ITSS Procedure Manual

[UNT System | IT Shared Services]

[Updated, March 2013]

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SECTION 1: Introduction

Section 1 contains general information to introduce the standards and procedures found in this manual.

1.1   Preface

This manual is designed to be used as a reference guide for all employees in Information Technology Shared Services (ITSS).

It should be used as a reference guide and information source on the UNT System ITSS procedures and policies. Institutional polices can be reviewed at www.untsystem.edu (select Policies).

Any conflict with the State or University's Fiscal Regulations or official policies is unintentional, and should be brought to the attention of the IT Business Services Manager. In the event of such conflict, the official policies shall be understood to supersede the guidelines or standards contained herein.

1.1.1   Manual Format

This document is considered a living document. The IT Business Services Director can provide guidance on manual format and how to prepare material for inclusion in this document. All content must be approved by the ITSS Business Services Director prior to inclusion in the manual.

Additions to the manual must be submitted to a supervisor for discussion and approval. After approval at the group manager level, team leads should submit the additions in softcopy format using MS Word to their respective Division Director for approval. Subsequently, the additions or revisions must be submitted to the IT Business Director. Please indicate the following information:

1.   Section number (based on the area in the current reference where you believe your addition belongs)

2.   Section listing (based on the area in the Section, if applicable)

3.   Table of Contents listing

4.   Index – word(s) referenced in the index

1.2   UNT System ITSS Overview

The UNT System Information Technology Shared Services (hereafter referred to as ITSS) operates as a service department of the University System and provides shared computing resources for instruction, research, and administration.

SECTION 2: Employment Conditions

Section 2 contains information pertaining to office hours and dual employment practices as well as supervisor checklists for new and exiting staff.

2.1   Office and Working Hours

Staff classified as regular full-time salaried employees are required to account for a 40-hour work week. They may also need to work beyond 40 hours to perform system maintenance, or other essential functions deemed necessary by their supervisor.

The regular work day for ITSS personnel may be staggered between the business hours of 7:00 a.m. to 6:00 p.m., Monday through Friday, except on designated holidays. Work schedules within this range are scheduled with the coordination and approval of your supervisor.

Due to the nature of working in certain technical and operations positions, individuals may have a work schedule that occurs outside of the boundaries set by the days and times listed above. Certain operations positions function on a 24/7 basis; these positions may require staff to be available on a standby basis for emergencies, special events, and unusual circumstances.

2.2   New and Exiting Employees

All new ITSS employees should become familiar with the department's policies and procedures as soon as possible after beginning employment

2.2.1   Policy/Procedure Resources

- ITSS Mission -   http://itss.untsystem.edu/about-itss

- UNTS Computing Policies -   http://itss.untsystem.edu/it-policies

- ITSS web site -   http://itss.untsystem.edu/

2.2.2   Supervisor Checklist for Exiting Employees

- Notify ITBusinessServices@ad.unt.edu of any employment changes such as termination, retirement, resignation, and new hires as soon as possible.
- Ensure any ITSS equipment is returned from home prior to employee's last physical day on the job; document receipt of equipment and have inventory data updated.
- Ensure any materials purchased with System funds and located in the employee's office are accounted for prior to the employee physically leaving for the last time.
- Request and ensure that employee has recorded all of their time in EIS, as well as Project Work Access time reporting.
- Verify several days prior to the employee's last day that all electronic files stored locally on the employee's workstation or in their home drive on a server are backed up to a shared drive the manager can access.
- Follow up after employee's last day of employment to confirm the EIS Security team has removed appropriate security access.

- Verify that the ITSS Desktop Support team has turned off applicable access to UNT resources.

2.3   Disabilities and Workplace Accommodations

ITSS is committed to helping all of its employees be successful in their work environment. Significant coordination is required among many levels to process this type of request. The ideal time to start the request is at the time a job offer is made to a new employee.

Should the need arise for you to have accommodation as an existing ITSS employee, the process should be started as soon as you are aware of the need for accommodation.

