

**SharePoint Shared Service
Governance Document**

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INTRODUCTION

This Governance document represents the set of policies, roles, and responsibilities that guide, direct, and control the management and operation of the University of Illinois' SharePoint Shared Service as a broadly-scoped business and collaboration platform, which is openly available to organizations within the University of Illinois.

This plan ensures that the service is designed, managed, and used in accordance with its intent and in compliance with University and campus-level policies, procedures, and constraints. Elements of this Governance document may affect implementation, configuration and/or operation of the various components of the service as well as determine appropriate use cases and support levels.

The primary audiences for this document include University of Illinois faculty, staff, business manager, IT professionals, web/media professionals, and unit/department heads. This includes the Urbana, Chicago, and Springfield campuses as well as University Administration.

GUIDING PRINCIPLES

1. Encourage adoption and effective use of the SharePoint Shared Service.
2. Support institutional, campus, and unit/department operational needs and strategic goals.
3. Clarify roles and responsibilities.
4. Support smooth delivery, operation, and improvement of the SharePoint Shared Service.
5. Support or defer to all existing IT policies pertaining to the proper use of IT resources including privacy, confidentiality, security, copyright, branding, etc.

DESCRIPTION & SCOPE

This project will create a Microsoft SharePoint service for use by University of Illinois campuses (Urbana, Chicago, and Springfield) as well as University Administration. This service is intended to be used by a wide variety of units and individuals as a platform for collaboration, process improvement, document and content management, and other University-related activities at the University of Illinois which are requesting SharePoint-hosted services from Administrative Information Technology Services (AITS) supported servers.

GOALS

The implementation of SharePoint as a shared service for all campuses will create better efficiencies for business processes. The service can be used in conjunction with Unified Communications to improve and enhance collaboration among and between campuses and University Administration. The use of SharePoint as an enterprise tool will also result in cost savings by eliminating the need for departments to provide their own SharePoint services.

AITS will support the infrastructure of future SharePoint version. When new releases are available, AITS will begin testing for future rollout. Units/departments are responsible for working with AITS for migration to different versions (**see Site Migration**).

DEFINITIONS

SharePoint Server, Enterprise Edition: Microsoft server platform (*referred to as **SharePoint** in this document*) that is used to facilitate collaboration, provide content management features, implement business processes, and supply access and analyze large amounts of business data.

SharePoint Web Application: A container in a configuration database that stores administrative settings and entry-point URLs for site collections.

SharePoint Service Application: Runs independently on a server computer that provides resources and data.

SharePoint Features: A package of Windows SharePoint Service elements that can be activated or deactivated for a specific feature scope.

SharePoint Site Collection: Used to provide a grouping of SharePoint sites. Site collections may be associated with their own content database or may share a content database with other site collections in the same web application. Each site collection contains a top-level site and can contain sub-sites.

Unit/Department: A group at the University of Illinois (Urbana, Chicago, Springfield, or University Administration) requesting a SharePoint site collection.

Service Level Agreement (SLA): A SLA will be required for Tier 2 (see **Features**) and higher level service.

RESPONSIBILITY

This section clarifies the roles and responsibilities associated with the SharePoint Shared Service. This includes defining responsibilities of related overall service ownership and resource allocation, the role and purpose of a Governance Board, and the responsibilities delegated to the users of the service.

SharePoint Executive Sponsor. The SharePoint Executive Sponsor seeks funding and resources required for operating the service, sets strategy of the service as it relates to University IT, and promotes cooperation amongst all service stakeholders. Additionally, the SharePoint Executive Sponsor provides executive representation of the service on IT committee and councils.

SharePoint Service Manager: The SharePoint Service Manager coordinates the activities of the SharePoint Operations Team, serves as a member of the SharePoint Advisory Board, and reports to the Advisory Board on service updates and Operations Team recommendations. Additionally the SharePoint Service Manager returns decisions from the Advisory Board to the Operations Team for further study and implementation as

well as works with AITS management and SharePoint Executive Sponsors to attain funding, training, and additional resources as needed.

SharePoint Operations Team. The SharePoint Operations team is responsible for delivering the SharePoint service to the University. They are also responsible for working with central and campus IT organizations to provide provisioning and backend support for SharePoint. Additionally, this team sets short-term and mid-term service roadmaps and makes sure they correlate with long-term direction set by the SharePoint Advisory Board. Members of the Operations Team may serve on the Advisory Board as technical or functional liaisons. The Operations Team includes:

- **System Administrators**
 - Provide technical support of the operations and infrastructure of the service.
 - Responsible for technical upgrades, software maintenance, and service monitoring.
 - Serve as technical resources to the SharePoint Advisory Board.
 - Provide customer support for the central SharePoint farm.

