



Division of Student Affairs  
UNIVERSITY OF HOUSTON

## **IT Resource Management Plan**

Version: 10.0

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## Revision History

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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
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8.0	6/15/20	Software Management – Section 4.2.1	Lawrence Daniel
8.1	8/1/20	Hardware Acquisition – Section 4.2.1	Lawrence Daniel
9.0	7/21/21	IT Organizational Chart – Section 2.2 DSA Departmental Unit Headcounts –Appendix A	Lawrence Daniel

10.0	8/28/2022	Overview – Section 1.1 DSA Executive Leadership team – Section 1.4 College/Division IT Roles and Responsibilities – Section 1.5 College IT Environment – Section 1.6 IT Organizational Chart – Section 2.2 DSA Departmental Unit Headcounts –Appendix A	Lawrence Daniel
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## INTRODUCTION

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

As outlined in the **MAPP 10.03.06** related to College/Division responsibilities for information technology resources, each college/division is responsible for administering and protecting its information technology resources. It will develop departmental policies and procedures to address the use of information technology resources in 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 senior administrator 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 responsible for managing the college or division's daily Information Technology operations. A Director or Manager often fills this role.

### ***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 per the established policies and guidelines. A Director or Manager often fills this role.

## SECTION 1: DIVISION ENVIRONMENT

### 1.1 OVERVIEW

The Division of Student Affairs and Enrollment Services (DSA) includes 24 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. It is assessed as a separate unit and covered by an independent 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, DSA IT Services (DSA IT) began providing desktop support for all Enrollment Services departments. As of September 1, 2022, Enrollment Services departments transitioned into Academic Affairs and no longer received IT support from DSA IT. Hence, this plan addresses the IT services and processes for 23 departments and 10 student organizations.

### 1.2 MISSION / VISION STATEMENT

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

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

**VALUES:** DSA 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 (2019-2023)

The Division of Student Affairs and Enrollment Services exemplifies its mission, vision, and values by undertaking the following strategic initiatives.

#### Student Success

Champion exceptional opportunities and services to support all UH students.

- Engage all students to intentionally **develop** leadership qualities, critical thinking and communication skills, diversity competencies, and personal growth.
- Expand **diverse experiences** on exploration and education while identifying and meeting the needs of our student population through supportive, inclusive environments.
- Foster the **holistic well-being** of all students through coordinated, intentional services and processes.
- Enhance **assessment of student success** by defining measures at the departmental and divisional level with focus on the impact of our programs and services.
- Enrich the sense of **connection, belonging, and shared UH identity** among all students.

#### Division Cohesion

Create and foster a cohesive division identity, culture, and community.

- Implement **staff communication** strategies that promotes a mutual understanding of who we are and what we do.
- Strengthen **staff connections** within the division, both professionally and personally.
- Invest in **staff success** through professional development, recognition, and opportunities for broader participation throughout the division.
- Foster **collaborative divisional processes** focused on common goals.
- Promote and create initiatives that support a healthy **work/life balance** while contributing to division success.

#### Resources

Evaluate, actively pursue, and leverage resources to enhance the UH experience.

- Evaluate resources to **identify opportunities** for efficiency, improvement, and transformation.
- Pursue and **develop resources** to address identified gaps and needs.
- Leverage and adapt resources in innovative ways to increase **effective utilization**.

#### Partnerships

Forge and strengthen partnerships to expand our reach into the university and greater community.

- Educate and empower **campus partners** to be our advocates.
- Enhance students' educational experience by expanding partnerships with **academic affairs**.
- Create opportunities for our students by developing initiatives that support our **neighboring communities**.
- Expand **strategic partnerships** with K-12 schools and other post-secondary institutions.
- Promote **alumni** engagement and support for division initiatives in cooperation with Advancement.
- Raise the profile of the division through **regional, national, and international** involvement.