2.3.1   Employee's Responsibility

If you believe you need accommodation in the workplace for a disability defined under the Americans with Disabilities Act (ADA), obtain and complete the "Request for Disability Accommodation in Employment" form from the Human Resources Office or from their web site (http://www.hr.unt.edu/main/pdf/employee_relations/Disability_Accommodation_Request.pdf). Give the completed form and supporting documentation to your manager.

2.3.2   Supervisor's Responsibility

When a request for disability accommodation(s) is received from an applicant for employment, or from an existing team member, your responsibility is to coordinate the reasonable accommodation process. This responsibility should be undertaken in consultation with ITSS Business Services Manager.

All information relating to an accommodation request, including medical documentation must be maintained in separate files and treated as confidential medical records with access limited to supervisors/managers.

2.4   Dual Employment

You may have another job due to needs, interest or development. However, dual employment, interests and activities, including external development and marketing of intellectual property must not interfere or conflict with your ITSS position.

ITSS employees may need to work beyond 40 hours to meet critical project deadlines. Should overtime requirements conflict with work hours from another job, you should discuss the situation as soon as possible with your supervisor.

Information regarding the University System's policy on Dual Employment within the System or with another State agency is outlined in the UNT System Policy Manual - Section 3.702, Dual Employment and Other Activities.

SECTION 3: Leave Administration

Section 3 contains information about attendance standards and time reporting practices. UNT System policies for leave administration can be viewed at http://untsystem.edu/policies-sysadmin.htm.

3.1   Attendance/Absence

3.1.1   Absences

You are expected to report to work according to the work schedule that has been arranged with your supervisor. Excessive absenteeism (including tardiness), unexcused absences, or failure to give proper notification of absences, is considered sufficient cause for disciplinary action or separation from UNT System employment. An unauthorized absence of more than three (3) consecutive working days may be considered job abandonment and may result in separation for cause.

Medical documentation is always required for absences longer than three consecutive work days.

3.1.2   Compensatory Accrual and Leave

When it becomes necessary for you to work beyond your normal work schedule, you will be compensated in accordance with UNTS provisions. Comp time is calculated based on the number of hours worked past 40 hours during a week. For timekeeping purposes, a week is defined as the period beginning at 12:01 a.m. on Sunday and extending through the seven-day period ending at midnight the following Saturday.

Compensatory time is not a guaranteed entitlement. We actively manage comp time at the System. Individuals cannot assign themselves extra work hours and generate their own comp time. Emergencies that require after hours work will be exceptions to the "cannot assign" comp time practice— supervisors/managers will need to explicitly tell employees to work comp time because a circumstance requires it (e.g., system upgrades, things that can only be done in the off hours, etc.) Employees are encouraged to use comp time as soon as possible after accrual. Comp Time is a liability to the system in a financial sense in that it is time available on the books for an employee to use instead of working. Compensatory time both earned and taken should be reported monthly on the *Staff Application for Approval of Leave/Overtime (UPO-15)*.

Classified, exempt employees are eligible to accrue compensatory leave at 1.0. Exempt staff members are compensated for overtime at 1.0 hours if working more than 40 hours in a week. Compensatory leave is granted as equivalent time off which is forfeited if not taken within 12 months of the end of the week in which the comp time was earned.

Classified, non-exempt employees are eligible to accrue compensatory leave at 1.5. Non-exempt staff members are compensated for overtime at 1.5 hours if working more than 40 hours in a week. Paid leave or holidays taken are not counted as hours worked in determining compensatory leave at 1.5. Non-exempt employees at termination are paid for all overtime at 1.5 that they have on the books.

3.1.3   Holidays

The UNT Board of Regents authorizes a specific holiday schedule to be observed each year. The holiday schedule is posted at the beginning of each new fiscal year and can be viewed at the Business Service Center website. In order to provide 24x7 year-round support for the university system, support efforts that require university applications to be out of service are sometimes done during holiday periods. Although ITSS will minimize these instances and schedule them in advance as much as possible, you may occasionally be required to work on a holiday to minimize the impact on the university system.

3.2   Time Reporting

3.2.1   Time and attendance leave records

ITSS employees enter their time electronically through the self-entry timesheet. This time is entered on a weekly basis; each Monday at noon, hours worked and leave used for the week before should be entered. Supervisors should approve the time electronically every Tuesday by five. Leaves of absence and overtime worked should be included on the Application for Approval of Leave/Overtime Form (UPO-15) which is turned in once a month.