- **Service and Communication Analysts**
 - Points of contact for Site Collection Administrators
 - Assist in communications, service promotion, and web presence.
 - Oversee the process for new site requests and fulfillment.
 - Consult with units/departments on new site requests.
 - Provide SharePoint support to University Administration offices that lack dedicated staff.
 - Build reports related to SharePoint service usage.
 - Participate in testing of changes to SharePoint.
 - Participate in the SharePoint Users' Group.

SharePoint Site Collection Administrator: The Site Collection Administrator(s) has full rights to all sites within a site collection, established by the SharePoint Service Manager. This person can assign different permissions to site members, as well as for specific libraries, lists, or documents and items within those. This person provides technical oversight and guidance for a SharePoint hosted site collection, including site architecture. Site Collection Administrators are delegated the responsibility to ensure the proper use, access, role delegation, and operation of additional site collections and sub sites that are created within those site collections. When a site collection is requested, the Site Collection Administrator will be asked to acknowledge they have read and agreed to the terms discussed in this Governance document. Additionally, they perform periodic access reviews. In many cases, Site Collection Administrators are also the primary contact(s) within a unit/department for all matters related to the SharePoint Shared Service. SharePoint Site Collection Administrators are responsible for retrieving information for discovery requests and ensuring access is consistent with University data classification guidelines (see **Discovery Requests** for additional information).

SharePoint Advisory Board: The role of the Advisory Board is to steer the SharePoint Shared Service throughout its life cycle to service the needs of its users. The Advisory Board will be responsible for the direction and future of the service or any significant changes in service offerings, its operations, or its architecture. For new requests to the service, the Advisory Board will prepare a project proposal request form to be submitted to AITS. This request will include the project details, sponsor information, project description and justification, possible alternatives, suggested timeline, and resource requirements. AITS will provide one of four responses to the Advisory Board: 1) approved without reservation, 2) approved with questions, 3) request for more information before approval, or 4) denied. The Board will also be responsible to arbitrate any issue where the governance is deemed to be unclear or inadequate to provide a resolution.

Board Membership: The SharePoint Advisory Board membership includes representation across organizational structures, but also disciplines, levels of technical expertise, and roles. Membership may be adjusted by SharePoint Advisory Board Chair based upon need. See Appendix A for current charter.

Board Duties: The primary function of the SharePoint Advisory Board is to serve as a high-level governing body for the SharePoint Shared Service for all three campuses and University Administration. The responsibilities for the board include:

Chair Responsibilities

- Provide oversight for the operation of the Board.
 - Schedule and lead a recurring Board meeting.
 - Establish the meeting agendas and publish meeting minutes.
 - Follow-up on action items.
- Provide direction to the Board.
- Facilitate communication among the Board members.
- Facilitate the prioritization of high-level tasks for the SharePoint Shared Service.
- Ensure proper and balanced representation of users on the Board.
- Foster the open and transparent environment.

Board Member Responsibilities

- Attend regularly scheduled meetings, either in-person or on-line.
- Promote dialog and cooperation with other services, efforts, and organizations.
- Make and amend policies consistent with the mission of the SharePoint Shared Service and the institution.
- Serve as mediator for service-related issues not clearly resolved through existing policies.
- Steer the long-range future and viability of the SharePoint Shared Service.

- Assist in service life cycle planning, including creation, upgrade/migration, and retirement.
- Make recommendations for resource allocation and/or distribution.
- Oversee the development of standard best practices.
- Gather feedback and ideas to enhance the SharePoint Shared Service.
- Advocate for the success of the SharePoint Shared Service.
- Select the Advisory Board Chair.

APPROPRIATE USE

Unacceptable Use Cases

- *Public-Facing Websites.* Anonymous access is not permitted. This SharePoint Shared Service is currently for Intranet use only. Best practices suggest that another service may be more appropriate for public websites.
- *Commercial Activities.* The SharePoint Shared Service should not, under any circumstances, be used for e-commerce related activities.
- *Learning/Course Management.* The SharePoint Shared Service should not, under any circumstances, be used as a learning/course management system as there are campus and/or college level services in place to fulfill this role.
- *Confidential Data.* If confidential data must be stored in SharePoint, please consult with the SharePoint Service Manager for best practices and/or the University of Illinois Data Classification Guide (can be obtained from AITS Security).
- *Unsupported File Types.* Supported file types mean files that can be uploaded to a document library where the basic library features can be executed (for example, check-in, check-out, and version control). For a list of unsupported file types, please visit Microsoft's website. Executable files are not permitted.
- *HIPAA/PCI Data.* The University of Illinois is committed to ensuring the privacy and security of confidential data. At this time **no** HIPAA or PCI data should be stored in the shared service instance of SharePoint.
- *FERPA Data.* In order to store FERPA data in SharePoint, Site Collection Administrators must first consult with and seek approval from the appropriate campus Registrar(s). To attain approval, Site Collection Administrator(s) must submit a FERPA compliance plan (see Appendix B for details on process) to the appropriate campus Registrar(s). AITS will not be responsible for ensuring that customers refrain from storing inappropriate or unauthorized data in SharePoint, nor will AITS monitor or enforce customers' FERPA compliance plans unless AITS Security is utilized for security provisioning. AITS certifies that SharePoint is a FERPA compliant service, however customers must ensure that their use of data and their provisioning of authorization to access the data meets FERPA regulations in order to be compliant.

SERVICE DESCRIPTION

The University of Illinois SharePoint Shared Service consists of three environments that are used to satisfy various development and operational needs. Appropriate use of these environments by service users and administrators alike will help to ensure that the service maintains high levels of reliability and functionality. These environments are Development, Test, and Production.

Regarding the availability of the SharePoint environments, should a disaster recovery scenario arise at the UIC data center where the production environment is housed, AITS may invoke its Business Continuity Plan (BCP). This would require the Test and Development environments to be taken offline to allow capacity for production to be restored in Urbana. The Test and Development environments will remain unavailable until capacity for these environments can be re-attained, at which point they will be restored to their previous state before the disaster scenario occurred.

Other environments may be deployed to address specialized use-cases at the discretion of the Service Manager and in conjunction with Advisory Board decisions.

Development: The purpose of the Development environment is to provide the SharePoint Service Manager and Operations Team with a platform to explore SharePoint features, templates, and solutions as well as to perform test installations of service patches and updates and third-party additions to be tested and evaluated.

Access to the Development environment may also be extended to Site Collection Administrators, developers, or other individuals at the discretion of the Service Manager. Typically this would be done for the purposes of collaborating/testing system components, third-party addition, and significant changes to system settings or similar activities best done in an environment that may be disrupting if tested within another environment.

The SharePoint Development environment should be used only by those who have been given access by the Service Manager and only for the stated purposes. At no time should end users be given access to sites within the Development environment.

When future versions become available for third-party software additions, these will be tested by AITS within the Development environment.

Test: The Test environment is to be used by Site Collection Administrators and developers to test and to work with the features, templates, and solutions provided by the SharePoint Shared Service, to develop access controls, to create documentation, and other similar activities.

While the intent is to provide test site collections liberally to those who wish them, these should not be used for production applications or in any use case where the loss of data, documents or settings would impede daily business or collaborative

activities. End users will not be given access to sites within the Test environment without this explicit understanding. If a Test site collection is used in a manner that violates this understanding, there may be grounds to remove the site collection.

Use of the Test environment will be for those units/departments that are specifically looking to use the AITS-hosted SharePoint service infrastructure. Projects outside of this scope will be reviewed on a case-by-case basis.

Production: The Production environment is the primary focus of the SharePoint Shared Service and contains all live SharePoint sites and solutions. The Production environment offers the highest levels of performance, availability, and backup.

FEATURES

There are multiple tiers and phases of the SharePoint Shared Service. This section will describe each of these tiers and when they will become available. Services not listed here are not officially supported by the service. If there are specific questions about a feature which is not listed, please contact the SharePoint Service Manager.

Tier 1 - Tier 1 is designed to service general SharePoint needs (i.e., collaboration, search, shared URL, Office web applications, and out-of-box workflows). No SLA is required for Tier 1.

Tier 2 – Available on a Case-by-Case Basis. Tier 2 is designed for data source integration and business intelligence needs. It is applicable to customers with some requirements for server-side customizations (i.e., Business Connectivity Services, Performance Point, and application life cycle management). All customizations are tested and reviewed before being accepted for deployment. These customizations will not interfere with other sites hosted on the same servers. Tier 2 has one web application. A SLA will be created for units/departments needing these services.

Feature Item	Tier 1	Tier 2
Disk Space	No Quota <i>Note: The SharePoint Advisory Board will periodically review overall usage and reserves the right to set reasonable quota limits as needed to ensure sustainability.</i>	
Office SharePoint Server Version	Enterprise 2013	Enterprise 2013
Site Usage Statistics	Default Office SharePoint Server site analysis	Default Office SharePoint Server site analysis
Customer Support	Yes	Yes

Feature Item	Tier 1	Tier 2
Document Management – <i>Applying policies and rules to how documents are created, persisted, and expired.</i>	Yes	Yes
Blogs – <i>A mechanism similar to a newsgroup in which a user can enter a question or information about a specific topic and have multiple users add their own responses to the question.</i>	Yes	Yes
Wikis – <i>A page in which users can easily add their own information about a particular topic,</i>	Yes	Yes
<i>allowing them to add new pages, links and modify other users' content.</i>		
SharePoint Libraries – <i>Container for shared files. Includes: documents, pictures, forms, slides, and Wiki pages.</i>	Yes	Yes
SharePoint Lists – <i>Row-based (tabular) storage of information. Includes: announcements, events, contacts, tasks, project tasks, links, issues, and custom lists.</i>	Yes	Yes
MySite – <i>A personal site that gives users a central location to aggregate information “for me,” “by me,” and “about me.”</i>	Yes	Yes
Enterprise Portal – <i>Single point of entry for content.</i>	Yes	Yes

Feature Item	Tier 1	Tier 2
Records Management – <i>Encompasses functions of document management, but applies those functions to a broader set of content elements. Any electronic record that can be managed as a record.</i>	Yes	Yes
Templates	All standard Microsoft Office SharePoint Server templates	All standard Microsoft Office SharePoint Server templates
InfoPath Forms Services – <i>Enables users to fill out Microsoft Office InfoPath 2010 forms by using a Web browser and provides a central location to store and manage form templates.</i>	Yes	Yes
Workflows	Out of the Box	Customized
Enterprise Search – <i>Lets users go beyond documents and across repositories to unlock information, find people, and locate expertise in the organization.</i>	No	Yes
Excel Services ¹ – <i>Makes it simple to use, share, secure, and manage Microsoft Excel workbooks as interactive reports in a consistent way.</i>	Yes	Yes
Outlook Integration – <i>Single point to look up and to modify the schedules, contact information, documents, and tasks.</i>	Yes	Yes
RSS Feeds	Yes	Yes

Feature Item	Tier 1	Tier 2
Web Applications – <i>Used to access Word, Excel, and PowerPoint online. Allows users to view, share, and work on documents with others online.</i>	Yes	Yes
SQL Server Remote BLOB Storage (RBS) – <i>Allows users to store objects in commodity storage solutions instead of on main database servers.</i>	Yes	Yes
Access Services – <i>Allows hosting of Access databases within SharePoint.</i>	No	Yes
Business Data Connectivity Services (BCS) – <i>Solutions integrating external data with services.</i>	No	Yes
Managed Metadata – <i>Centrally managed terms used as attributes in SharePoint.</i>	Yes	Yes
Performance Point – <i>Used to monitor and to analyze business, allowing aggregation of data and content.</i>	No	Yes
Social Features – Newsfeed, OneDrive, and Sites. Visit your MySite in a web browser to access social features.	Yes	Yes
SharePoint Newsfeed App – SharePoint newsfeed from your Windows Phone, iPhone, or iPad.	Yes	Yes

Feature Item	Tier 1	Tier 2
Microblogging – Post to the public newsfeed, where everyone in your organization can view and respond to your posts.	Yes	Yes
OneNote integration with team sites – a OneNote shared notebook is automatically created	Yes	Yes
Project sites and site mailboxes – enable people in an organization to effectively collaborate on lightweight projects.	Yes	Yes

¹ **Excel Services** – Workbooks with external data connections that use Windows authentication cannot be refreshed in the browser. Instead, you are prompted to open the workbook in the Excel client program. Workbooks that have database or Windows credentials stored either in the Secure Store Service or in the connection string can still be edited in the browser. This change applies only when Excel Web App in Office Web Apps Server is used to view workbooks, not when Excel Services in SharePoint Server 2013 is used. This is a design limitation in SharePoint 2013.

Third-Party Additions/Customizations and SharePoint Apps: The SharePoint Shared Service can be enhanced with additional customizations. However, customizations introduce risk to the service, whether that risk is to the environment’s performance, availability, or supportability. The purpose of this policy is to strike a balance that allows participants an option to implement SharePoint customizations that benefit the service while minimizing risk.

A SharePoint “customization” is defined as any app, web part, template, solution package outside a sandbox environment, or any functionality outside the SharePoint product or standard configurations. A customization may be an open source offering, an internally developed solution, or a commercial third party product that incurs licensing and/or software maintenance costs. The SharePoint Advisory Board will review all customization requests and open a dialog with the requesting department to determine the feasibility of installing the customization. Considerations will include:

- Is the customization a mandatory component for a business process? Or is the customization an enhancement to an existing business process?
- Does the function provided by the customization already exist in the current service offering? The Advisory Board reserves the right to deny requests for new customizations if the functionality already exists in the baseline SharePoint Server product or in previously installed customizations.
- Will the customization benefit all participants in the SharePoint Shared Service?
- Will the customization present any compatibility and performance issues with the current infrastructure?
- Are there any security concerns?
- What is the licensing model and cost?
- What is the upgrade roadmap? Is it compatible with the next version of SharePoint?
- What is the vendor support and licensing model? The requestor(s) will be responsible for the following:
 - Requestor(s) will bear all initial and ongoing costs associated with software licensing and software maintenance in both the Test and Production environments.
 - Requestor(s) will be responsible for all upgrade costs related to the customization.
 - Requestor(s) will be active participants in testing and vetting of the customization for a period of two months before deployment to production.
 - The requestor(s) may be responsible for up to \$2,000 (~8 Microsoft premier hours) to resolve any problems that arise from the testing and deployment of the customization. If the problem causes are not clear, the Advisory Board will vote to name the responsible party.
 - During the first four months following the production deployment of the customization, the requestor(s) will pay any costs incurred to resolve issues in production directly related to the customization. Following the four-month probationary period, these costs will be absorbed by the SharePoint Shared Service. Requestor(s) will remain responsible for software licensing and maintenance costs.

Additional expectations include:

- Customizations will remain installed in the Test environment for as long as they are in Production. The requestor(s) will pay for all licensing and software maintenance costs for the customization to operate in both Test and Production environments.
- Microsoft service packs, security patches, hot fixes, and SharePoint upgrades will have priority over any customization. Any customization that interferes with efforts to maintain or upgrade the service will be removed.
- Customizations that are found to degrade performance or negatively impact the SharePoint Shared Service at any time will be disabled or removed. Under this circumstance, site collection administrators will be notified as far

in advance as possible.

- Customizations will be scanned for security issues before deployment to production and routinely scanned on an ongoing basis. Any critical or high priority security issues identified must be resolved before the customization will be allowed to run in Production.

External Data, File Shares, and Webdav: The SharePoint Shared Service provides limited support for units/departments who wish to connect to enterprise or unit-level data sources outside of SharePoint. A service request briefly outlining the data connection needs may be submitted to the SharePoint Service Manager where it will be reviewed.

Depending on the nature of the request:

- *It may be declined if deemed to be technically infeasible or difficult to add into the Production environment.*
- *It may be deemed potentially feasible but will require more information from the requestor(s).*

In most cases, any request that is accepted will be first implemented in the Development or Test environments in conjunction with the requestor's input. The service makes no guarantees that it will be able to make any particular external data connector work properly and reserves the right to deny any such request.

Branding: Units/departments must adhere to existing University of Illinois identity standards and accessibility requirements when branding site collections.

BILLING

The level of service being requested will determine the cost to the user. Below is a description of the costs associated with each of the three tiers.

Tier 1: This tier is at no charge to units/departments affiliated with the University of Illinois campuses (Urbana, Chicago, Springfield, or University Administration). No SLA is required for Tier 1 service. The service health and consistency will be described in the next section of this Governance document.

Tier 2: There will be a moderate cost associated with Tier 2. A SAL is required for Tier 2. *This will be discussed on a case-by-case basis.*

To request an SLA, please contact the SharePoint Service Manager.

HARDWARE

The Development and Test environments are located in Urbana, while the Production environment is located in Chicago (Illinois).

ACCESS & SECURITY

Accessibility: The Illinois Information Technology Accessibility Act (IITAA) requires Illinois agencies and universities to ensure that their websites, information systems, and information technologies are accessible to people with disabilities. (<http://www.dhs.state.il.us/iitaa/iitaastandards.html>)

One of the areas the Microsoft product team put a lot of work into for the current version of SharePoint was making SharePoint more accessible. SharePoint targets WCAG (Web Content Accessibility Guidelines) 2.0 level AA.

According to the WCAG 2.0 recommendation, “Web Content Accessibility Guidelines (WCAG) 2.1 covers a wide range of recommendations for making web content more accessible. Following these guidelines makes content accessible to a wider range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity, and combinations of these.”

SharePoint Shared Service is available to units/departments affiliated with the University of Illinois. When a unit/department requests a new site collection, after an initial consult with the SharePoint Services Manager, the unit/department is provided a template that includes the basic structure necessary to start a site collection. Once it is in the hands of the unit/department, the accessibility of the content of each site collection is the responsibility of the unit/department requesting the site collection.

The IITAA Standards Workgroup recommended harmonizing IITAA Standards with the World Wide Web Consortium’s Web Content Accessibility Guidelines 2.0. (<http://www.dhs.state.il.us/page.aspx?module=1&item=27893>)

The following strategy has been put in place to meet the IITAA requirements:

1. Based on Microsoft’s claim that SharePoint is WCAG 2.0 level AA, the SharePoint Shared Service product will be tested against IITAA standards and guidelines.
 - a. Core functionality (generic templates to start a new site collection) of SharePoint will be tested by AITS.

Authentication: The SharePoint Shared Service provides user-level authentication based upon the identity and access management standards of the University of Illinois and each of its campuses.

Active Directory (AD): AD-based authentication is currently available through the UOFI domain which has trust relationships with Chicago and Springfield campuses.

