Board
- Student Video Network

## SECTION 2: COLLEGE IT ENVIRONMENT

### 2.1 IT ORGANIZATION – GOALS

The DSAES IT Services (DSAES IT) department was established to support the Information Technology needs for 28 departments and 10 Fee-funded Student Organizations.

Along with supporting fee-funded student organizations, department computers and websites, we will maintain support for computer labs, kiosks, databases and other dedicated IT resources for the Division of Student Affairs and Enrollment Services. Our student staff positions provide an experiential learning environment that will be beneficial in lives of future IT professionals and for those looking to learn more about the Information Technology field.

#### **Mission**

DSAES IT Services is committed to providing reliable support and innovative technology solutions for department services, programs, and resources that sustain an environment dedicated to student success.

#### **Vision**

Working collaboratively, DSAES IT Services will maintain an efficient and proactive information technology environment that provides seamless tier one customer service and supports staff productivity, programs, and services.

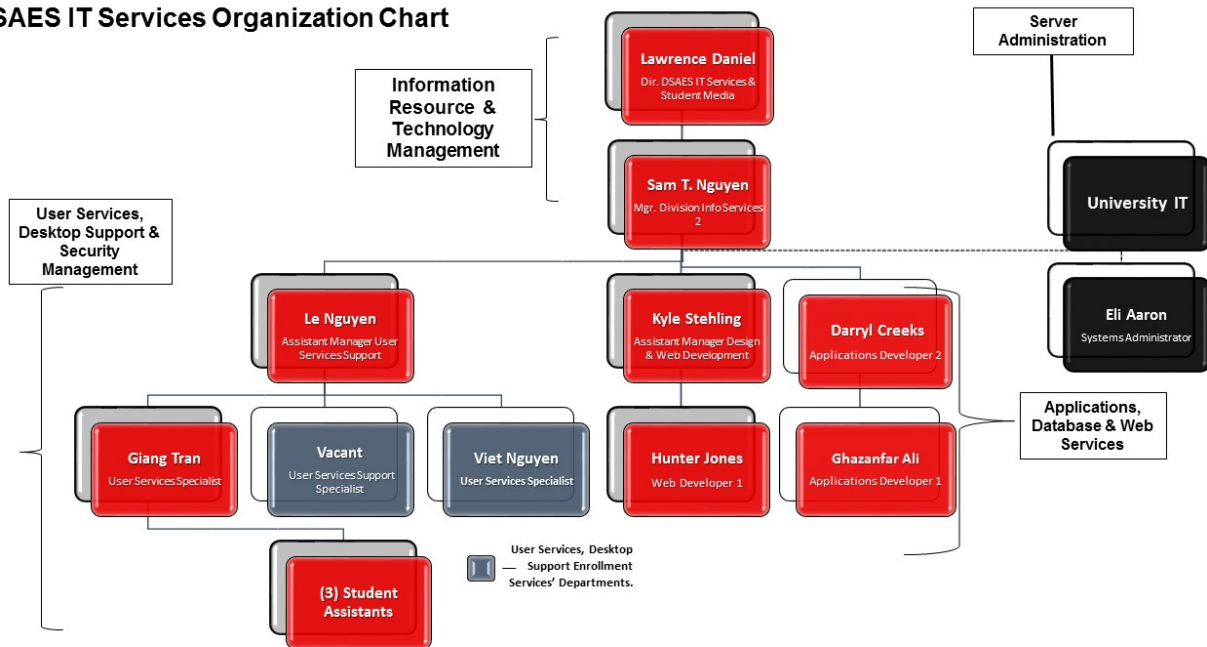
Specific DSAES IT Services goals, frequency, and measurements were delineated as part of our DSAES IT Services assessment plan. The FY18 DSAES IT Services assessment plan is available at:

[http://www.uh.edu/dsaes/about/assessment\\_planning/assessment\\_plans/fy17/dsaes-its.pdf](http://www.uh.edu/dsaes/about/assessment_planning/assessment_plans/fy17/dsaes-its.pdf)

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## 2.2 IT ORGANIZATIONAL CHART

DSAES IT Services Organization Chart



## 2.3 IT SERVICE CATALOG AND SERVICE LEVELS

The service catalog, showed in [Appendix C](#), represents a comprehensive list of IT services provided to DSAES departments. This catalog reflects all DSAES IT Services provided to staff and student organizations.