3.2.2   Reporting absence/late arrival

You should immediately notify your supervisor of the reason for unplanned leave time due to illness or emergency by phone call or email (notification method is established at the discretion of the supervisor). You should also keep your supervisor informed daily of your condition if the absence continues for more than one day.   Your supervisor should be notified as soon as possible if you expect to arrive late.

Please request in advance to use vacation or comp time, or to take time off for doctor appointments.

3.2.3   Administration leave for Fitness Program participation

At UNT a policy authorizes administrative leave on a limited basis for full-time regular staff members who participate in the University Fitness Program. The employee must record this administrative leave in the electronic timesheet through MyUNT, and on the UPO-15 (application for approval of leave/overtime) as Faculty Staff Fitness Leave (FSF).

Supervisors are encouraged to work with their staff if they desire to arrange time to participate in the UNT Fitness Program. The granting of leave time for Fitness Program participation is arranged at the discretion of the supervisor.

Due to the physical location of most ITSS staff at Discovery Park, supervisors are encouraged to work with staff to provide sufficient travel time to and from the Recreation Center. Work schedules may be adjusted at the supervisor's discretion to allow for the extra time required if it exceeds the 20 minutes of administration leave designated under the University's policy.

SECTION 4: Employee Relations

Section 4 contains information about performance evaluation topics. UNT policies for employee relations can be viewed at http://untsystem.edu/policies.htm.

4.1   Performance Reviews

Supervisors are expected to conduct performance reviews annually for staff on their team. Your supervisor will schedule a meeting with you after receiving notification from Human Resources that it is time for the review—the reviews are always completed at the same time every year.

The review meeting includes a review of your performance and discussion of the performance plan document for the new review period. The meeting may be used to assess progress only, or to discuss changes in the performance plan. Each person will discuss with their supervisor at least three staff development goals for the upcoming review period. The goals should be documented in the performance planning document by the supervisor.

Supervisors should review and follow the recordkeeping guidelines specified in the UNT System Policy Manual -Section 03.402, Staff Development/Performance Planning and Review. The staff member is encouraged to keep copies of the documents, particularly the most current performance plan. This document serves as a good point of reference for the job responsibilities that their performance review is based on.

4.2   Complaint and Grievance

According to the UNT System Policy Manual- Section 03.1001, Complaint and Grievance, a complaint is defined as "an employee's formal expression of disagreement or dissatisfaction with aspects of employment such as working conditions, hours of work, environment, relationships with supervisor and other employees, or policies or decisions of the department considered by the employee to be inappropriate, harmful, or unfair." A grievance is defined as "an employee's formal expression of disagreement or dissatisfaction with an adverse personnel action involving a decrease in salary, demotion, suspension without pay and/or discharge."

Occasions may arise when a staff member desires to file a formal expression of disagreement or dissatisfaction with aspects of their job or work environment. ITSS staff members are encouraged to initiate a dialog with their team supervisor to express their concerns before filing an official complaint or grievance. Team supervisors should carefully listen to and document any discussions relating to their staff person's concern. Supervisors should bring the concern to the attention of the appropriate ITSS leader as soon as possible.

A staff member that desires to file a formal complaint or grievance should contact the Business Service Center (940-369-5500).

4.3   At Will Employment

The UNT Policy Manual – Section 03.401, Staff Employee Discipline, details the University's policy relating to work performance matters resulting in disciplinary action or involuntary termination. The policy states:

The University of North Texas System is committed to recruiting, developing and retaining quality staff employees in an at-will employment relationship that fosters successful performance and requires accountability from all employees. The University of North Texas strives to effectively and efficiently identify, correct and discipline unacceptable demonstrations of work related performance and employee conduct. As such, it is the philosophy and expectation of the University of North Texas that when appropriate, progressive discipline is utilized. No provision of this policy shall confer rights to employees that are contrary to the employment at-will relationship.

SECTION 5:   Administration Procedures

Section 5 contains information about administrative topics, such as travel, training, and purchase requests.

UNT System policies and forms for administration procedures for travel and purchasing should always be verified with ITSS administrative support staff. Information regarding travel and purchase procedures is available at the BSC website.

5.1   Travel Procedure

The BSC website has a travel FAQ that is very useful for understanding regulations regarding mileage guides, calculating travel expenses, and topics related to out-of-state and international travel.

5.1.1   Travel Requests

Steps to prepare to travel (all forms used are available from Patricia.Bell@untsystem.edu)

1. Complete the ITSS Travel Worksheet. If travel is for a conference, attach a copy of the general conference schedule.
2. Seek written travel approval (via email) from your supervisor.
3. After management has approved the request to the Executive Director level, the request and approval will be sent to the ITSS Vice Chancellor.
4. The ITSS administrative assistant in charge of travel will receive an approval from the ITSS Vice Chancellor via SharePoint.
5. Once your supervisor notifies you of final approval to travel, make your airline reservation (if needed) but do not pay for the flight.
6. Be sure to get the state rate airfare or lower.
7. If you are requesting Payments and Travel pay for your air reservation, complete the Power of Attorney form (this form is used only if you fail to return any travel advance funds or IBT-Individually Billed Travel Cards, or if you fail to provide the ITSS administrative assistant in charge of travel with the actual trip information needed to complete your travel voucher after you return).

8. Deliver all your travel forms and supporting documentation to the ITSS administrative assistant in charge of travel. All travel requests must be approved by the Director and ITSS Vice Chancellor and Chief Information Officer. Due to budget constraints in annual travel allotments, you are encouraged to request travel as far in advance as possible. Anticipating future travel needs and communicating your needs to your supervisor assists the ITSS Leadership in determining travel monies to request when preparing the annual budget request made to the ITSS Vice Chancellor and CIO.

To qualify for travel reimbursements, the purpose of the trip must be official business for UNT System. One option if you travel frequently is to apply for a State credit card through Payments and Travel and use the credit card for legitimate state travel purposes. Payment of charges to the credit card is the sole responsibility of the person to whom the card is issued. When using a personal credit card for travel expenses, you may earn travel bonus (frequent flyer) awards. Credit that you earn with airlines, hotels, car rental companies, etc. for official travel are not required to be accounted for when submitting travel reports.

IMPORTANT NOTE: Travel rules and requirements change often; check your travel arrangements thoroughly with the ITSS administrative assistance in charge of travel prior to paying for any travel arrangements.

If the reservation is for a state contracted rate, the airline may charge a $10.00 transaction fee. The traveler should request this fee be waived. If it is charged, the UNT System cannot reimburse for this fee.

Remember to print out the Tax Exemption Certificate prior to travel to present to your hotel/motel for trips within Texas. Texas State Occupancy lodging tax cannot be reimbursed if charged by the hotel/motel. See Travel Worksheet, part 2, #8 for this form.

5.1.2   BSC Travel Advance Services:

Payment and Travel has a program to pay for airline tickets. The benefit to UNTS when Payment and Travel pays for tickets is that if you must cancel your trip, the ticket can be used by another UNTS employee. In order to use this program, Payment and Travel must have a signed, approved copy of the Request to Travel (RTT) form, and a signed Power of Attorney form in order to process any travel advance. If you are requesting Payment and Travel to pay for your airline ticket, you will also need to include the confirmation number you received when you requested a HOLD on your reservation, and a print-out of the flight information.

Follow the steps listed above to prepare for your travel. The ITSS administrative assistant in charge of travel will process your request to Payment and Travel. Payment and Travel will use the information provided to go online and purchase your tickets, they will then e-mail your flight confirmation to you.

This IBT program is also used for travel advances when you do not have a UNTS travel card. You will receive a card much like a debit card with your travel funds associated with it, rather than receiving an advance check. You MUST return this card to the ITSS administrative assistant in charge of travel after you return from your trip as the card must be returned to the Travel office with your travel voucher.