Permissions Management: Access and role-based permissions are delegated to the Site Collection Administrator(s) in each unit/department and can be set via AD security groups, SharePoint groups, or other means appropriate to the use case. Site

Collection Administrators may wish to consult with users' groups and service administrators as to options and best practices.

Scanning: Any new feature item, third-party addition, or use of external data, file shares, and Webdav must successfully pass security scans run against them by AITS in the Test or Development environment before deploying in Production. No high-risk items identified by AppScan will be permitted. All medium-risk items must be evaluated by AITS Security Engineering to determine whether they can proceed and ensure that mitigation plans are developed. Periodic application scans will also be scheduled to detect any new issues which may arise.

BACKUP & RETENTION

Development, Test, and Production Environments: Log backups are taken every hour. Full database backups are taken nightly.

Process to Restore: A full database restore can be requested by emailing the SharePoint Service Manager who will contact the AITS database team. Partial data/structure restores are discouraged and require management approval as it requires the Database Administrators to restore a full instance and export/import the tables and data.

Retention Period: The retention period for data backups is 28 days on tape; 2-3 days on disk depending on backup size. Full database restore to any point in time in the last 28 days.

SITE MIGRATION

The SharePoint Shared Service will provide limited support for site migration. Please contact the SharePoint Service Manager for more information on migration.

DISCOVERY REQUESTS

Each unit/department should follow its respective campus policies and procedures for discovery requests. There are three primary types of discovery requests: FOIAs, preservation notices, and litigation holds.

LICENSING

SharePoint Software: Licensing for users is covered by the Microsoft Campus Agreement and SharePoint for Internet Sites licensing for all three campuses (Urbana, Chicago, and Springfield) as well as University Administration. This includes faculty, staff, and students.

If units/departments need to have non-University affiliates (i.e., contractors, consultants) access SharePoint site collections, they are covered by University of

Illinois licensing as long as they are using University equipment for University purposes. However, non-University affiliates are responsible for purchasing the additional licensing required if they are using personal equipment to access University information. Based on Microsoft's terms and conditions, these licenses cannot be purchased by the University of Illinois.

To obtain additional licensing information, please contact the University of Illinois WebStore at <http://webstore.illinois.edu>.

SharePoint Hardware: All licensing costs for SharePoint hardware are covered by AITS.

Third-Party Software: The scope of the third-party software will determine the licensing needed. Third party software will be reviewed on an individual basis. Additional licensing may be the responsibility of the requesting unit/department.

USERS

User Environment: Users of the SharePoint Shared Service are encouraged to have an additional governance document relative to their specific unit/department policies. This governance document does not supersede any existing IT governance or unit/department policies that are currently in place.

Eligible Users	All offices affiliated with the University of Illinois (Urbana, Chicago, Springfield, and University Administration) including faculty, staff, and students.
Where Service is Delivered	Users can authenticate and access the SharePoint sites from anywhere.
Platforms Required to Use the Service	Users can access SharePoint from any platform. However, Linux is not as robust.
Training Required to Use the Service	No training is required.

User Support Services:

Documentation/FAQ	http://web.uillinois.edu/sharepoint or http://intranet.uillinois.edu
Service Status Information	http://status.uillinois.edu/SystemStatus/jsp/current_events.jsp

Reporting Problems	<p>For service-related issues, contact 217/333-3102 or servicedesk@uillinois.edu</p> <p>For issues relating to a specific unit/department SharePoint site, contact your local IT support or Site Collection Administrator</p>
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DEVELOPMENT

At the present time, the SharePoint Shared Service does not provide development support or consulting services. These services may be available through other campus resources. Please visit the service website at <http://web.uillinois.edu/sharepoint> for more information.

TRAINING

No SharePoint or service-related training is available through the SharePoint Shared Service itself, but may be available through other campus resources. Please visit the SharePoint Shared Service website at <http://web.uillinois.edu/sharepoint> for more information.

Documentation and Best Practices: Documentation specific to the SharePoint Shared Service can be found on the service website at <http://web.uillinois.edu/sharepoint>.

SERVICE AVAILABILITY

The SharePoint Shared Service is owned and serviced by AITS who is responsible for providing infrastructure and necessary support for the infrastructure. The production servers are located in Chicago, Illinois. The test and development servers are located in Urbana, Illinois.

The SharePoint Shared Service is available to all colleges and departments of the University of Illinois' three campuses (Urbana, Chicago, and Springfield) as well as University Administration for university-related activities.

Normal Availability Schedule: The SharePoint Shared Service is available 24 hours a day, 7 days a week, outside of normal AITS maintenance windows.