#### 1.4 EXECUTIVE LEADERSHIP TEAM

- Dr. Daniel M. Maxwell  
Interim Vice Chancellor/Vice President, Student Affairs
- Dr. Monica D. Thompson  
Interim Assoc. Vice Chancellor/Assoc. Vice President, Student Affairs
- Donell Young  
Assoc. Vice President of Student Affairs and Dean of Students
- Keith T. Kowalka  
Assistant Vice President for Student Affairs, Student Life
- Chris Dawe  
Assistant Vice President for Student Affairs, Health and Wellness
- Georgeann Smith  
Executive Director, Business Services
- Don Yackley  
Assistant Vice President, Student Housing and Residential Life

The current organizational chart is available online at <https://uh.edu/dsa/about/division-leadership/senior-leadership/>

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

As delineated in MAPP 10.03.06, 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 Student Empowerment, Center for Fraternity & Sorority Life, Center for Student Involvement, Center for Student Media, Children’s Learning Centers, Cougars In Recovery, Counseling and Psychological Services, Dean of Students Office, DSA Business Services, DSA IT Services, Justin Dart, Jr. Student Accessibility Center, International Student & Scholar Services, LGBTQ Resource Center, Office of the Vice President of Student Affairs, Student Centers, 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

**Student Housing & Residential Life:** IT support is covered through an SLA with UIT. 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 DSA IT department is in the process of assembling a division-wide IT governance committee. This governance committee will be formed of DSA department representatives with the purpose of providing continuous feedback, suggestions, and support for Student Affairs IT Policy and Procedures outlined in the DSA Information Resource Management Plan.

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

## **1.7 AUDIENCE: DEPARTMENTS AND EMPLOYEE COUNTS**

The DSA IT SERVICES Department provides IT services to 28 departments in the Division. Student Housing and Residential Life's support is managed through a separate service level agreement with UIT. A detailed list of headcounts by department is provided in [Appendix A](#).

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

- Activities Funding Board
- Coog Radio
- CoogTV
- Council for Cultural Activities
- The Cougar
- Frontier Fiesta Association
- Homecoming Board
- Metropolitan Volunteer Program
- Student Government Association
- Student Program Board

## SECTION 2: COLLEGE IT ENVIRONMENT

### 2.1 IT ORGANIZATION – GOALS

DSA IT Services optimizes IT Support throughout the Division, covering 24 departments and 7 University Sponsored and 3 University Affiliated organizations, including Support for 10 Department Specific Applications & Databases, 26 servers, 57 websites, and 768 computers (734 computers in use)

**Mission:** The DSA IT Services department 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, DSA IT Services will maintain an efficient and proactive information technology environment that provides seamless support and tier-one customer service to elevate staff productivity, programs, and services.

Specific DSA IT Services goals, frequency, and measurements are delineated as part of an annual DSA IT Services assessment plan. FY 23 goals are listed below.

#### 1. Awareness of IT Activity

**Strategic Initiative:** On behalf of DSA departments, proactively establish an IT environment that is more aware of upcoming IT changes, updates, and upgrades to support our expanding partially virtual environment. (DSA: R1, R2, R3) (UH 2)

- **Action Steps:** Work with University IT to establish an annual project schedule shared with DSA Senior management and cover upcoming University-wide IT updates, upgrades, and changes.

#### 2. Professional Development

**Strategic Initiative:** Support DSA IT Services Staff opportunities for professional development. (DSA: R1, R3) (UH 2)

- **Action Steps:** Support the attendance of trainings, conferences, and workshops related to information technology and application support.
- **Action Steps:** To maximize department technical knowledge redundancies, develop succession planning for all IT manager-level positions.