Reasons you would want Payment and Travel to pay for your air fare:

- You do not have a State Travel Card.
- You have a State Travel Card or personal credit card but your trip is several months away. If you pay for the air fare at the time you book the flight, you have to pay the bill before your trip and then wait until you return from your trip to be reimbursed.
- For the purchase of a Super Saver airfare ticket.

5.1.3   Travel Report Submission
Please be sure your signature is legible. It could delay your reimbursement process if travel has to verify your signature.

5.1.4   Use of ITSS Vehicles for Travel
ITSS staff must be properly registered before driving one of the ITSS vehicles. Contact the IT Business Services group to complete the driver form. You will be required to show proof of auto insurance.

If you are approved to drive the ITSS vehicle, contact ITSS administrative staff as far ahead of time as possible to reserve the vehicle. Discuss with ITSS administrative staff the procedures for gas if you are taking the vehicle on a long trip that could require a gas refill. A mileage log is maintained and submitted to the Facilities' Garage on a monthly basis by ITSS administrative staff. The log is kept in the vehicle and should be filled out by the driver before exiting and locking the vehicle after returning to Discovery Park.

If you will be driving the large vehicles in the Datacomm area, you will need to complete a specific training course before driving them.

5.2   Training Requests
Training requests for internal and external events should be discussed with your supervisor prior to any registration process.

5.2.1   Internal Training
You should make requests via email to your immediate supervisor to attend any job-related training events held by a UNT System component. The request should be made prior to enrolling in the class.

Supervisors are encouraged to accommodate team members' requests to attend professional development training. The granting of time for participation is arranged at the discretion of the supervisor to adequately meet team responsibilities. The supervisor may change the approval with an employee regarding participation if an urgent business need arises.

5.2.2   External Training
Technical training needs offered outside the UNT System should be anticipated as far in advance as possible. All training requests require the following approval steps:

1. The team member provides details of the training event to his/her manager.

2. The manager evaluates the request; if deemed appropriate training, the manager discusses the request with their director.
3. The director follows ITSS request and approval procedures for requesting training and travel.

The external training activity should be directly related to your work responsibilities in ITSS. You and your manager should carefully discuss if the training event is appropriate for you. The ITSS Assistant Director for Communications, Marketing, and Training is available to assist with the review of proposed events. Whenever possible, try to find training that is offered via live webcast or in the local metroplex to minimize travel costs.

If training requires travel, both you and your supervisor should carefully review the Travel Request section in this procedure manual.

5.3   Purchasing Procedures
All purchase requests must be approved by the Director of your division, and the IT Business Services Director.

5.3.1   Hardware
Requests for new hardware in your office should be made to your supervisor. Funds are limited for the purchase of office hardware and are made based on the needs of your job responsibilities. Information regarding approved Dell computers can be found at http://www.unt.edu/ccadmin/dellpurchase.htm.

UNT has purchase programs with Dell and Apple for employees that want to purchase a personal computer at a discounted price for personal use. Information is available at the UIT Help Desk site.

5.3.2   ITSS Licensed Software
Requests to have licensed software installed on your office computer should be made to your supervisor. Since there may be a fee attached to this installation based on the license agreement that ITSS has with the vendor, approval for the installation is required.

Team leaders should discuss the request and have approval by their Director prior to agreeing for the installation of the software. Once appropriate approval has been finalized, you can make the installation request to the ITSS Desktop Support team using Remedy.

5.3.3   Technical Manuals/Books
Requests for the purchase of technical manuals or books should relate specifically to your job responsibilities. The UNT Research Park Library Room, located on the first floor in Room M130, has a large collection of IT books that you may find relevant to the topic your are needing. You can search the UNT Library catalog electronically and reserve books on their web site (http://www.library.unt.edu/researchpark/services-and-facilities). If the UNT Library resources do not meet your needs, research thoroughly the best price available for the resource. Make your request to your supervisor with the information about the cost and place you have found.

DO NOT purchase the manual or book using your own credit card with the expectation that you can submit a reimbursement request. This is not an acceptable practice and reimbursement will not be approved.

Manuals/books that are paid for with ITSS funds are considered to be the property of the ITSS. You may not take the resource with you should you leave ITSS to go to another department or terminate employment with the UNT System.

