

Marshall University Information Technology Council

Administrative Procedure ITP – 10

Terms and Definitions

1. General Information:

1.1. Scope:

This procedure is a compilation of Terms and Definitions common to all IT policies, procedures, guidelines and standards.

1.2. Authority:

Marshall University Information Technology Council

1.3. Effective Date:

August 28, 2015

1.4. Revision Date:

August 19, 2019

1.5. Controlling Over:

Marshall University

1.6. Purpose and summary:

This procedure includes all definitions used in all IT procedures, guidelines and standards.

2. Definitions

2.1. Access:

Managing the means and permissions by which users find, request, and receive an electronic record.

2.2. Administrative collections –

The administrative web applications include Central Administration, and Shared Services (services common to all web applications deployed in the farm).

2.3. Affiliates:

Individuals, groups, or organizations that maintain a defined relationship with the University that requires the assignment of identities, accounts, and other resources from the University which allows them to use University resources.

2.4. Agent:

Any third-party that has been contracted by the University to provide a service and who reviews, stores, processes, or transmits Institutional Data as part of those services.

2.5. Application Framework:

The SharePoint Farm consists of a number of independently managed web applications, all configured to serve a specific purpose on the Marshall University network.

2.6. Appraisal:

The process of determining the value of records based upon their administrative uses, and evidentiary and informational content. This assessment will determine the long-term retention and disposition of the record. Appraisal also establishes the linkage of records to each other. Information gathered during the appraisal processes is used to analyze records series and develop official retention schedules.

2.7. Author –

as used in this Procedure, a person who creates copyrighted material in any form.

2.8. Broadcast Voice Mail Message –

A message that is delivered to every voice mail mailbox on the Huntington and/or South Charleston campuses. This includes the remote sites that are part of the Marshall University Telecommunications paradigm. The message meets the following criteria:

2.8.1. Major outage, repair or upgrade of network (voice/data/video).

2.8.2. University delays or closings

2.8.3. Emergency situations that relate to the health, safety and welfare of the campus community or surrounding areas other means of communication are not timely and the nature of the event is such that other methods could not be accommodated

2.9. Cellular telephone (cell phone)

for the purposes of this procedure is any device that is capable of using the services provided by the public cellular telephone networks. These devices vary from a simple telephone device that allows calls to be made and received and perhaps provide simple features such as a phone number directory, simple appointment calendar, and calculator. Smartphone means a wireless, mobile electronic device that, in addition to cell capability, offers computing ability and connectivity via mobile broadband or WiFi access. Smartphone service typically is provided by Smartphone providers by means of a data plan that provides computing and connectivity time for a fee.

2.10. Cellular telephone service

for the purposes of this procedure is any service that is being used, in any measure, to make or receive wireless telephone calls or transmit data on the public cellular telephone networks.

2.11. Code:

Identifies the 6 digits authorization code that is entered by a telephone user to complete the authorization of a long distance telephone call transaction.

2.12. Confidential Data

is a generalized term that typically represents data classified as Restricted, according to the data classification scheme defined in this Guideline. This term is often used interchangeably with sensitive data.

2.13. Copyright

the exclusive right to reproduce, distribute to the public (by sale, rental, or other method), perform, publicly display, revise, or prepare a derivative work from a product for artistic or intellectual effort, or to authorize another to perform any of these 2 actions; also, the procedure by which one legally secures this right. Copyright exists from the time of creation and the length of time of protection depends on the nature of the work and when it was copyrighted. Certain actions can assist in enforcing protection of the

rights of the copyrighted work. Such actions include placing an adequate copyright notice on the work, and registering copyright with the U.S. Copyright Office.

2.14. Copyright License

written permission for use of copyrighted material, usually limited to a particular period of time and a specified type of use.

2.15. Copyright Notice

an appropriate copyright notice includes the word, Copyright, or the symbol©, along with the year of creation and the name of the copyright owner. For copyright works owned by the University under this procedure, an appropriate copyright notice example is: © 2014 Marshall University.

