

## Awareness/Education Subgroup

10/10/2008

### Discussion Items

- 1) Don discussed message from Mark relating to production of a short-term product from each of the Data Steward subgroups.
- 2) Update from Vic and Dan's proposal
  - a. Vic reviewed the contents of the proposal (see attachments).
  - b. Don asked what the objective of this system was – Vic said it addresses the awareness level that people are supposed to know, in a consistent way. Based on earlier discussions regarding roadmap that Merri Beth presented.
  - c. Vic responded to a question from Lora about the types of questions that would be asked; cannot be "yes/no". The questions would more likely be multi-tiered with various links for additional information or forms.
  - d. Lora posed the question about how we would capture the data; Vic responded that it has more to do with whether or not the person has completed this process. Don't have to score 100% to be afforded access.
  - e. Don talked about the pass/fail nature of this type of system; another is the idea that you don't pass or fail, but more that you have gone through the process. Dan responded that the final decision regarding exactly how this would work has yet to be designed. This is meant to be functional requirements for such a tool.
  - f. Dan noted that the vision here is to make it very simple, but become very sophisticated down the road. Marilyn mentioned that this might be put into KIM (Kuali Identity Management).
  - g. Lora likes this approach as a start for awareness; you could have things required and other items which are not. Can be related to FERPA or IRB.
  - h. Don asked for Merri Beth's reaction to this proposal. Merri Beth noted that this is more training; awareness being information and something like this being in the category of "training". Sounds like what was talked about with the Data Access group that did some initial work on the OneStart website. Working on story boards is something we could do with current staffing, but the actual development would have to be done elsewhere. Beth posed the question as to whether or not this could be done by an outside vendor.
  - i. Merri Beth noted that we should spend our time on the content and not tackle the technical building of such a database. Right now we leave everyone to their own means; we need to put together something centrally.
  - j. Don noted that there is something here that makes sense to this committee and to the work Merri Beth has done on Data Access; a story board would help further define this proposal; starts to lay this out pictorially. Merri Beth expressed the context that is needed for this next step.
  - k. Vic noted that this is specific to "red hot" data elements, but it needs a proof of concept. Maybe it's better to build something like this in a narrow framework and then expand it to the broader area of "data access". Merri Beth would like to work on the story board, while at the same time IU could focus on the idea of finding an overall tool to make this a broad application. Merri Beth thinks we have a number of "proof of concepts" in the FERPA and IRB tools.
  - l. Merri Beth proposed that her office work on the story board, and then another group would work on a type of web page system to accomplish this for the short-term. Merri Beth thinks the near-term task is to get everyone to fill out the UA; then begin building the set of tasks; long-term is then build or buy the software. Don assigned Vic, Dan and Merri Beth to define the subcommittee to frame the tasks. Merri Beth will convene this group.
- 3) Mark came to the meeting to address the questions regarding the short-term deliverables needed from the committees. We have been at this work for almost a year now. The President and CEO need to see some concrete steps which the committees have taken. That is why the emphasis on some short-term deliverables. Sending an e-mail to all faculty & staff regarding "sensitive data" (a postcard is too expensive). This is fairly easy to accomplish. The same is true of raising awareness of how to handle business e-mail (archive, store, etc.). The standards documents need to be finalized and the Policy document finalized.

Some of the work we have been doing regarding the processes surrounding access provisioning/de-provisioning. Let's complete this work, and then take a good look at what the specifications are for role-based access. This is a huge project, that does need to be done, but we need to understand the processes we have now first. Determine the problems we may have, make things consistent as much as possible.

Are we in a position to require that all “sensitive data” must be encrypted? Can we dictate that none of this information can be stored on departmental servers?

Don asked if Mark has an idea of a relative time for this e-mail to go out. Mark responded that we should be able to develop such a communication by the end of the calendar year. There is the awareness element, as well as the command mode. Awareness is the easiest to accomplish. One thing we can say unequivocally; as soon as the short policy statement is completed (soon), we can then say that this group has the authority to issue this awareness e-mail. We can point at best practices from Policy and Security offices. These websites could be cited in the message. Next meeting is November 25<sup>th</sup>. The group would like to have the details of the communication ready before this meeting.

Practically there are two different things we want to do – something relating to e-mail (Retention/Preservation group) and handling of “sensitive data”. This would go to all faculty/staff. The UA requirement for specific users will be a separate communication. This will go to users of “central enterprise systems”. Don proposed that the general message precede the second communication. Vic proposed that the small group composed of him, Dan and Merri Beth could produce this first communication. Outline the necessary content of this communication should be.

D4) Marilyn spoke to the fact that the spreadsheet that she and Merri Beth put together could be used to inform the general communication to users. Merri Beth thinks she has an outline of what we need to do and she will send it to the group (see attachments). Beth agreed with the path Merri Beth was taking and the outline she described. Could we also put out a series of e-mails following on the general e-mail? Seeing if there are some quick updates to the website to include the reference tool Marilyn and Merri Beth produced. Mid-term and RFP for the tool we spoke about; long – term would be development of the tool. Vic leans toward getting the message out about how to handle sensitive data. Dan feels we need a plan for communications for this group. Lora would see a plan developed. The group basically agreed that we need to get the short-term communication out the door, and then work toward the more strategic work of the committee(s).

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D5) Whiteboard of Vic’s outline. Mark is envisioning one e-mail with 3 parts to it.

#### Short-term 12/31

E/A – care & handling of non-public information with focus on “red hot” items – UA agreement required

Preserv. – Care & handling of e-mail

Policy – Hi level Policy

Prov. – ID priority issues in provisioning access

#### Mid-term for this committee spring/summer

E/A - Content for a tutorial which stands as a specifications or requirements document – need for a KB with this content. A plan needs to come out of this.

Policy – Standards to impose

#### Long-term summer/fall

RFP or RFI – this group would develop a proposal in generic form to get feedback from IRB and other groups might cause these groups to come together to form the content of the RFP/RFI. A plan needs to come out of this.

Don proposed that this is a good general matrix for all of the Data Stewards subgroups to help us move forward in a coherent manner. The Policy committee needs to complete the standards in order for the E/A group to develop content. This allows the DS to work as a project team instead of independent groups working without coordination. (See attached spreadsheet format)

D6) Don requests that Marilyn be added to the trio of Dan, Vic and Merri Beth to get together to develop the short-term outline for this group, which hopefully would result in the content for the short-term e-mail. Our next meeting is 11/25/08;

what are we doing at that meeting? Vic says we proceed with developing this communication by e-mail. We already have the UA but we need to review to make sure it contains what is necessary for everyone to sign it. Don and Phyllis will work on the short-term plan getting input from others in the group. Mark will report to Brad Wheeler that this e-mail will go out before semester end and that the UA requirement will be completed by semester end. Mark noted that the new strategic plan will include some of this work.

### **Action Items**

- A1) Marilyn will talk to Quali designers to see if this type of tool might fit into KIM.
- A2) Merri Beth and her staff will work on “story boards” to further flesh out the principles for this proposal
- A3) Vic, Dan, Merri Beth and Marilyn will draft the contents of the e-mail regarding handling of sensitive data.
- A4) Don and Phyllis will work on the short-term plan for this subgroup
- A5) Mark will report to CIO Wheeler that this e-mail will go out before semester end and UA agreement will also be completed by year-end.

### **Attachments**



SensitiveDataKB-DM-  
VB.docx



Awareness  
Planning.docx



Data Stewards  
Subgroups general pl: