# ITS Policy Bulletin

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*Informing the UNC-Chapel Hill community about changes to technology policies.*

# For Review

## Change Management

Last year we anticipated a need to modify our Change Management [Policy](#) and [Standard](#) as a result of ServiceNow implementation. As it turns out, the changes to Change Management are minimal.  We're taking this opportunity to decommission the University Policy and have the Standard stand alone, so that's one bit of change. The only other alteration is to rename "planned" to "normal," and "unplanned" to "emergency" changes to reflect our actual and ITIL practice.  The upshot for units should be nothing at all. Units don't need to use the same names in their Change Management processes, just have at least three change types of their own as the Standard describes.  Drafts are on the [ITS Policy Feedback page](#).

## Sensitive Information Transmission

This is a bigger revision. Our existing [Policy on](#) and [Standard for](#) Transmission of Sensitive Information over an External Network or an Unsecure Medium need serious revision. Our planned changes include: First, decommissioning the Policy, which says only to follow the Standard. The Standard can say that just fine on its own.

Second, clarifying the Standard. This one has always been a challenging document to understand and apply. To revise it, the ISO staff worked hard to boil things down and remove a lot of the complexity. The gist is "encrypt SI in transmission" which doesn't sound that hard, but we get caught up in the details. This new version will give guidance for specific SI types and specific kinds of transmission. Given the large changes, a track-changes version was unhelpful. I strongly recommend reading it clean rather than trying to compare with the current labyrinthine one.  In addition to clearer wording, this version includes guidance some have been wanting for a while on texting SI. The texting guidance takes UNCHC's approach into account, and it defers to department-specific stricter guidance. (Stricter guidance at the unit level is always ok!).

Any time you can spend reviewing this draft would be a contribution to getting it right. The current draft is on our [ITS Policy Feedback page](#).

# Upcoming

On the roadmap, the ITS Policy Office has an early working draft in progress for our Wireless Standard, and will be starting on revisions of the Password and Authentication Standard, Data Governance Standard, and others. At all times we welcome questions, comments, or concerns on any document in the ITS portfolio, not just those in the queue for revision.

# Most Recent Changes

## Information Security Controls Standard

It's been a while since we had a bulletin! Completed changes to our [Security Controls Standard](#) happened in February.  Documentation requirements for "Category B" controls have more flexibility, several controls were adjusted, combined, removed, added, and otherwise changed. Clarifications of language and of applicability throughout.  Redundant columns in the control matrix were removed.

Our Digital Accessibility [Policy](#) and [Standard](#), and our [Standard for Procurement](#) of Accessible Technology went into effect in the Fall. Comments on how those are working for you can come to [its_policy@unc.edu](mailto:its_policy@unc.edu). Questions about Accessibility and how to meet (or far exceed) those requirements should be directed to our [Digital Accessibility Office](#). Thanks to those who contributed feedback during development of these important new policies.

# Feedback

The ITS Policy Office continually reviews and updates IT Policies, Standards, and Procedures to best serve the University's IT, Privacy, and Digital Accessibility needs.  We are always soliciting feedback on new and existing policy documents.  All feedback received by the office is saved, and included in annual review processes.  If you have comments to offer on this bulletin, on policies managed by ITS, or if you have questions about any ITS policy or would like to have an expert speak to any campus group on IT policy issues, please feel free to contact Kim Stahl directly, at the ITS Policy Office email [its_policy@unc.edu](mailto:its_policy@unc.edu), via ServiceNow (ITS Policy Office assignment group), or submit a comment to the form on the [ITS Policy Review Page](#).