## **SECTION 3: RISK AND SERVICE CONTINUITY MANAGEMENT**

### **3.1 RISK MANAGEMENT – OVERVIEW**

Risk management involves two discrete process areas: 1) Risk analysis, and 2) Risk monitoring and control. The identification of risks and their quantification (risk analysis), and the identification of countermeasures to reduce or eliminate threats (risk monitoring and control) play an important role in achieving service continuity and reaching desired service levels to the DSAES audience.

The processes used by DSAES to manage risk and service continuity, follow industry best practices, and include the following activities:

#### **Risk Analysis**

- a. Identification of risks
- b. Risk assessment (probability and impact)

#### **Risk Monitoring and Control**

- c. Identify strategy to manage the risk (risk avoidance, risk transfer, risk mitigation)
- d. Identify courses of action should the risk occur (incident/problem management processes, recovery plan)

### **3.2 RISK MANAGEMENT AT THE DIVISION OF STUDENT AFFAIRS & ENROLLMENT SERVICES**

The list of risks are outlined in [Appendix C](#) and are only associated with critical services with either high impact or high probability of failure. Additionally, the Security Risk Assessment for Enrollment Services, which was completed early in 2016 is available in [Appendix D](#).

### **3.3 IT SERVICE CONTINUITY MANAGEMENT – OVERVIEW**

The goal of IT Service Continuity Management (SCM) is to support the overall business continuity management processes by ensuring that the required IT technical and service facilities (including computing systems, network infrastructure, data repositories, applications, telecommunications, environment, technical support, and service desk) can be resumed within required, and agreed, business levels.

### **3.4 IT SERVICE CONTINUITY MANAGEMENT AT THE DIVISION OF STUDENT AFFAIRS & ENROLLMENT SERVICES**

The DSAES IT Services Continuity Management Plan is modeled after the University of Houston Information Technology service continuity plan that covers University-at-large IT assets and services. The DSAES plan is focused on the continuity of IT assets controlled by the DSAES and not those managed or owned by other divisions or the University itself. The current DSAES IT Services Business Continuity Plan is available in [Appendix E](#).

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## SECTION 4: RESOURCE MANAGEMENT

### 4.1 RESOURCE MANAGEMENT -OVERVIEW

In an effort to achieve optimal efficiency and effective use of our computing resources, the DSAES considered each of the following practice areas.

#### 4.2. Lifecycle Management

- Hardware Software Management
- Management

#### 4.3. Connecting Devices to the UH Network

- Insure network connectivity

#### 4.4. Data Backup and Record Retention

- Backing up and Recovering Data
- Managing Record Retention

#### 4.5. Education and Training

- Training on the use of hardware and software
- Educating on the appropriate use of computing resources

## 4.2 LIFECYCLE MANAGEMENT

### 4.2.1. SOFTWARE MANAGEMENT

#### a. Software Acquisition

All software purchases are centralized and go through the DSAES IT Services. Software is purchased in accordance with University MAPP purchasing procedures through business services. Software is reviewed regularly by DSAES IT Services to ensure it is current and meeting the goals of the division. The DSAES IT Services personnel (technology manager and information security officer) have p-card authority to purchase IT equipment and software. Most transactions are done with p-card and only if the amount is over \$5,000 is handled through a purchase order.

- i. Purchases of software that require an annual renewal of subscription or are cloud based will be the sole responsibility of the requesting department. (i.e. the Adobe Creative Suites)

#### b. Software Maintenance (License Management)

The DSAES IT Services department maintains software licenses and is responsible for property management of the software. DSAES IT Services installs and verifies proper installation and operation. DSAES staff primarily use software installed under the University site license. Individual software licenses (specialized) are also maintained by the DSAES IT Services and renewed as needed.