Non-Emergency Schedule: There are no scheduled events that impact service availability; however, it may be necessary to make non-emergency enhancement or changes that may impact availability. In these circumstances, an Event Notice will be sent out by the SharePoint Service Manager to the Site Collection Administrator(s) notifying them at least two business days in advance of the non-emergency outage.

BCP Plan: AITS has a BCP plan in place for the SharePoint Shared Service. For details, contact the SharePoint Service Manager.

PROCEDURE FOR REQUESTS

Requesting a SharePoint Site Collection (includes Test or Production): A SharePoint site collection can be requested by any unit/department member with an approving supervisor listed. The web form can be found at <http://web.uillinois.edu/sharepoint>. The following minimum information will be needed:

Requestor(s) Information

- Name
- NetID
- Email
- Department

SharePoint Site Collection Information

- Site Collection Administrator Name(s) (up to 2)
- NetID
- Email
- Title for Site Collection
- Description of type of site collection
- Purpose
- Intended Audience
- Date Needed (minimum 2 weeks advance notice)

Units/departments need to decide whether to have a main site collection with sub sites, or have individual sites. To further explain the differences, see these examples:

- A college may choose to have one large umbrella site collection (i.e., College of Business) with individual sub sites (i.e., Cost Centers).
- A college may choose to have individual sites for each unit/department (i.e., Cost Centers).
- A college may choose to have individual sites for special projects (i.e., Building Renovation).

Responding to Requests: Upon submission of a site collection request, the requestor will receive an automated email linking them to a short questionnaire. The questionnaire allows the Operations Team to gather specifics about the site request prior to scheduling a consultation. A member from the SharePoint Operations Team will contact the requestor(s) by email within two business days of receipt of the request and questionnaire to schedule consultation.

A minimum of two weeks advance notice is needed for site collection creation.

Removing or Modifying a Site Collection: Site collections and MySites will be removed under the following scenarios:

- 1) By request from the Site Collection Administrator, or
- 2) After 9 months of inactivity, as defined by:
 - a. A lack of content that has been edited or added to the site collection
 - b. A lack of user accesses (hits) to the site collection
 - c. A lack of response to the automated “confirm site in use” emails sent to Site Collection Administrators

Before a site collection is deleted due to inactivity, it will proceed through the following process:

- 1) After 6 months of inactivity, the Site Collection Administrator(s) will be sent an initial email detailing this policy along with a warning that the site collection will be automatically removed in 3 months’ time. A specific removal date will be indicated in the email.
- 2) One month later, a second email warning will be sent indicating the site collection will be removed in 2 months on the date indicated in the first email.
- 3) One month later, a final email warning will be sent indicating the site collection will be removed in 1 month on the date indicated in the first email.
- 4) If there has been no response the site collection will be analyzed for existing data and active workflows. If data is found, voice confirmation will be attempted by contacting the Site Collection Administrator(s).
- 5) On the date of removal, the site collection will be first backed up and archived for a period of 6 months.
- 6) The site collection will then be removed from SharePoint.
- 7) An email will be sent to the Site Collection Administrator(s).
- 8) Six months following removal, the archived backup of the site collection will be permanently deleted.

In the case of personal SharePoint MySites, these will be archived and deleted upon a users’ termination from the University of Illinois and/or when their active directory account is disabled or deleted. The MySite archive files will be held for a period of 3 months.

SharePoint site confirmation emails will be sent to Site Collection Administrator(s) every 90 days regardless of whether a site collection is being used or not. Site collections will never be deleted in an automated fashion. This assists the SharePoint Operations Team in measuring the activity of site collections.

SharePoint Advisory Board – Charter APPROVED

1 Role

The role of the Advisory Board is to steer the SharePoint Shared Service throughout its life cycle to service the needs of its users. The Advisory Board will be responsible for the direction and future of the service or any significant changes in service offerings, its operations, or its architecture. For new requests to the service, the Advisory Board will prepare a project proposal request form to be submitted to AITS. This request will include the project details, sponsor information, project description and justification, possible alternatives, suggested timeline, and resource requirements. AITS will provide one of four responses to the Advisory Board: 1) approved without reservation, 2) approved with questions, 3) request for more information before approval, or 4) denied. The Board will also be responsible to arbitrate any issue where the governance is deemed to be unclear or inadequate to provide a resolution.

2 Authority

The SharePoint Advisory Board will be responsible to make recommendations regarding the future of the SharePoint Shared Service and any significant changes in service offerings, its operations, or its architecture as well as to be the arbitrator of any issue where the governance is deemed to be unclear or inadequate to provide a resolution.