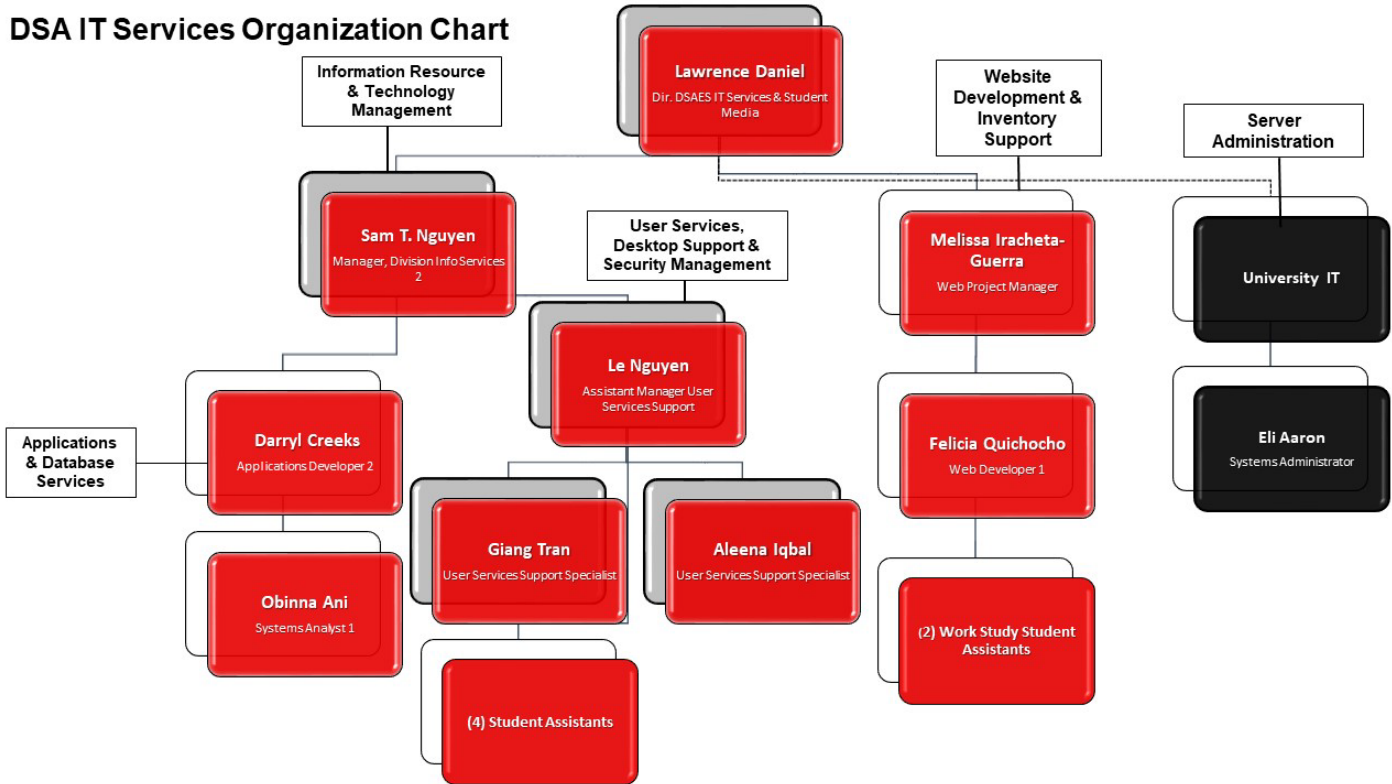
#### 3. DSA IT External Review Response

**Strategic Initiative:** Where fit, actualize, and integrate recommendations from DSA IT Services external review. (DSA: R1, R2, R3) (UH 2)

- **Action Steps:** Implement the division-wide IT governance committee as intended in the DSA IT Resource Management Plan.
  - **Action Steps:** Establish and Implement IT Service Management (ITSM) practices to improve service delivery for all users.
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## 2.2 IT ORGANIZATIONAL CHART

### DSA 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 DSA departments. This catalog reflects all DSA 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 risk quantification (risk analysis), and i countermeasures that reduce or eliminate threats (risk monitoring and control), play an essential role in achieving service continuity and reaching desired DSA service levels. .

The processes used by DSA 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.

### **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**

The DSA 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 DSA plan is focused on the continuity of IT assets controlled by the DSA and not those managed or owned by other divisions or the University itself. The current DSA IT Services Business Continuity Plan is available upon request by DSA department personnel.

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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 DSA 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 DSA IT Services. Software is purchased in accordance with University MAPP purchasing procedures through business services. Software is reviewed regularly by DSA IT Services to ensure it is current and meeting the goals of the division. The DSA 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 DSA IT Services department maintains software licenses and is responsible for property management of the software. DSA IT Services installs and verifies proper installation and operation. DSA staff primarily use software installed under the University site license. Individual software licenses (specialized) are also maintained by the DSA IT Services and renewed as needed.

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

DSA IT Services maintains the inventory of licenses in a local spreadsheet accessed only by DSA IT Services. All software purchases are centralized and are requested through the DSA IT Services department. DSA IT Services maintains software inventory in a spreadsheet maintained by both the DSA IT Services manager and the ISO. DSA IT implements an annual practice of software inventory. 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 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 of accordingly. If the software can still be used, it is occasionally given away to staff, licensee agreement permitting, and is removed from the software inventory.

4.2.2. HARDWARE MANAGEMENT

**a. Hardware Acquisition**

All hardware purchases are centralized and vetted through the DSA IT SERVICES Department. Purchases are made per University MAPP guidelines. All staff members in the division are provided with standardized technology, based on the user's job requirements. Most computer hardware is purchased from Dell through the University purchasing site and Texas DIR vendors.