2.16. Copyrighted Material

may include any tangible work that is eligible for copyright under U.S. copyright law including (but not limited to) written works, lectures and other works prepared for oral and online delivery; musical and dramatic works; motion pictures, webpages, photographs, drawings, and other pictorial representations; sound recordings; computer programs, instructions, and other software. Copyright protection does not extend to ideas, procedures, processes, systems, methods of operation, concepts, principles, or discoveries, even if presented in a copyrighted form.

2.17. Content:

The course content and materials (intellectual property) a course creator develops for instructional delivery as an online course.

2.17.1. Course Content:

For the purposes of this procedure, content includes electronic files, folders, documents, media, etc. that are created by use of information systems. These include but are not limited to, voice mail, email, electronic documents, scanned images, music, videos, pictures, art, drawings, plans, program source, object, and executables, scripts, parameter and configuration files, data bases, etc. These content items are further categorized as administrative, fiscal, general, or ephemeral.

2.17.2. Administrative content

is defined as any content that is related to the specific administration and operation of the institution that is essential for the continued operation of the institution and to the documentation, audit trail, and history of the institution for both legal and administrative purposes.

2.17.3. Fiscal content

is defined as a subset of administrative content that documents or manipulates fiscal related information, policies, procedures, or records.

2.17.4. General content

is defined as other miscellaneous content that although not essential further documents the operation and history of the institution.

2.17.5. Ephemeral content

is anything not assigned to the three other categories but is principally content that could be considered personal or professional that is perhaps considered important by an individual or group but not necessarily related to the administration of Marshall University.

Content can also be categorized by its location or availability state. Content can be found online, near online, archived, or pending deletion and generally moves in that order over time and possibly results in deletion or destruction.

2.17.6. Online content

is content stored in information systems available for immediate access.

2.17.7. Near-online content

is content stored in hierarchical storage systems for delayed access.

2.17.8. Archived content

is content stored on archival media (or backup form) for occasional access for historical or backup restoration purposes.

2.17.9. Content pending deletion

is content stored in a state or location, sometimes referred to as a wastebasket immediately preceding its deletion or destruction.

2.18. Convenience Copy:

Copies of documents kept on individual computers for easy access. Convenience copies should be kept only as long as needed to complete university business.

2.19. Course Creator:

The individual(s) who generate original content for the purpose of delivering an online or hybrid course.

2.20. Critical Security Notice –

A memo that identifies operational or systemic information technology (IT) deficiencies or omissions that have the potential to pose risk to the university.

2.21. Data Classification:

Data classification is the process of sorting and categorizing records and other data into different types, classes, and forms. Data classification allows for efficient processing and sorting of information.

A major part of electronic records management. Data classification will determine what the records are, who they belong to, and will help determine where they end up later. Important parts of data classification are:

2.21.1. Determining if a record belongs to Marshall University, or an outsider

2.21.2. Determining if an item is a draft or final copy. Drafts are not records and do not need to be kept.

2.21.3. Determining if a record is a convenience copy or master record copy. Master record copies – the official final version of a document – only need to be stored or archived by the department identified as owner or steward. Convenience copies by other departments only need to be kept as long as needed for business purposes.

2.21.4. Determining which department is the owner or steward of the master record copy. This process will reduce the confusion regarding each department's responsibilities and establish an inventory of the ownership and location of master record copies.

2.22. Data Management:

Management of databases of appropriately updated and preserved metadata.

2.23. Data Steward:

A senior-level employee of the University who oversees the lifecycle of one or more sets of Institutional Data.

2.24. Deed of Gift –

The formal agreement under which the University accepts gifts from donors. The Deed of Gift transfers full, legal ownership of the donated materials to Marshall University. (Appendix A).

2.25. Default Privileges:

The default privileges afforded an assigned MUnet identity (account) are:

logon privilege to MUnet as a domain user, an Email account, space allocation, and access, and myMU portal access

2.26. Donor –

any person, organization, or institution seeking to give, through Deed of Gift, materials to the University Library's Special Collections Department. Donors may include members of the Marshall University faculty and staff seeking to give personal materials. Academic, Athletic, or Administrative units of the University are not considered "donors" under this definition as any University materials from those units is accessioned into the University Archives.