#### c. Software Inventory (MAPP 03.03.03)

DSAES IT Services maintains the inventory of licenses in a local spreadsheet accessed only by DSAES IT Services. All software purchases are centralized and are requested through the DSAES IT Services department. Software inventory is kept up-to-date by DSAES IT Services in a spreadsheet maintained by both the DSAES IT Services manager and the ISO. An annual practice of software inventory will be implemented by the Division in the near future. In addition, the division is implementing the Microsoft client management solution System Center Configuration Manager in collaboration with UIT, which will produce a software inventory of all the machines in the Division.

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**d. Software Disposal (MAPP 03.03.05)**

Most software is downloaded from vendors' sites or through the UIT software site. Software is copied to digital media and shared drives when is used for installation purposes. If the software is outdated or no longer needed, the folder in the shared drive is deleted.

If the media (CD/DVD) exists and the software is outdated or no longer needed, the CDs or DVDs are shredded or disposed. If the software can still be used, it is occasionally given away to staff, license agreement permitting, and is removed from the software inventory.

**4.2.2. HARDWARE MANAGEMENT**

**a. Hardware Acquisition**

All hardware purchases are centralized and go through the DSAES IT SERVICES Department. Purchases are made in accordance with University MAPP guidelines. New staff is provided with standardized technology used by the division, which is based on their job requirements. Most desktop hardware is Dell; these are purchased through the University purchasing site and DIR vendors when possible.

**i. Hardware Assignments**

All DSAES employees are assigned one computer to serve as their primary work station. The computer options include either a traditional desktop or a laptop with a docking station.

- Unless approved by the departments appropriate Assistant Vice President, all DSAES employees will only be assigned one computer.
- Laptops or other computer equipment may be reserved for use through DSAES IT as needed for temporary use.

**ii. Digital Tablet Acquisition**

All digital tablet purchases must be approved by the DSAES IT SERVICES department and each department's appropriate Assistant Vice President. The use of this equipment is restricted to specific department use only. All tablet purchases are funded solely by the requesting department. All maintenance, including required software updates, are managed by the individual department.

**iii. Desktop Printers**

Per UIT recommendations, personal desktop printers are generally prohibited. However, employees whose positions require the printing of confidential information are allowed to have these printers with approval from their respective department head under the following conditions;

- The purchase and maintenance (i.e. ink and toner purchase and replacement) of desktop printers are the sole responsibility of the individual department.
- DSAES IT Services will be available to support network or connection issues related to all printers.

**b. Hardware Replacement Cycle**

DSAES has a 4-year replacement lifecycle. Budget is allocated accordingly, and equipment is replaced following a cascading replacement plan.

**c. Hardware Inventory**

DSAES IT SERVICES conducts a yearly inventory of all UH tagged hardware. This inventory is performed in accordance with University Property Management directives and protocol. All desktops come pre-tagged from Dell. Portable equipment (laptops and handhelds), even when below the university price threshold, are tagged by DSAES IT SERVICES. There are several property custodians of

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IT assets in the Division. Each DSAES department is assigned a property custodian who is responsible with managing all department specific inventory.

**d. Disposing Hardware**

DSAES department's disposal of inventoried equipment should follow MAPP and University Property Management policies. DSAES IT SERVICES directs staff to comply with MAPP 10.05.03 to ensure all sensitive data is stored and protected appropriately. When disposing desktops and laptops, hard drives are subject to industry-grade data wiping software prior to being sent to UH property management, following UIT Support Center recommendations.

Non-inventoried/non-tagged hardware and furniture are disposed of using University Property Management or recycled.

### **4.3 CONNECTING DEVICES TO THE UH NETWORK**

DSAES IT SERVICES requests that staff and student organizations consult with DSAES IT SERVICES prior to connecting any device to the UH network either through a wired, wireless, or tunneled (i.e. VPN) connection. DSAES IT SERVICES recommends staff and student organizations use the UHSecure wireless network rather than UHWireless when connecting to the UH wireless network.