3 Responsibilities

The primary function of the SharePoint Advisory Board is to serve as a high-level governing body for the SharePoint Shared Service for all three campuses and University Administration. The responsibilities for the board include:

Chair Responsibilities

- Provide oversight for the operation of the Board.
 - Schedule and lead a recurring Board meeting.
 - Establish the meeting agendas and publish meeting minutes.
 - Follow-up on action items.
- Provide direction to the Board.
- Facilitate communication among the Board members.
- Facilitate the prioritization of high-level tasks for the SharePoint Shared Service.

- Ensure proper and balanced representation of users on the Board.
- Foster the open and transparent environment.

Board Member Responsibilities

- Attend regularly scheduled meetings, either in-person or on-line.
- Promote dialog and cooperation with other services, efforts, and organizations.
- Make and amend policies consistent with the mission of the SharePoint Shared Service and the institution.
- Serve as mediator for service-related issues not clearly resolved through existing policies.
- Steer the long-range future and viability of the SharePoint Shared Service.
 - Assist in service life cycle planning, including creation, upgrade/migration, and retirement.
 - Make recommendations for resource allocation and/or distribution.
 - Oversee the development of standard best practices.
- Gather feedback and ideas to enhance the SharePoint Shared Service.
- Advocate for the success of the SharePoint Shared Service.
- Select the Advisory Board Chair.

4 Membership

The SharePoint Advisory Board membership includes representation across not only organizational structures, but also disciplines, levels of technical expertise, and roles. Membership may be adjusted by SharePoint Advisory Board Chair based upon need. The board members are:

Board Chair – selected every two (2) years or as needed.

- **Phil Nyman**, Technology Services

Board Vice-Chair – selected every two (2) years or as needed.

- **Vacant**

Voting Members:

- **Phil Nyman, Technology Services – Advisory Board Chair**
- **Vacant – Advisory Board Vice Chair**
- **Larry Gibson, AITS Service Manager**
- **Dean Dang, ACCC Representative**
- **Mark Goedert, ACCC Representative**

- **Brad Horn, Technology Services Representative**
- **Thomas Kunka, Technology Services – SharePoint User’s Group Chair**
- **Tim Newcomb, CIC Representative**
- **Vern Huber, UIS Colleges/Departments Representative**
- **Sal Belahi, Engineering Representative**

5 Operations

5.1 Meetings

The SharePoint Advisory Board meets on a monthly basis to discuss SharePoint Shared Service issues and enhancements. The committee is governed by the following rules for meetings:

- Actions can be taken without meetings and by coordination via email.
- Off cycle meetings may be scheduled as need arises.
- Ideally decisions will be made by the consensus of the group. In the event that a consensus cannot be reach and a decision must be made, the SharePoint Advisory Board will use a simple majority vote to make a positive or negative determination on an issue brought to the board.
- Create a tracking mechanism for decisions, action, and discussion items. (SharePoint).

APPENDIX B

FERPA Compliance Plan

The registrars are the data owners of all FERPA data obtained from the data warehouse and have required that a FERPA Compliance Plan for use of such data in SharePoint be approved prior to implementation.

The FERPA Compliance Plan must address the following points and should be submitted to the appropriate Registrar(s) for approval. Upon approval, the Registrars' Office will send email verification to the AITS SharePoint Operations Team at uisharepointsupport@uillinois.edu.

1. Provide a description of the data being used (i.e., which data elements will be used and how much data will be stored).
2. Describe the intended use of the data and the business process being addressed.
3. Disclosure of FERPA protected data should only be made to members of the workforce that have a business need to access the data. How will data be restricted to only those users that have a business need for it?
4. Describe the access management process used to evaluate and track access requests to the FERPA data in the SharePoint site. (NOTE: If your campus has an access management process defined as part of their security program, referencing that process is sufficient. UIC: *DCS.3 Access Authorization - <http://security.publish.uic.edu/policies>*)
5. Describe the process used to administer and track FERPA training for users allowed access in item 4. (NOTE: If your campus has an access management process defined as part of their security program, referencing that process is sufficient. UIC: *SA.1 Security Training Program - <http://security.publish.uic.edu/policies>*)
6. Describe the process used to track, evaluate and revoke access that is no longer needed or appropriate. (NOTE: If your campus has an access management process defined as part of their security program, referencing that process is sufficient. UIC: *PER.4 Access Establishment and Modification - <http://security.publish.uic.edu/policies>*)
7. Define the individual responsible for regular audits of access granted. (NOTE: If your campus has an access management process defined as part of their security program, referencing that process is sufficient. UIC: *PER.4 Access Establishment and Modification - <http://security.publish.uic.edu/policies>*) Note: Please contact AITS if assistance with access provisioning and auditing is desired.

Please contact the appropriate office(s) from the contacts below:

AITS Security Provisioning: AITS Security aazsecu@uillinois.edu

UIC Registrar: records@uic.edu

UIS Registrar: registrar@uis.edu

UIUC Registrar: registrar@illinois.edu