5.3.4   Office Equipment
The purchase of office equipment, such as furniture or lamps, must be approved by the ITSS Business Services Manager. DO NOT purchase equipment with your own funds with the expectation you can request a reimbursement.

5.4   University System Property
University system property is defined as any resources purchased with institutional funds.

5.4.1   Appropriate Use of Office Workstations
All employees should be familiar with the UNT Computer Use Policy.

As an employee of UNT System, you should never duplicate or share copyrighted materials using UNT computer equipment inside or outside the institutional setting. The illegal file sharing of such things as copyrighted MP3 files or movies without permission is not allowed. UNT has put protections in place to block the known transmission of copyrighted files such as MP3 files of popular songs from campus dorms, but similar protection on the rest of UNT's network infrastructure are not in place at this time. It is very likely; however, that such sharing can be detected by copyright holders and persons caught doing so can face costly fines.

5.4.2   Movement of Decaled Equipment
The ITSS Management and Risk Services are responsible for maintaining the master inventory for all ITSS staff equipment labeled as UNT property. Should you change offices or transfer equipment to another team member, send an email to Rachel.Burlage@untsystem.edu beforehand as well as Patricia.Bell@untsystem.edu, noting the specific changes in location and/or owner. If you receive an annual inventory report, ensure the change has been noted on the report.

5.4.3   Requesting Home-Based Computer or Laptop
A request for UNT equipment to be used at home for business-related purposes should be made to your supervisor. After approval is received, a UPCR Form must be completed. The form is available from the ITSS Administration and Planning team.

Home-based equipment must be returned prior to moving to another university department or terminating employment with the University. If you move to another ITSS division, the appropriateness of keeping the home-based equipment will be evaluated by the head of the division.

5.4.4   Phone Usage and Monthly Phone Bills

Your UNT phone should not be used to make personal phone calls that are long distance. If you must make a personal long distance call, please call collect or use your personal cell phone. Use of University owned telephones are explained in the UNT Policy Manual – Section 8.5, Volume 2. Long distance calls include any call that is not local or free of charge to the University, including calls made via Metro lines.

If a personal long distance phone call is made by accident, you will need to make arrangements to reimburse the university when the call shows up on your phone bill.

5.5   Dress Code and Fragrance Usage Consideration

The dress code for staff is primarily left to the professional discretion of the staff person and their supervisor. When attending meetings with University persons other than meetings attended only by your team members, staff are encouraged to wear attire that is appropriate to the meeting, generally business casual attire. External customers' confidence can be affected by how we present ourselves in public settings including appearances.

Perfume and Cologne: Remember that some employees of the UNT System are allergic to the chemicals in perfumes and makeup, so wear these substances with restraint.

5.6   Ethics

5.6.1   Confidentiality

As an ITSS staff person, you may have security access to University technology systems that store student records, employee records, financial records, or medical information. All of this information is defined as confidential by law. It is critical that you do not release this information to anyone who is not authorized to view it.

You may only use the confidential information and access to these technology systems for the purpose of performing assigned tasks for the benefit of the University. Any other use will be considered grounds for disciplinary action under the University's policies.

5.6.2   Receiving Gifts, Services or Favors

You should carefully consider receiving any gifts, services, or favors from outside vendors or technical contacts. Low dollar items, such as t-shirts, received directly from the source or at conferences are permissible. Questions regarding what is permissible should be directed to your supervisor.

SECTION 6: Security

Section 6 contains information about security topics, such as building security and access to administrative systems.

6.1   Physical Security

Physical security relates to the building and offices that you occupy as an ITSS employee.

6.1.1   Research Park Regular Business Hours/Gate Hours

Mon-Fri   6:00 am- 10:00 pm
Sat/Sun   6:00 am- 6:00 pm

6.1.2   Building and Department Access

Most ITSS staff members who maintain office space at Discovery Park are authorized for 24-hour access to the facility. Your supervisor is responsible for requesting proper access to the ITSS area at Discovery Park when you are hired. Doors into the ITSS area beyond the administration suite are controlled by key card access using your UNT ID card. Swiping the card in the reader located next to the door allows you entry into the secure ITSS areas. Card swipe access is also required for the doors to the building. Keys are issued to you for entry doors into the ITSS open areas, and (if applicable) your office. You may also be issued keys to meeting rooms depending on your job responsibilities.