MAPP policy 10.03.04 is enforced by the DSAES ISO. Any device connected to the University network is subject to a hardware/software audit by the College Information Security Officer to safeguard against viruses, malware, sniffers, and other network threats. The DSAES ISO may ask UIT to disconnect and block any device deemed to be adversely affecting the College network or data integrity.

### **4.4 DATA BACKUP AND RECORDS RETENTION**

DSAES IT SERVICES encourages staff to store data that needs to be backed up in the shared drives physically located at the UH Computing Center. Server backups of shared drives are done by UIT following centralized practices. Desktops/laptops are backed up using TSM services, but only the ones belonging to directors and executives are backed up with TSM.

### **4.5 EDUCATION AND TRAINING**

DSAES IT SERVICES provides technology training to staff, as needed.

The DSAES IT SERVICES staff maintains technology knowledge and skill through attendance to UIT sponsored training sessions, technology partner program workshops, attendance to local, regional and/or IT Professional conferences.

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## SECTION 5: RESOURCE SECURITY

### 5.1 OVERVIEW

Resource security pertains to minimizing security vulnerabilities and ensuring confidentiality, integrity, and availability of information resources. To safeguard our information assets, the DSAES follows these different practices.

### 5.2 SECURING INFORMATION

#### 5.2.1 IDENTITY MANAGEMENT (MAPP 10.05.01)

Staff and student organizations use DSAES resources, which are accessed through their CougarNet login. All user accounts are provisioned and managed using the University's CougarNet Active Directory.

For those individuals needing access to DSAES resources who are not faculty, staff, or students, the University's person-of-interest (POI) procedure through PeopleSoft is used to provision a CougarNet account.

Service accounts for printers are also provisioned in CougarNet and are granted least privilege whenever possible.

DSAES IT Services will be implementing a process for periodically changing local administrative/root accounts' passwords and service accounts' passwords.

#### 5.2.2 CONTROLLING ACCESS TO INFORMATION

Access to DSAES information is controlled primarily through DSAES file shares. The DSAES also uses SharePoint.

For data stored on faculty and staff workstations, that faculty or staff member also assumes the data custodian role for that data and is responsible for taking care ensuring its security and backups. All faculty and staff are advised to run Identity Finder on their respective machines to ensure that no sensitive data is being stored on it. DSAES IT Services completed running Identity Finder in all DSAES machines in Fall 2013; an annual follow up process will be conducted in collaboration with UIT Security.

All DSAES servers are managed by the UIT personnel, and are located in the UH Data Center. Data backups of DSAES servers located at the UH Data Center are UIT's responsibility, and covered by a service level agreement (SLA).

#### 5.2.3 ROTATING AND SEPARATING DUTIES

All day to day IT operations are currently managed by Lawrence Daniel, Director of DSAES IT Services and Sam Nguyen, Manager of Division Info Services

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#### 5.2.4 REPORTING SECURITY VIOLATIONS AND INCIDENT HANDLING (MAPP 10.03.03)

Security incidents are reported by faculty/staff to the DSAES ISO. All security incidents, whether actual or potential, are reported by the DSAES ISO to the DSAES IRM and the DSAES UIT Security group. The DSAES ISO works closely with UIT Security to conduct an incident investigation.

The DSAES ISO follows all guidelines and recommendations provided in the MAPP 10.05.02 when reporting security incidents.

### 5.3 SECURING DESKTOPS AND SERVERS

#### 5.3.1. PHYSICAL SECURITY

All servers are physically located at the UH Computing Center and follow the university physical security guidelines of that space. For staff, workstation physical security is the responsibility of the staff to whom the equipment is assigned. All computer equipment available for temporary use by DSAES departments are stored in a physically secured location (locked) and is managed by the DSAES IT Services team.

