

## UNM Collaboration Tools and Support Standard

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**Original Approval Date:** April 19, 2016

**Current Version Approved Date:**

**Authorized by:** UNM President

**Responsible Process Office:** UNM CIO

**Contact:** IT Director, Applications

### **Purpose of the Collaboration Tools and Support Standard**

The purpose of a standard for collaboration tools and support is to facilitate cost-effective, secure, consistent and manageable computer-assisted academic and administrative collaboration at UNM and in our global context.

### **What Does “Collaboration Tools and Support” Mean?**

Collaboration tools facilitate the work of two or more people working together. Technology based, and often web-enabled, software tools provide a broad landscape for this standard as they drive integrated, agile and more efficient work and academic environments.

Tools that facilitate collaboration are in the areas of real-time and asynchronous text, voice and video communication, co-creation of output, consensus building through group discussion, basic project and resource management, and local and remote presentation and archiving.

Support refers to the technical, human and financial resources applied to the effective use of these systems.

**Service Example:** The UNM Information Technologies department (UNM IT) provides web-based collaboration services, many of which are offered through the Microsoft Office 365 platform, aka LoboMail, such as Skype for Business and OneDrive for Business.

### **Who is affected by the Collaboration Tools and Support Standard?**

This standard applies to any UNM organizational entity (i.e. division, branch, college, school, department, business unit, or other UNM affiliated organization), hereinafter referred to as a “department”, that intends to implement, or has implemented collaboration tools.

Prior to deploying or managing collaboration tools, departments are required to evaluate the availability of enterprise services or consider using UNM IT provided collaboration tools, if available. At time of license or equipment, departments are advised to consider the broader context of collaboration in the following light:

- 1) Costs per user, including one-time and recurring costs such as: licensing, security, storage of protected information, and server management, among others.
- 2) Scalability of the tools in terms of ease-of-use, technical support, and broad functionality. Examples of functionality that facilitates collaboration include: document, sound, idea/logic and image/video element integration; access security; screen sharing; file sharing; planning, and managing tasks and deliverables.

## Scope of the Collaboration Tools and Support Standard

The standard addresses the following Enterprise and Supplemental Services named by the IT Strategic Advisory Committee:

- Instant Messaging
- Web Conferencing

**Excluded from the standard** are the following *related* services, standards or functionalities. Although some of the meanings may overlap with the list of included functions above, these have different specific definitions which might be more clearly addressed a Service Level Agreement or contract with a UNM or vendor provider of the service or application.

- *Enterprise* applications, workflow, decision support, dashboards and databases of record and their associated infrastructure and workflow, such as Banner. These services are defined by Service Level Agreements.
- Project Management – See <http://cio.unm.edu/standards>
- Application Development & Support – See <http://cio.unm.edu/standards>
- Service Desk – See <http://cio.unm.edu/standards>

## Responsibilities Concerning the Standard

- **Office of CIO:** Ensure currency, correctness and appropriate periodic review of the standard by facilitating review and update of the standard as needed.
- **Departments that support collaboration tools:** Comply with the specifications below.

## Process for Review of the Standard

The process to update the standard is defined and described on the Standards page of the CIO website at <http://cio.unm.edu/standards/standards-development.html>:

- Requests for review and update of the standard can be submitted to the Office of the CIO who facilitates the update. The CIO may independently, or upon request of the administration, also determine if review and update is appropriate for the standard.

## Compliance

- This standard has been developed under and is subject to all UNM policies, some of which are cited in the References.
- The UNM Administration, Internal Audit, or UNM IT may determine the compliance of departmental support approaches with this standard.

## Collaboration Tools and Support Standard Specifications

Following are minimum requirements for the selection and support of collaborative tools:

### Collaboration Tools and Support in General

- **Selection of systems, tools or software products.** Departments selecting these tools will:
  - Seek to use products that meet departmental functionality requirements and are already installed, available and supported, rather than purchasing or licensing new products. These established products will satisfy the needs of the greatest number of people, thus engendering collaboration.