Every evening at 5:00 pm (Mon-Fri), the main doors of rooms E200 and E203 are locked by ITSS administrative staff. Doors should be locked before 8:00 am, after 5:00 pm, or when the university is closed. If working after 5:00 pm, you should make certain that these doors securely lock behind you. If the doors are found unlocked after 5:00 pm, the UNT Police should be contacted for assistance (565-3000).

ITSS doors should never be propped open as such actions could lead to security incidents. Any incidents should be reported to the UNT Police and ITSS administrative staff. On rare occasions, certain doors may be propped open to deliver equipment into the Discovery Park server room. The Assistant Director for ITSS Operations and Infrastructure Services authorizes and manages these instances.

6.1.3   Use of Emergency Exits

There are several emergency stairwell exits located inside the perimeter of E200 and E203. These doors are fitted with sensors that trigger alerts that are sent to Door Systems and the UNT Police department. These doors are also fitted with audible alarms. Staff or visitors should never use these exits unless there is a true emergency.

Hallways and exits should be kept clear of obstructions at all times in order to allow free access out of the building. This measure protects staff in the event of an emergency evacuation and will help to prevent accidents and theft of university resources.

6.1.4   Identification

The UNT Police routinely monitor the perimeter and interior of the Discovery Park areas. On occasion, staff and visitors may be asked to provide UNT identification that indicates staff or visitors have permission to access the facility and/or ITSS areas. It is recommended your carry your UNT ID badge with you while at work.

6.1.5   Key Control

You are responsible for picking up and turning in unused keys to the Facilities Door Systems department located in the Sycamore Hall (Room 006) on campus. When keys are ready for pickup, you receive an interdepartmental memo with instructions. Questions about keys issued to you should be directed to the ITSS Director of Management and Risk Services.

6.2   Information Security and Access

6.2.1   New Access Request

Your supervisor is responsible for working with the appropriate security staff to obtain the access you need in UNT technical systems to perform your work tasks. If you need additional access at any time, make the request via email to your supervisor with specific details on the system, database, and/or application needed along with the business justification.

As an employee, you are required to take Family Educational Rights and Privacy Act (FERPA) training prior to being granted access to any student data records. UNT FERPA training is available online at http://www.unt.edu/ferpa/.

6.2.2   Information Security

Carefully review the following portions of this manual:

- Confidentiality
- FERPA_Training

The UNT Information Security Handbook is required reading for all staff, faculty, and students. The handbook can be found at the ITSS Security web page.

The campus is bombarded each day with attempts via the Internet to break into secure sites on campus, including our desktops, and by doing so to steal protected information. Here are fourtips to help you protect UNT System as well as yourself from those attempts:

1. Don't store sensitive information such as Social Security Numbers (SSN's) or credit card numbers of any employees or students on your personal computer or office computer. If that information along with the names of the account holders is stolen, UNTS must report the breach to the individuals whose information was divulged but more importantly such theft exposes the affected individuals to potential identity theft.

2. Email is a common way to spread viruses and worms and thus to steal information. Do not click on links embedded in email messages that you receive from persons whom you do not know and trust. Such links are the most common ways that thieves inject viruses into your computer.
3. Casually browsing the web is another common way to accidentally infect the computer you are on. Many websites (even legitimate ones) may contain an exploit that can execute the second you load the page. Always keep non-work related browsing to a minimum (and only when approved), especially if your job includes working with sensitive data.
4. If you are responsible for a web site, do not collect sensitive data such as credit card numbers or social security numbers. If doing so is necessary for your business operation, both your network manager and the ITSS security team must approve this before your site goes live. Contact your network manager with any additional questions.

    Information Security Awareness and FERPA training are required for all ITSS employees. Training can be found on the following websites: http://www.unt.edu/ferpa/ and http://security.unt.edu/training
    Send security related questions to security@unt.edu.

