

Education/Awareness Sub-group

May 23, 2008

Discussion Items

D1. Goals of the sub-group

Mark explained the objectives of the group – for instance it is not a good practice to put any type of institutional data on a flash drive – we have been spotty in our education awareness of these types of practices. There needs to be something that puts some teeth behind these types of practices. So, part of the role of this group is to provide means by which to educate our users.

User agreements are currently only signed by users of enterprise systems – we need to get this to people who are handling institutional information. This relates to a. and b. goals in Don's handout.

1. We had the IUIE campaign –McRobbie was told we would expand this campaign to all users of enterprise data. We need to find ways to move use agreement out of where it is now; get to it through OneStart now, but should it be in account management system? Must expire use agreement periodically. Orientation is another way to get this in front of new employees.
2. We need to understand the opportunities and possibilities for getting the policies and practices out to individuals and departments.

D2. Vic proposed using the framework of who, what and how?

Who – who is our audience?

What?

Policy	Practice/Use
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Security

Access

Use

How? Expiration, what venues do we participate in, etc.?

Does it work? Evaluation – need to determine how effective the what and how are.

D3. Don pulled group back to discussion of Mark's Goals statement –

- a. Vic – are we the education group for data stewards or UITS policy/security office.
- b. Mark – this group is to educate people about what the data stewards work is. But, there is going to be bleed-over into UITS security and policy. If there are system security issues that we have to get involved in, we may have to get

involved in it. This group might want to say something about root access to host systems.

- c. Don – it could be that we should frame ourselves fairly tightly with the work of the Data Stewards – it may expand in time and people want to utilize the work or documents of this group. Filter needs to be the Data Stewards in the beginning.
- d. Marilyn indicates that we can't wait to get information out about the importance of the policy's we already have and should abide by. We should act on policies already in place while waiting for the work of the other committees.
- e. Marilyn posed the question of whether we are the vehicle or the disseminators.
- f. Mark – we have discussion about use of e-mail to transmit non-public information. The Data Stewards decide that a certain situation should be dictated; i.e. they decide as a whole that no instance of SSN can be sent in e-mail. Contact Communications Office at UITS and ask them to get this information out in their publications, and help us figure out other appropriate avenues. We could still use other vehicles, such as a poster campaign – Christine Fitzpatrick would do this. Educational modules would be developed by STEPS staff.
- g. Merri Beth has a chart of the Horror Movie campaign. They used a matrix of 5 important questions for each group of constituents and found the top five that overlapped. Marilyn suggested use of "tip of the day" like they used for new purchasing system. Could OneStart be used for something like this? What about sound? Some people turn sound off – there is no silver bullet. Have to do a multitude of things at once.
- h. Put question between person and something they need to get to works well. Coordinate with Research and Sponsored programs because they have ways to get information out to people.

D4. Don broke off discussion on the topic of what our purview is – to be continued.

Step 1 – Organizational

Step 2 – request input from individual sub-groups of the DS and UITS staff as to what they would like this group to work on. – Can begin at the June 2nd meeting.

Step 3 – Analysis

Then we have fodder to put into Vic's matrix – we can then prioritize, engage with UITS Communications Office.

Beth – put forward what we think we should be and then invite input. How do we know what is and isn't working now?

Use Vic's process internally to this committee before asking for input from other groups.

D5. Don – Mark made comment about an imperative – Actions we would take as a part of the UIE audit. We have to fulfill the imperative first. Need to review that and see if it is the best way to do it, and then get into hands of all enterprise users. Mark has asked for a list of all people who use central enterprise systems that don't currently have a user agreement on file. We don't have a single point of contact because of disparate systems. Every system does not use CAS.

Is there a way to enforce people to go through a training program to obtain access to institutional data? This is done for some types of things according to Mark.

D6. Don – we need to fold all of this into some sort of realistic calendar – How much time do we have to work on the imperative – for instance 2, 2-hour meetings. This would put forth a plan. We would have completed our part by the end of June. In my absence, Mark and his group will provide information about what is already being done on this imperative. Don also requested that we set aside a 4-hour block of time to work on how this committee should move forward. **Robin has scheduled that meeting for July 15th in 106.** How are we currently getting information out and what materials have we used in the past. Won't be comprehensive – but that is just reality.

Action Items

- A1. Merri Beth will send copy of Horror Movie Campaign materials to Phyllis.
- A2. Group determined that expanding IUIE campaign is a given – we must do that first.
- A3. Phyllis will find document outlining follow-up items promised as part of IUIE campaign.
- A4. Make the IUIE imperative an actual item – put it as a separate goal.
- A5. Committee needs some reports to get an idea of what is already going on with the imperative. Merri Beth can make a roadmap to summarize what has been done. We can then analyze at the meeting.
- A6. Vic will take this information and apply attributes before the meeting.