



# ITS Policy Bulletin

Volume 6 Issue 2 September 2020

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



## Revisions in Progress

### Data Governance Standard

When you make or procure a new system or service that will use University data, and are told that you need to “seek Data Steward approval,” this is the Standard that sets out who is in charge of what kinds of data and how our governance of data operates.

Since its publication in 2015, we have seen that some elements in the Standard are too cumbersome, complex, and unwieldy to result in good clear communication and coordination of data management activities such as: requests for review or approval of new systems; use of protected data elements; determining classification; compliance questions for data use; and other requests. This is a major revision. Changes include significantly reducing the number of Data Trustees and Data Stewards. Reframing Trustee/Steward/Manager/Custodian responsibilities from a “pillar” structure to a collaborative group. Shifting the Custodian role to the Department/Unit level with delegated authority and responsibility for many routine data management activities. The intent is a streamlined framework that is both more efficient and more effective at providing guidance where it’s needed and delegating responsibility to the most effective point for everything else.

### Wireless Standard

The Wireless Standard is a longstanding guidance document from ITS Communication Technologies addressing the use of all “wireless” spectrum in use at the University. Over time, the ability to address guidance from a strictly “segment of spectrum” perspective has become more difficult as uses across different segments has expanded and changed. This revision takes a different approach to address when devices are more likely to be disruptive, how to tell, and what steps to take when implementing wireless devices.

Any time you can spend reviewing these drafts would be a contribution to getting them right. They are on our [ITS Policy Feedback page](#).

## Most Recent Changes

### 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 have decommissioned the University Policy and the Standard now stands alone. The only other alteration is to rename “planned” to “normal,” and “unplanned” to “emergency” changes to reflect our actual and ITIL practice.

## Sensitive Information Transmission (expected October 1<sup>st</sup>)

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

Second, the Standard has been boiled down to remove a lot of complexity. The gist is still “encrypt SI in transmission” which doesn’t sound that hard, but we get caught up in the details. This new version gives guidance for specific SI types and specific kinds of transmission. This version also 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 IRB, department-specific, and other stricter guidance. (Stricter guidance at the unit level is always an option with one of our Standards.)

## 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](#).