#### 5.3.2. MONITORING THE ENVIRONMENT AND ENSURING AVAILABILITY

All DSAES servers are housed in the virtual environment at the UH data center. Server monitoring is performed by UIT ITAC 24 hours and 7 days a week.

#### 5.3.3. SECURITY PATCHING, CONFIGURATION, AND VIRUS/MALWARE PROTECTION

All workstations have the latest McAfee enterprise version installed and night upgrades run in all workstations.

#### 5.3.4. SECURE CONFIGURATIONS AND SYSTEM PROVISIONING UPGRADING SYSTEM

In computer labs: Students do not have permission to install software in the computer lab machines. If the machine is compromised (virus/malware), the image is reinstalled.

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**APPENDIX A: DSAES DEPARTMENTAL UNIT HEADCOUNTS**

	DEPARTMENT NAME	HEADCOUNT FULL-TIME	HEADCOUNT PART-TIME
1	Office of the VPSAES	7	4
2	Center for Diversity & Inclusion	5	5
3	Urban Experience Program	3	10
4	Student Health Center	23	7
5	Cougars In Recovery	2	0
6	Enrollment Management Services	8	0
7	Admissions	63.5	82
8	Registration and Academic Records	33	8
9	Scholarships and Financial Aid	46	69
10	University Career Services	14	15
11	Center For Students with Disabilities	5	3
12	Veteran Services	2	1
13	Counseling and Psychological Services	21	0
14	Dean of Students Office	9	20
15	Center for Student Involvement	6	17
16	Campus Recreation	11	405
17	Center for Student Media	4	13
18	Student Centers	30	105
19	Children’s Learning Centers	33	87
20	Student Housing & Residential Life*	39	344
21	A.D. Bruce Religion Center	2	8
22	Wellness Center	3	5
23	ES Student Communication and Marketing	9	0
24	DSAES Business Services	23	2
25	Center for Fraternity & Sorority Life	4	3
26	DSAES IT Services	9	4
27	Enrollment Management Production Support	23	0
28	LGBTQ Resource Center	2	5
29	Women & Gender Resource Center	3	0
<b>Total DSAES Departments:</b>		<b>442.5</b>	<b>1222</b>

\*- Student Housing & Residential Life IT support is managed by University IT through an annual Service Level Agreement (SLA)

## APPENDIX B: DSAES IT SERVICE CATALOG

IT SERVICE	SERVICE PROVIDER	AUDIENCE	NOTES
Account and Access Management	DSAES IT SERVICES, UIT	Staff, Student Organizations, Vendors, Guests	Level 1 support: DSAES IT SERVICES; level 2 support: UIT Support Center
Asset Management (planning, lifecycle replacement)	DSAES IT SERVICES	Staff, Student Organizations	DSAES IT SERVICES responsible for asset management for all units except Enrollment Services and SHRL
Backup Services (servers, desktops)	DSAES IT SERVICES, UIT	Staff, Student Organizations	DSAES IT SERVICES responsible for backups of desktops and local servers; UIT responsible for backups of servers located in the UH data center
Collaboration Services (SharePoint)	DSAES IT SERVICES, UIT	DSAES departments	Level 1 support: DSAES IT SERVICES; level 2 support: UIT Web Services
Computer Labs	DSAES IT SERVICES	Students, Guests	Labs with few workstations located in Campus Recreation, Students with Disabilities, and Career Services
Database Administration	DSAES IT SERVICES	DSAES departments	Several local databases (MySQL) used for DSAES Web applications, Career Services, Campus Recreation, CAPS, and Health Center
Desktop/Client & Printer Support	DSAES IT SERVICES	Staff, Student Organizations	
Digital Signage	UIT	DSAES departments	DSAES IT SERVICES supports content and clients, UIT supports digital signage servers
Directory Services (LDAP, Active Directory)	DSAES IT SERVICES, UIT	Staff, Student Organizations	DSAES IT SERVICES has OU admin rights to Active Directory. UIT Enterprise Operating Systems provides level 2 support.
Document Imaging	DSAES IT SERVICES, Xerox	Staff, Student Organizations	
Email Services (Exchange)	DSAES IT SERVICES, UIT	Staff, Student Organizations	Level 1 support: DSAES IT SERVICES; level 2 support: UIT Support Center
Emergency Communications	DPS, UIT	Staff, Student Organizations	DPS is the business owner, and UIT support the technology service
Event Support (special events)	SC A/V	Staff, Student Organizations	SC A/V team managed by James Pettijohn
File Shares	DSAES IT SERVICES, UIT	Staff, Student Organizations	Level 1 support: DSAES IT SERVICES; level 2 support: UIT Enterprise Systems
Hosted Services (UH data center)	UIT	Staff, Student Organizations	Support provided by UIT enterprise systems group
Mass Email Communications (Listserv, RightNow)	DSAES IT SERVICES, UIT	Staff, Student Organizations	Level 1 support: DSAES IT SERVICES; level 2 support: UIT Web Services
Security Risk and Compliance	DSAES IT SERVICES, UIT	DSAES departments, staff	
Specialized Applications	DSAES IT SERVICES, external vendors	DSAES departments	
Technology Consulting	DSAES IT SERVICES	Staff, Student Organizations	DSAES IT SERVICES advises on IT procurements