2.27. Draft (or Working Copy):

Drafts or working copies are the early versions of what may eventually become a final document, or master record copy. Drafts only need to be kept until the final version of the document is finished.

2.28. Electronic Communications:

Communication systems including but not limited to electronic mail (email), voice mail, "texting" (instant messaging, SMS, MMS), web and social media, forums, blogs, and web pages.

2.29. Electronic Record:

An information or data file that is created and stored in digital form through computing devices. Electronic Records are stored in various formats and on a variety of software platforms and storage types. Whether or not a document is electronic has no impact on whether or not it is considered a record, but does pose unique challenges.

2.30. Electronic Records Management:

The planning, budgeting, organizing, directing, personnel training, and controlling activities associated with managing electronic records and their lifecycle.

2.31. Electronic Security Incident-

Electronic activities that result in the damage to or misuse of the Marshall network or a device connected to it.

2.32. Enforcement:

Violations of this Policy may result in suspension or loss of the violator's use of or privileges to Institutional Data and University owned Information Systems. Additional administrative sanctions may apply up to and including termination of employment or contractor status with the University. Civil, criminal, and equitable remedies may apply.

2.33. Exceptions:

Exceptions to this Policy must be approved by the Information Security Office, under the guidance of the Chief Information Officer and the University Information Technology Council ("ITC"), and formally documented. Policy exceptions will be reviewed on a periodic basis for appropriateness.

2.34. Fair Use –

a use of copyrighted material, for purposes of criticism, comment, news reporting, teaching, scholarship, or research that is not an infringement of copyrights. Demonstration of such a purpose is not, by itself, sufficient to sustain a claim that the use is fair. The four fair use factors must be reviewed to determine if the faculty, student, or staff member is in compliance with the spirit of the law.

2.34.1. What is the purpose of the use?

2.34.2. What is the nature of the work to be used?

2.34.3. What amount of the work will be used?

2.34.4. What effect will use have on the market for this work?

2.35. Firewall –

Hardware or software that tightly controls and manages the connections allowed to network or IT devices that it protects.

2.36. Distance Education:

“(19) DISTANCE EDUCATION. IN GENERAL. —

Except as otherwise provided, the term ‘distance education’ means education that uses one or more of the technologies described in subparagraph (B)— (i) to deliver instruction to students who are separated from the instructor; to support regular and substantive interaction between the students and the instructor, synchronously or asynchronously.

INCLUSIONS-

2.36.1. For the purposes of subparagraph (A), the technologies used may include—

2.36.2. the Internet;

2.36.3. one-way and two-way transmissions through open broadcast, closed circuit, cable, microwave, broadband lines, fiber optics, satellite, or wireless communications devices; audio conferencing; or

2.36.4. video cassettes, DVDs, and CD-ROMs, if the cassettes, DVDs, or CD-ROMs are used in a course in conjunction with any of the technologies listed in clauses (i) through (iii).”

2.37. Hybrid Course:

Any distance education course in which a portion of the course is delivered synchronously with scheduled and required online, face-to-face, or on-site attendance requirements; the remainder of the course is delivered asynchronously. Types of Hybrid courses include the following delivery modes and are designated in the Marshall University schedule of courses

2.38. Identities:

Identities include the MU ID, MUNet ID and email address assigned to an individual who has established a relationship with Marshall University.

2.39. Information Security Incident Response Team (ISIRT) :

A committee that determines and guides the institution's response to the loss or exposure of University data. It is composed of representatives of IT Systems Administration, IT Communications, IT Customer Service, IT Enterprise Applications and Databases, and Affected Department Representative and is chaired by the Chief Information Officer.

2.40. Information System

is defined as any electronic system that stores, processes, or transmits information.

2.41. Information Technology (IT) Device –

Any device involved with the processing, storage, or forwarding of information making use of the Marshall University IT infrastructure or attached to the Marshall University network. These devices include, but are not limited to laptop computers, desktop computers, tablets, personal digital assistants, servers, and network devices such as routers or switches, and printers.