**i. Hardware Assignments**

- All DSA employees are assigned one computer as their primary work station. The standard equipment for each employee will include a laptop, docking station, and monitor(s). (Effective – September 1, 2020) Laptops or other computer equipment may be reserved for use through DSA IT as needed for temporary use.
- Desktop computers will be limited to use in computer labs and other common areas, i.e., kiosks, database support, and public work stations. (Effective – September 1, 2020) Unless approved by the department's appropriate Assistant Vice President, all DSA employees will only be assigned one computer.

**i. Digital Tablet Acquisition**

All digital tablet purchases must be approved by the DSA 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.

**ii. 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.
- DSA IT Services will be available to support network or connection issues related to all printers.

**b. Hardware Replacement Cycle**

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

**c. Hardware Inventory**

DSA 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

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threshold, are tagged by DSA IT SERVICES. There are several property custodians of IT assets in the Division. Each DSA department is assigned a property custodian who is responsible with managing all department specific inventory.

**d. Disposing Hardware**

DSA department's disposal of inventoried equipment should follow MAPP and University Property Management policies. DSA 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**

DSA IT SERVICES requests that staff and student organizations consult with DSA IT SERVICES prior to connecting any device to the UH network either through a wired, wireless, or tunneled (i.e. VPN) connection. DSA 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 DSA 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 DSA 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**

DSA 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**

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

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



## 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 DSA follows these different practices.

### 5.2 SECURING INFORMATION

#### 5.2.1 IDENTITY MANAGEMENT (MAPP 10.05.01)

Staff and student organizations use DSA 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 DSA resources that 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.

DSA IT Services periodically changes local administrative/root accounts' passwords and service accounts' passwords.

#### 5.2.2 CONTROLLING ACCESS TO INFORMATION

Access to DSA information is controlled primarily through DSA file shares. The DSA 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 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. DSA IT Services completed running Identity Finder in all DSA machines in Fall 2013; an annual follow up process will be conducted in collaboration with UIT Security.

All DSA servers are managed by the UIT personnel and located in the UH Data Center. Data backups of DSA servers located at the UH Data Center are UIT's responsibility and are 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 DSA 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 DSA ISO. All security incidents, whether actual or potential, are reported by the DSA ISO to the DSA IRM and the DSA UIT Security group. The DSA ISO works closely with UIT Security to conduct an incident investigation.

The DSA 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, physical workstation security is the staff's responsibility to whom the equipment is assigned. All computer equipment available for temporary use by DSA departments are stored in a physically secured location (locked) and managed DSA IT Services.

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

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

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

In computer labs: Students cannot install the software in the computer lab machines. The image is reinstalled if the machine is compromised (virus/malware).

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**APPENDIX A: DSA DEPARTMENTAL UNIT HEADCOUNTS**

	DEPARTMENT NAME	HEADCOUNT FULL-TIME	HEADCOUNT PART-TIME
1	Office of the VPSA	8	4
2	Center for Diversity & Inclusion	5	5
3	Center for Student Empowerment	3	10
4	Student Health Center	23	7
5	Cougars In Recovery	3	0
6	University Career Services	14	15
7	Justin Dart, Jr. Student Accessibility Center	14	3
8	Veteran Services	4	4
9	Counseling and Psychological Services	27	0
10	Dean of Students Office	9	20
11	Center for Student Involvement	8	17
12	Campus Recreation	18	405
13	Center for Student Media	3	13
14	Student Centers	31	105
15	Children's Learning Centers	34	87
16	Student Housing & Residential Life*	40	344
17	A.D. Bruce Religion Center	2	8
18	Wellness Center	3	5
19	DSA Business Services	28	2
20	Center for Fraternity & Sorority Life	4	3
21	DSA IT Services	9	4
22	LGBTQ Resource Center	3	5
23	Women & Gender Resource Center	4	0
24	International Student & Scholar Services	10	4
	Total DSA Departments:	307	1070