IT SERVICE	SERVICE PROVIDER	AUDIENCE	NOTES
Technology Training	DSAES IT SERVICES	Staff	For desktop/office applications only. Not frequently requested.
Telephone Services (long distance, fax)	UIT	Staff	
Unified Communications (Lync)	UIT	Staff, Student Organizations	Division using Lync and CISCO phones
Video Conferencing	DSAES IT SERVICES	DSAES departments, staff	
Web Publishing and Design	DSAES IT SERVICES, UIT	DSAES departments	Web sites for 21 departments are maintained by the DSAES IT SERVICES Web team and most reside in the CMS; UIT supports the CMS.
Wi-Fi	UIT Wireless Group	Staff, Student Organizations	Work orders entered by the DSAES IT SERVICES department
Wired Network	UIT Network Operations	Staff, Student Organizations	Work orders entered by the DSAES IT SERVICES department
Campus Based Funding Ed-Connect-Department of Education	DSAES IT SERVICES, UIT External	Staff	Scholarship & Financial Aid and Campus Solutions Services use the Federal Funding Evaluation system and are FISAP participants.
IRIS Workflow	OUR UIT	Staff	Local IT develops, upgrades, maintain and troubleshooting for all aspects.
Oracle Campus Solutions Support	UIT	UHS Faculty, Staff, Students	
Enrollment Management Production Support ListServ	UIT	UHS Faculty, Staff	Use to communicate with UHS Campus Solutions Business Owners and End-Users, Enterprise Systems staff
Application hosting and functional and technical Support for "Fusion" Recreation Management Software and web portal	DSAES IT SERVICES, UIT	Campus Rec and UH wellness facility employees, students, staff, faculty and guest patrons	DSAES IT Services: Accountable for administrative duties of the FUSION application, web portal and MSSQL database. Provides multiple levels of user support. UIT: Is responsible administrative duties on the server's hardware, operating system and networking technologies.
Application hosting and functional and support for "Point and Click" practice management, electronic health records, and patient web portal software.	DSAES IT SERVICES, UIT	Health Center facility employees, students, staff, and faculty patients.	DSAES IT Services: Accountable for administrative duties of the "Point and Click" application, web portal and MSSQL database. Provides multiple levels of user support. UIT: Is responsible administrative duties on the server's hardware, operating system and networking technologies.
Application hosting and functional and technical support for "QS1" pharmacy management software	DSAES IT SERVICES, UIT	Pharmacy employees, student, staff, and faculty.	DSAES IT Services: Accountable for administrative duties of the "QS1" application and QS1 proprietary database. Provides multiple levels of user support. UIT: Is responsible administrative duties on the server's hardware, operating system and networking technologies.