2.42. Information Technology Environment (ITE):

Consists of the technology infrastructure including wires, equipment and devices of the data, voice, video, and more conventional information networks, processors, and storage on our campuses.

2.43. Information Technology (IT) Resources –

The full set of IT devices (personal computers, printers, servers, networking devices, etc.) involved in the processing, storage, and transmission of information.

2.44. Infringement –

exercise by another of any of the exclusive rights of a copyright owner except as explicitly authorized by law or the copyright owner or as encompassed by the concept of fair use. Federal law provides both civil and criminal penalties for infringement of copyright.

2.45. Ingest:

The acceptance of data or information and its preparation for inclusion in the repository. This process may include virus scanning, isolation, and other steps.

2.46. inside.marshall.edu –

An on-campus (or VPN) only accessible web application, best suited for provisioning intranet content, and any content that may be considered sensitive or not for general public consumption.

2.47. Institutional Data:

Data that owned or licensed by the University.

2.48. IV-course:

is a synchronous course in which the faculty member holds live class meetings using the interactive video system. Designation: Interactive Video (IV)

2.49. Local Support Provider –

An individual with principal responsibility for the installation, configuration, security, and ongoing maintenance of an IT device (e.g., system administrator or network administrator).

2.50. Managed Path –

Part of the URI used in new site creation to determine where the newly provisioned site will be managed. Each web application multiple managed paths (similar to directories) as part of the URL (Examples: inside.marshall.edu/services, inside.marshall.edu/sites).

2.51. Maintenance:

This Policy will be reviewed by the University's Information Security Office on an annual basis or as deemed appropriate based on changes in technology or regulatory requirements.

2.52. Marshall University Employee –

Any person hired as an employee of Marshall University either full or part time. In addition, a student is a Marshall University Employee for purposes of this Copyright Procedure if the student receives support in the form of wages, salaries, tuition waivers, stipend or grant from funds administered by Marshall University.

2.53. Marshall University Resources –

Marshall University-controlled funds, staff, equipment, and facilities including those of technical production units such as academic computing, photographic services, recording services and radio and television services.

2.54. Master Record Copy:

The official copy of a record.

2.55. Materials –

the physical and tangible items that are to be given to the University. These items include holographic (handwritten), typed, printed, and published text – all or part of which may be copyrighted. Also included are lectures and other works prepared for oral delivery; musical and dramatic works; motion pictures, internet web pages, telecourses, photographs, drawings, and other pictorial representations; sound recordings; computer programs, instructions, and other software and memorabilia. Materials also include compilations of items such as scrapbooks and photo albums.

2.56. Metadata:

Metadata, or data about data, is fundamental to preserving electronic files accurately. Metadata describes certain information about a file including, but not limited to, date of creation, name and office

of the record creator, software version used to create the record and other information as directed by the Information Technology Division. Metadata must be preserved from all files, in order to maintain the authenticity of the file, provide essential file information, and allow for easier migration of the file to different formats.

2.57. mysite.marshall.edu –

A social networking infrastructure, designed to allow users to self-request site space, and define personal profiles and personal network connections.

2.58. Non-public Information

is defined as any information that is classified as Private or Restricted Information according to the data classification scheme defined in this Guideline.

2.59. Online Course:

A distance education course in which 100% of the course content is delivered through an internet based course management system and does not require attendance on one of the University's campuses. Online courses are designated as such in the schedule of courses. Designation: Online Course (OC).

2.60. Personally Identifiable Information (PII):

Information that can be used to uniquely identify, contact, or locate a single person or can be used with other sources to uniquely identify a single individual.

2.61. Policies:

A collection of general and specific rules that govern the purchase, use, and disposal of University computer equipment; purchase and use of computer software; storage and protection of electronic files; use of data transmission services; and other matters related to the orderly operation of the University's technology infrastructure. Policies promulgated by the Council are subject to review and comment by the President's Office, the Dean's Council, Faculty Senate, Classified Staff Council and Student Government Association before final adoption. The Marshall University Board of Governors grants final approval to new and revised policies.