If you are responsible for a Web site, make sure that you are not capturing and storing personal information such as SSN's or credit card numbers on the site. If you really have to do that, be sure to contact your network manager or the ITSS security team (http://www.unt.edu/security/index.html) to have them check on the security of your site before starting the collection of data.

6.3   ITSS Visitors – vendors/consultants

6.3.1   Building security access
Visitors must be escorted through ITSS areas. Visitors will be asked to wait in the reception area until an ITSS staff member arrives to escort the guest to their intended location.

Visitors are authorized to use ITSS facilities between 8:00 and 5:00 pm, or during Discovery Park business hours if supervised by ITSS staff.

Other types of requests for security clearance should be approved by the ITSS Director of Management and Risk Services, or the Assistant Director for ITSS Business Services.

6.3.2   ITSS Guest Badges- General Use
ITSS provides temporary ID badges in order for guests to obtain access through secured areas. Guest badges identify visitors and also provide clearance through card swipe areas.

Visitors must receive approval from the ITSS Director of Management and Risk Services, or the Director of ITSS Business Services, prior to being issued a visitor guest badge. Badge requests must be approved in advance and should be requested by an ITSS staff member (i.e., project leader or computer class instructor).

Visitors authorized to receive badges will be added to the "approved guest list." The list is maintained by ITSS administrative staff and includes applicable dates, times, or other restrictions applied to use of the guest badge.

Visitors whose names do not appear on the list need to be escorted through secure areas by an ITSS staff member.

6.3.3 ITSS Guest Badge Sign-Out

Visitors are asked to supply the following information in order to obtain a badge:

- Name
- Department or Company
- Telephone number
- Email address
- Reason for Request
- Date/Time
- Signature
- Photo ID (for ID purposes only)

ITSS administrative staff adds the following information to the sign-out form:
- Badge Number
- Approved Date/Time Allowance (as approved by director)
- Other Restrictions

6.3.4 Return of ITSS Guest Badges

Visitors are required to return their guest badges on the return date and time noted on the authorization list. Guests who do not return badges will be contacted by ITSS administrative staff and asked to return their badge. Badges not returned in a timely manner will be deactivated and the guest will not be allowed to obtain a replacement guest badge until the badge is returned.

ITSS administrative staff should notify the Director of Management and Risk Services, or the Assistant Director for IT Business Services, if a guest badge has not been returned.

6.3.5 Parking

Visitors should be directed to check in at the Discovery Park entry gate to get a visitor parking permit. The Parking Security personnel at the gate will direct your visitor to the visitor parking area.

6.4 ITSS Training Room

Use of the ITSS Training Room is managed by Campus Technology Support Services (CTSS). The calendar for the training room can be viewed in Outlook as a room resource labeled "ITSS Training Room." To reserve the training room for an event, send an email to ctss@untsystem.edu in Outlook. Your email should include the name of the event, instructor, date/time(s), and applications/connectivity required. If the application you need for teaching purposes is not part of the standard ITSS developer image for desktop computers, the ITSS Desktop Support Team requires a minimum of one week to approve and install the application.

The training room is equipped with 14 student workstations, an instructor workstation, network connectivity, and an overhead projector. The room is set up to accommodate mobility devices, such as motorized wheelchairs, if needed.

6.4.1 ITSS Guest Badges- Training Room

ITSS provides computer training and other types of classroom instruction in the ITSS training room located in E264. Students may pick up their visitor badges the day of the training at the ITSS front desk.

Visitors (students) should be able to supply the following information in order to obtain a badge:

- Name
- Department or Company
- Telephone
- Email
- Date/Time

The training instructor is responsible for ensuring the badges are returned to the ITSS Administration and Planning area.

6.4.2 On Call Procedures

ITSS team leaders are responsible for ensuring team members are aware of the on call procedures for their team. On call procedures may vary according to the projects and tasks a team is responsible for.

The ITSS Computer Operations Team and the UIT Help Desk should be informed as soon as possible if a team's on-call procedures change.

6.4.3 Maintenance of on-call phone list

An on-call phone list is maintained by the ITSS Computer Operations team. The accuracy of the list is particularly important in the event of an unplanned system outage. Notify the Computer Operations manager if information contained in the list changes due to employment or telephone changes.