IT SERVICE	SERVICE PROVIDER	AUDIENCE	NOTES
Application hosting and functional and technical support for "Titanium Schedule" counseling center electronic medical records and Web portal software.	DSAES IT SERVICES, UIT	Counseling and Psychological Services employees and students	DSAES IT Services: Accountable for administrative duties of the "Titanium Schedule" application, web portal and MSSQL database. Provides multiple levels of user support. UIT: Is responsible administrative duties on the server's hardware, operating system and networking technologies.
Application hosting and functional and technical support for "PRE1 Smart Publisher" Ad management.	DSAES IT SERVICES, UIT	Center for Student Media employees.	DSAIT: Accountable for administrative duties of the "PRE1 Smart Publisher" application, web portal and File maker database. Provides multiple levels of user support. UIT: Is responsible administrative duties on the server's hardware, operating system and networking technologies.
Application hosting and technical and functional support for "EMS" meeting and room scheduling software	DSAES IT SERVICES, UIT	Conference and Reservation Services employees and student, staff, faculty and guest clients	DSAES IT Services: Accountable for administrative duties of the EMS application and MSSQL database. Provides multiple levels of user support. UIT: Is responsible administrative duties on the server's hardware, operating system and networking technologies.
Application hosting and functional and technical support for "RACKFORMS" Web application building software.	DSAES IT SERVICES, UIT	DSAES IT	DSAES IT Services: Accountable for administrative duties of the "RACKFORMS" application and MSSQL database. Provides multiple levels of user support. UIT: Is responsible administrative duties on the server's hardware, operating system and networking technologies.
Provide user support and acts as a technical liaison for the user to the on "Simplicity" career recruiting program management software matter	DSAES IT SERVICES, UIT	Career Services employees, student, staff, faculty and guest patrons	DSAES IT Services: Provides multiple levels of user support and acts as an liaison with vendor for the user on technical matters. UIT: Collaborates on projects requiring that requiring the incorporation of other resources supported by UIT.
Provide user support and acts as a technical liaison for the user with the vendor the on "Collegiate Link" student engagement opportunity management software technical matters	DSAES IT SERVICES, UIT	Campus student, staff, and faculty.	DSAES IT Services: Provides multiple levels of user support and acts as a liaison with vendor for the user on technical matters. UIT: Collaborates on projects requiring that requiring the incorporation of other resources supported by UIT.
Application hosting and functional and technical Support for "Procare" child care center management software.	DSAES IT SERVICES, UIT	Childcare Center employees	DSAES IT Services: Accountable for administrate duties of the Procare application and MSSQL database. Provides multiple levels of user support. UIT: Is responsible administrative duties on the server's hardware, operating system and networking technologies.

IT SERVICE	SERVICE PROVIDER	AUDIENCE	NOTES
Application hosting and functional and technical Support for "Fusion" Recreation Management Software and web portal	DSAES IT SERVICES, UIT	Campus Rec and UH wellness facility employees, students, staff, faculty and guest patrons	DSAES IT Services: Accountable for administrative duties of the FUSION application, web portal and MSSQL database. Provides multiple levels of user support. UIT: Is responsible administrative duties on the server's hardware, operating system and networking technologies.
Application hosting and functional and support for "Point and Click" practice management, electronic health records, and patient web portal software.	DSAES IT SERVICES, UIT	Health Center facility employees, students, staff, and faculty patients.	DSAIT: Accountable for administrative duties of the "Point and Click" application, web portal and MSSQL database. Provides multiple levels of user support. UIT: Is responsible administrative duties on the server's hardware, operating system and networking technologies.
Application hosting and functional and technical support for "QS1" pharmacy management software	DSAES IT SERVICES, UIT	Pharmacy employees, student, staff, and faculty.	DSAES IT Services: Accountable for administrative duties of the "QS1" application and QS1 proprietary database. Provides multiple levels of user support. UIT: Is responsible administrative duties on the server's hardware, operating system and networking technologies.
Application hosting and functional and technical support for "Titanium Schedule" counseling center electronic medical records and Web portal software.	DSAES IT SERVICES, UIT	Counseling and Psychological Services employees and students	DSAES IT Services: Accountable for administrative duties of the "Titanium Schedule" application, web portal and MSSQL database. Provides multiple levels of user support. UIT: Is responsible administrative duties on the server's hardware, operating system and networking technologies.
Application hosting and functional and technical support for "PRE1 Smart Publisher" Ad management.	DSAES IT SERVICES, UIT	Center for Student Media employees.	DSAES IT Services: Accountable for administrative duties of the "PRE1 Smart Publisher" application, web portal and File maker database. Provides multiple levels of user support. UIT: Is responsible administrative duties on the server's hardware, operating system and networking technologies.