2.62. Portable Computing Devices:

Portable devices intended primarily for the access to or processing of data, which can be easily carried by a single person and provide persistent storage. New products with these characteristics continue to

be released by manufacturers. Current examples include, but are not limited to, the following types of products:

- Laptop, notebook, netbook and similar portable personal computers
- Smartphones (Android, Blackberry, iPhone...etc.), Tablets (iPad, Kindle...etc.)

2.63. Portable Storage Devices:

Media that can be easily carried by a single person and provide persistent storage. New products with these characteristics continue to be released by manufacturers. Current examples include, but are not limited to, the following types of products:

- Magnetic storage devices (USB hard drives)
- Optical storage devices (CDs, DVDs)
- Memory storage devices (SD cards, thumb drives, etc.)
- Portable devices that make nonvolatile storage available for user files (cameras, MP4 and music players, audio recorders, smart watches, cell phones)

2.64. Preservation Planning:

Preservation planning is the process of creating policies, procedures, and processes to preserve information for the long term. It may include monitoring internal and external environments and monitoring changes in technology.

2.65. Privileges:

For the purposes of this procedure, privileges include the ability to authenticate and gain access to an information system, network, or storage device and media, to access (create, read, write, modify, or delete) information on an information system, network, or storage device and media, or to manipulate (establish, modify, suspend, revoke) the privileges of yourself or others.

2.66. Process:

A structured set of activities designed to accomplish a specific objective. A Process takes one or more defined inputs and turns them into defined outputs. A Process may include any of the roles, responsibilities, tools and management controls required to reliably deliver the outputs. A Process may define Policies, Standards, Guidelines, Activities, and Work Instructions if they are needed.

2.67. Project:

A project is a temporary endeavor undertaken to create a unique product, service or result. The temporary nature of projects indicates a definite beginning and end. A project usually takes more than 40 person-hours of work and coordination among multiple departments. It supports the institution's shared strategic

commitments, it has a large, well defined scope, includes future needs, making new opportunities and innovation possible. A project has not been done in the past and is unique.

2.68. Protected Health Information (PHI):

Information about health status, provision of health care, or payment for health care that can be linked to a specific individual. This category of information is interpreted broadly and includes all parts of a patient's medical record or payment history.

2.69. Publication –

the public distribution of copies of a work (including the original) by sale or other transfer of ownership or by rental, lease, or lending; although public performance or display of a work does not itself constitute publication, the offer to distribute copies to a group of people for purposes of further distribution, public performance, or public display does constitute publication.

2.70. Public Domain –

describes very few items that exist outside copyright protection; a work is said to be in the public domain if it is available for use by anyone at any time without explicit authorization (e.g., government publications). (Note: Works posted on the Internet enjoy copyright protection and are not necessarily in the public domain. Unless the author of a work clearly relinquishes copyright protection, a user must seek the author's permission before copying, distributing or publishing.)

2.71. Record:

Records include all books, papers, maps, photographs, electronic reports, machine readable materials, or other documentary materials, regardless of physical form or characteristics, made or received by an agency of Marshall University in connection with the transaction of public business and by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the university or because of the informational value in them. (Adapted from 44 U.S.C. Chapter 33, Sec. 3301)

2.72. Records Custodian.

Each academic or administrative unit will designate a records custodian who is responsible for the day to day transactions related to the administrative unit's records (both electronic and paper) related functions and manages the disposition of records at the conclusion of the designated retention period.

2.73. Remote Internet Access:

An allowance may apply to more than one type of Remote Internet connection service. For example high-speed home access via DSL, Cable modem, etc and off-campus dial-up access, depending on university business needs.

2.74. Restricted Data:

Data in any format collected, developed, maintained or managed by or on behalf of the University, or within the scope of Marshall University activities that are subject to specific protections under federal or state law or regulations or under applicable contracts. Examples include, but are not limited to medical records, social security numbers, credit card numbers, driver licenses, non-directory student records, research protocols and export controlled technical data. Refer to [ITG-4 Data Classification Guidelines](#).