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

## APPENDIX B: DSA IT SERVICE CATALOG

IT SERVICE	SERVICE PROVIDER	AUDIENCE	NOTES
Account and Access Management	DSA IT SERVICES, UIT	Staff, Student Organizations, Vendors, Guests	Level 1 support: DSA IT SERVICES; level 2 support: UIT Support Center
Asset Management (planning, lifecycle replacement)	DSA IT SERVICES	Staff, Student Organizations	DSA IT SERVICES responsible for asset management for all units except Enrollment Services and SHRL
Backup Services (servers, desktops)	DSA IT SERVICES, UIT	Staff, Student Organizations	DSA 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)	DSA IT SERVICES, UIT	DSA departments	Level 1 support: DSA IT SERVICES; level 2 support: UIT Web Services
Computer Labs	DSA IT SERVICES	Students, Guests	Labs with few workstations located in Campus Recreation, Students with Disabilities, and Career Services
Database Administration	DSA IT SERVICES	DSA departments	Several local databases (MySQL) used for DSA Web applications, Career Services, Campus Recreation, CAPS, and Health Center
Desktop/Client & Printer Support	DSA IT SERVICES	Staff, Student Organizations	
Digital Signage	UIT	DSA departments	DSA IT SERVICES supports content and clients, UIT supports digital signage servers
Directory Services (LDAP, Active Directory)	DSA IT SERVICES, UIT	Staff, Student Organizations	DSA IT SERVICES has OU admin rights to Active Directory. UIT Enterprise Operating Systems provides level 2 support.
Document Imaging	DSA IT SERVICES, Xerox	Staff, Student Organizations	
Email Services (Exchange)	DSA IT SERVICES, UIT	Staff, Student Organizations	Level 1 support: DSA 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	DSA IT SERVICES, UIT	Staff, Student Organizations	Level 1 support: DSA 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)	DSA IT SERVICES, UIT	Staff, Student Organizations	Level 1 support: DSA IT SERVICES; level 2 support: UIT Web Services
Security Risk and Compliance	DSA IT SERVICES, UIT	DSA departments, staff	
Specialized Applications	DSA IT SERVICES, external vendors	DSA departments	
Technology Consulting	DSA IT SERVICES	Staff, Student Organizations	DSA IT SERVICES advises on IT procurements

IT SERVICE	SERVICE PROVIDER	AUDIENCE	NOTES
Technology Training	DSA 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	DSA IT SERVICES	DSA departments, staff	
Web Publishing and Design	DSA IT SERVICES, UIT	DSA departments	Web sites for 21 departments are maintained by the DSA 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 DSA IT SERVICES department
Wired Network	UIT Network Operations	Staff, Student Organizations	Work orders entered by the DSA IT SERVICES department
Campus Based Funding Ed-Connect-Department of Education	DSA 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	DSA IT SERVICES, UIT	Campus Rec and UH wellness facility employees, students, staff, faculty and guest patrons	DSA 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.	DSA IT SERVICES, UIT	Health Center facility employees, students, staff, and faculty patients.	DSA 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	DSA IT SERVICES, UIT	Pharmacy employees, student, staff, and faculty.	DSA 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.	DSA IT SERVICES, UIT	Counseling and Psychological Services employees and students	DSA 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.	DSA 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	DSA IT SERVICES, UIT	Conference and Reservation Services employees and student, staff, faculty and guest clients	DSA 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.	DSA IT SERVICES, UIT	DSA IT	DSA 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	DSA IT SERVICES, UIT	Career Services employees, student, staff, faculty and guest patrons	DSA 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	DSA IT SERVICES, UIT	Campus student, staff, and faculty.	DSA 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.	DSA IT SERVICES, UIT	Childcare Center employees	DSA 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	DSA IT SERVICES, UIT	Campus Rec and UH wellness facility employees, students, staff, faculty and guest patrons	DSA 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.	DSA 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	DSA IT SERVICES, UIT	Pharmacy employees, student, staff, and faculty.	DSA 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.	DSA IT SERVICES, UIT	Counseling and Psychological Services employees and students	DSA 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.	DSA IT SERVICES, UIT	Center for Student Media employees.	DSA 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: DSA 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	DSA 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	DSA 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	DSA uses UH Listserv which is administered by UIT.
Computer Labs	Physical damage of hardware	1	1	1	Labs exist in the Campus Recreation & Wellness center, Career services, and two labs in Center for Students with DisAbilities. Enrollment Services have a
	Physical failure (hardware)	1	1	1	Due to the lab probability of continued hardware failure,

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

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



SERVICE	RISK DESCRIPTION	IMPACT <sup>1</sup>	PROBABILITY <sup>1</sup>	RANK <sup>2</sup>	RISK STRATEGY
					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	DSA IT SERVICES supports personal printers and network printers for staff and student organizations.
	Software failure	1	2	2	DSA 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.
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	Signs are maintained and managed by most DSA departments. Signs are updated and maintained internally.
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.