## APPENDIX C: DSAES IT OUTLINE OF RISKS

SERVICE	RISK DESCRIPTION	IMPACT <sup>1</sup>	PROBABILITY <sup>1</sup>	RANK <sup>2</sup>	RISK STRATEGY
Network Services	Facility damage (IDFs)	3	1	3	Supported by UIT Network Operations group.
	Loss of connectivity (wired)	3	1	3	Supported by UIT Network Operations group.
	Loss of connectivity (wireless)	3	1	3	Supported by UIT Network Operations group. For performance issues, installation of additional WAPs in high use areas such as board rooms.
Telephony	Loss of service due to infrastructure damage	3	1	3	DSAES has IP telephones (Lync and CISCO)
Email Services	Loss of service due to physical failure	3	1	3	UH Exchange supported by UIT Enterprise Systems group.
Directory Services (Active Directory)	Loss of connectivity	3	1	3	DSAES uses the CougarNet Active Directory services maintained by the UIT enterprise systems group.
Mass email (ListServ)	Loss of service due to application failure	1	1	1	DSAES uses UH Listserv which is administered by UIT.
Computer Labs	Physical damage of hardware	1	1	1	Two small labs exist in the Campus Recreation & Wellness center, a few workstations in career services, and two labs in Center for Students with DisAbilities.

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<sup>1</sup> 1 = Low; 2 = Medium; 3 = High

<sup>2</sup> Rank = Impact x Probability

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SERVICE	RISK DESCRIPTION	IMPACT <sup>1</sup>	PROBABILITY <sup>1</sup>	RANK <sup>2</sup>	RISK STRATEGY
	Physical failure (hardware)	1	1	1	Due to the lab probability of continued hardware failure, computers have been taken offline.
	Software failure	1	1	1	Labs have an image and in case any software fails, the image is reinstalled in the computer.
	Loss of equipment (stolen)	2	1	2	Labs are secured at night by the department facility administrator. The CSD labs have security cameras installed.
Desktop and Printing Support	Physical Failure (hardware)	2	1	2	DSAES IT SERVICES supports personal printers and network printers for staff and student organizations.
	Software failure	1	2	2	DSAES IT SERVICES staff performs troubleshooting and reinstalls software for faculty/staff
	Loss of equipment (lost or stolen)	2	2	4	Several laptops were stolen from the University Center and Dean of Student office in 2012. Now, all AV equipment and laptops are being stored separately.
IT Security and Information Assurance	Compliance violations, Intrusion system	3	1	3	A security incident was reported by Career Services (cold fusion online application) in early 2014.
Collaboration (SharePoint)	Unavailability of service	1	1	1	Used by a few groups for file sharing, task assignment, and check-in equipment.
Digital Signage	Hardware and software failure	2	1	2	Seven signs have been installed at the UC and UC Satellite. No failures reported.
Social Media	Loss of service	1	1	1	Used for marketing purposes, not for emergency communications
Backup Service (TSM)	Loss of service	2	1	2	All servers are backed up by UIT. Desktop backups are not critical. Backup restores are unusual.
File Shares	Loss of service	3	1	3	Maintained by UIT. No downtime reported by users.

