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## INFORMATION TECHNOLOGY SERVICES POLICY

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### **Name of Policy**    **ITS Investigations Policy**

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#### **1. Purpose**

The purpose of this policy is to ensure the proper handling of investigations by Information Technology Services (ITS).

#### **2. Scope**

All requests, originating from both internal and external to ITS, for information or assistance in regard to an investigation.

#### **3. Definitions**

#### **4. Policy Statement**

ITS will perform, or assist with, investigations for authorized requestors ONLY.

#### **5. Procedures**

##### **5.1. ITS Contact**

All requests should be directed to the IT Security Officer. If the IT Security Officer is not available, the request should be directed to another member of the ITS Management Team. Any requests that are received by other ITS personnel (i.e. Helpdesk) will be redirected the appropriate ITS contact.

##### **5.2. Authorized Requestors for External Requests**

###### **5.2.1. Staff, Faculty, and Affiliates**

Requests to investigate staff, faculty, and affiliates must come from Director of Human Resources or designee.

###### **5.2.2. Students**

Requests to investigate students must come from the Dean of Students or designee.

###### **5.2.3. Theft or other Legal Investigations not included in 4.2.1 or 4.2.2**

Requests to investigate theft must come from the Director of Public Safety or designee.

###### **5.2.4. External Requests that do not come from the proper designee.**

All external requests that do not come from the proper designee will be redirected to the appropriate department.

##### **5.3. Authorized Requestors for Investigations arising from ITS internal staff**

Any information that is deemed cause for an investigation will be forwarded to the ITS Contact, as described in part 5.1 of this policy, **before** proceeding with an investigation. The ITS Contact will involve the relevant department(s) before proceeding.

##### **5.4. Communications**

#### 5.4.1. Communications Designee

All communications to and from ITS will be performed by the IT Security Officer or another member of the ITS Management Team.

#### 5.4.2. Reports of Findings

All findings resulting from an investigation will be disclosed ONLY to the requesting party or parties unless otherwise authorized by those parties.

#### 5.4.3. Heads-Up Notifications

The ITS Contact shall give an additional "heads-up" notification to authorized requestors where **ALL** of the following conditions are met:

- It is determined that the investigation involves areas or individuals governed by the authorized requestor.
- The authorized requestor is not aware of the investigation.
- The notification will not harm the investigation.

### 6. Responsibility

Director of Human Resources  
Dean of Students  
Director of Public Safety  
ITS Management Team

### 7. University/Legislative Context

### 8. Associated Documents

### 9. Revision History

| Revision # | Date    | Item   |
|------------|---------|--|
| 1          | 8/17/07 | Changed 5.2.2 and 6 from Assistant VP for Student Services to Dean of Students |