2.75. Roles:

For the purposes of this procedure, roles are generally defined by the following:

Affiliate (e.g., WVNET/MU Dialup Service External Account Holder, Contractor external collaborator, external evaluator, external auditor, etc.)

Prospective Student

Admitted Student

Enrolled Student

Formal Alumni

Informal Alumni

Full time Faculty

Part time Faculty

Faculty Emeritus

Full time Employee

Part time Employee

Retired Employee

Temporary Employee

Student Employee

2.76. Royalty –

a payment made to an author or the owner of a copyright, usually based on numbers of copies sold, in return for the right to distribute a work.

2.77. Sensitive Data

is a generalized term that typically represents data classified as Restricted, according to the data classification scheme defined in this Guideline. This term is often used interchangeably with confidential data.

2.78. SharePoint Farm, Farm –

The Marshall University Microsoft Office 2007 SharePoint Server cluster, consisting of three web nodes, two dedicated search nodes, and a SQL Server database cluster.

2.79. Site –

A SharePoint team or Document Workspace framework, in the case of an internal SharePoint site. A Publishing site framework, in the case of a public facing web site.

2.80. Site Template –

A pre-built SharePoint site definition, used by the server to automatically provision sites to specific guidelines, as determined by the SharePoint server administrators.

2.81. Software Patch –

Software that is distributed to fix a specific set of problems or vulnerabilities in such things as computer programs or operating systems. A computer vendor will usually distribute a patch as a replacement for or an insertion in compiled code within computer operating systems or applications.

2.82. Stipend:

Marshall University will offer a stipend for cellular phone service to employees whose duties and responsibilities require cellular wireless access to telephone and/or data service. Stipends will fall under a low, medium, high and other category for the level of compensation.

2.83. Storage:

Computer equipment and software that provides long-term storage of electronic records, that is appropriately backed up with periodic scheduled maintenance checks to prevent file degradation and corruption.

2.84. T-course:

A hybrid course in which 25% or more of the course is delivered synchronously requiring scheduled face-to-face or online attendance. Designation: Technology Enhanced (TE)

2.85. Unit –

A college, department, program, research center, business service center, or other operating unit.

2.86. Unit Head –

The individual with administrative responsibility for a unit.

2.87. Unit Security Liaison –

The person whom the unit head designates as the primary contact for the Chief Information Security Officer.

2.88. User –

Any individual who uses an IT device such as a computer.

2.89. V-course:

is a synchronous course in which the faculty member holds live class meetings in person, by technological means, or by both delivery format simultaneously. Designation: Virtual Class (VC)

2.90. Virus –

A computer program that typically hides in the background and replicates itself from one IT device to another by attaching itself to existing programs or parts of the operating system. A virus often automatically spreads to other IT devices via the sharing of computer media, mail attachments, or website transfers.

2.91. Voice Mail General Announcement –

a message that is delivered to Voice Mail users that have opted in to receive general announcements. The list is maintained by the IT Infrastructure group.

2.92. Voice Mail General Announcement (Other) –

Example - a message that is delivered by the Faculty Senate Office. The list is maintained by the Faculty Senate Office and will not be addressed by this Procedure.

2.93. University Information Technology Council (“ITC”)

is the official university committee governing university wide policy for computer, library, distributed education and network usage at Marshall University. The council will create subcommittees as needed, with membership beyond itself to facilitate its work.

2.94. User, The User –

An individual or group authorized to request, and approved for provisioning of a site on the SharePoint Farm.

2.95. webcontent.marshall.edu –

A public facing web application, used to provision any sites that are intended to serve public web content, including protected extranet content.

2.96. Work-for-Hire –

a work prepared by a University employee within the scope of his or her employment; or, a specially ordered or commissioned work that is expressly agreed by the parties concerned to be a work for hire.

2.97. Workstation –

An electronic computing device, for example, a laptop or desktop computer, or any other device that performs similar functions, and electronic media stored in its immediate environment (§164.304).