- Seek broad customer and end-user input on and be a champion for these requirements and criteria to be used in the selection of tools. Publish the criteria or functionality required in the selection of a new tool.
- Adhere to Purchasing department requirements and processes.
- Seek these features of cloud collaboration tools
  - Use real-time commenting and messaging features to enhance speed of project delivery
  - Leverage presence indicators to identify when others are active on documents owned by another person
  - Allow users to set permissions and manage other users' activity profiles
  - Allow users to set personal activity feeds and email alert profiles to keep abreast of latest activities per file or user
  - Allow users to collaborate and share files with users outside UNM
  - Comply with UNM's information and network security and compliance framework addressed in the UNM Policies, Data Governance description, and IT Security Program cited in the References below.
  - Ensure full auditability of files and documents shared within and outside the University
  - Reduce workarounds for sharing and collaboration on large files
- **Installation or implementation of tools.** Departments installing these tools will:
  - Refer to the Application Development and Support standard for the **implementation of tools**.
  - **Technical infrastructure.** Ensure the sustainability of the technical infrastructure, either on site or remotely. Refer to the Data Center Standard for the physical security of the data center.
- **Technical support of tools.** Departments supporting these tools will:
  - **Access & Administration.** Ensure initial and ongoing technical expertise to install, load and test software tools.
  - **System monitoring.** Ensure that the tool is monitored for performance.
  - **Backups & disaster recovery.** Ensure that the risk of losing data is mitigated by appropriate backup and recovery planning.
  - **Schedule.** Publish system availability and scheduled unavailability due to system patching, enhancements and maintenance.
  - **Changes.** Ensure that changes are approved, logged, scheduled, notified, and that a backout option is available in case the change cannot be executed. Adhere to maintenance windows for scheduling system unavailability.
  - **Communication.** Provide at least two-week notice to users for changes that require system unavailability, especially outside the maintenance window.
  - Train technical staff on administration and maintenance of the tool.
- **End-User Support of tools**
  - **Provide end-user support in alignment with the Service Desk standard**, for example:
    - Publish available hours for support coverage.
    - Provide access to end-user documentation and FAQs
    - Log and track service requests and incidents related to the tools, including managerial and technical escalation routes.
    - Provide end-user training options.
  - **Ensure Adherence to the Data Governance** guidelines at <http://data.unm.edu>.

## References

- Purchasing. The Purchasing Department serves as the central purchasing authority for the University of New Mexico. <http://purchase.unm.edu/>.
- **UNM Policy Manual Section 2500-2599:** Electronic Management Systems, especially 2500, Acceptable Computer Use: <http://policy.unm.edu/university-policies/2000/2500.html>; 2550 for Information Security:

<http://policy.unm.edu/university-policies/2000/2550.html>; and Security Controls and Access to Sensitive and Protected Information 2520 <http://policy.unm.edu/university-policies/2000/2520.html> and Social Security Numbers, Policy 2030 <https://policy.unm.edu/university-policies/2000/2030.html>.

- **Application Evaluation Guide** <http://cio.unm.edu/standards/docs/applications-evaluation-0906.pdf>.
- **UNM Data Governance** <http://data.unm.edu/>.
- **FastInfo** UNM IT's Knowledgebase of frequently asked questions, especially the **Security Review for Purchasing Software** [https://unm.custhelp.com/app/answers/detail/a\\_id/7486/kw/security%20assessment](https://unm.custhelp.com/app/answers/detail/a_id/7486/kw/security%20assessment).
- **UNM Identity Standards** <https://ucam.unm.edu/marketing/identity-standards.html>.
- **Information Security Program**, <http://it.unm.edu/security/program>.
- **Accessibility/ADA guidelines** are offered by Accessibility Services for students <http://as2.unm.edu/>, and the Physical Plant <https://iss.unm.edu/PCD/university-planning/facility-access-ada.html>.
- **FERPA**. Guidance for complying with the Family Educational Rights and Privacy Act (FERPA) are provided by the Registrar: <https://registrar.unm.edu/privacy-rights/ferpa.html>.
- **IT Standards** and related processes and information cited in this document, including a link to the Application Evaluation Guidelines, can be found on the Chief Information Officer website: <http://cio.unm.edu/standards/>.
- **IT Service Level Agreements**. <http://it.unm.edu/sla/>.