Chapter 5 Table of Contents

5.1 INFORMATION MANAGEMENT & SERVICES
   5.1.1 Mission

5.2 INFRASTRUCTURE SOLUTIONS
   5.2.1 Mission
   5.2.2 Organization and Services
   5.2.3 Infrastructure Solutions Requests
   5.2.4 Network Infrastructure Administration
   5.2.5 Protection of Information Resources
   5.2.6 Electronic Mail Use and Retention
   5.2.7 Using Electronic Communications for Broadcast E-Mail Notifications and Distribution of Information
   5.2.8 Internet Use
   5.2.9 Acquisition of Data, Voice and Video Services
   5.2.10 Long Distance Service
   5.2.11 Lost or Stolen Communications Equipment

5.3 BUSINESS OFFICE
   5.3.1 Mission
   5.3.2 Responsibilities and Activities
   5.3.3 Management Information

5.4 EDUCATIONAL MEDIA RESOURCES
   5.4.1 Mission
   5.4.2 Not in use
   5.4.3 Cash Payments/Credit Card Payments/Direct Bills
   5.4.4 Copyrighted University Materials
   5.4.5 Multimedia & Web Services
   5.4.6 Printing Services
   5.4.7 Television Production Services
   5.4.8 Not in use
   5.4.9 Photographic Services
   5.4.10 Not in use

5.5 INFORMATION TECHNOLOGY SERVICE MANAGEMENT
   5.5.1 Mission
   5.5.2 Not in use
   5.5.3 Service Requests
   5.5.4 Access to Central Resources
5.5.5 Not in use
5.5.6 Not in use
5.5.7 University-Owned Mobile Telephone Usage Policies
5.5.8 Personal Mobile Telephone Expense Reimbursement Policies
5.5.9 Not in use
5.5.10 Software Policy
5.5.11 Not in use
5.5.12 Not in use
5.5.13 Technical Support Representative (TSR) Policy

5.6 VIRTUAL & INNOVATIVE TEACHING AND LEARNING (VITaL)
5.6.1 Not in use
5.6.2 Not in use
5.6.3 Not in use
5.6.4 Not in use
5.6.5 Not in use

5.7 ENTERPRISE APPLICATION OPERATIONS
5.7.1 Enterprise Application Operations
5.7.2 Not in use
5.7.3 Not in use

5.8 INFORMATION SECURITY
5.8.1 Information Security Program
5.8.2 Not in Use
5.8.3 Not in Use
5.8.4 Access Management
5.8.5 Information Security Incident Management
5.8.6 Not in Use
5.8.7 Not in Use
5.8.8 Information Resource Security Configuration Management
5.8.9 Malware Prevention Policy
5.8.10 Information Resources Acceptable Use and Security Policy
5.8.11 Not in Use
5.8.12 Mobile Device and Personally Owned Computing Policy
5.8.13 Security Monitoring
5.8.14 Not in Use
5.8.15 Not in Use
5.8.16 Administrative System Access Controls (ACE Program)
5.8.17 Information Security Training and Awareness Policy
5.8.18 Third-Party Management of Information Resources
5.8.19 Administrative and Special Access Policy
5.8.20 Information Resources Privacy Policy
Handbook of Operating Procedures

5.8.21 Data Classification
5.8.22 Data Protection
5.8.23 Backup and Disaster Recovery Policy
5.8.24 Change Management Security Policy
5.8.25 Systems Development Life Cycle (SDLC) Policy
5.8.26 Information Security Risk Management
5.8.27 Physical Security for Information Resources
5.8.28 Not in Use
5.8.29 Not in Use
5.8.30 Information Security Exceptions
5.8.31 Cloud Computing Policy

5.9 PUBLISHING ON THE WORLD-WIDE WEB
5.9.1 Publishing on the World-Wide Web
5.9.2 Not in use
5.9.3 Standards for Web Pages
5.9.4 Web Accessibility
5.9.5 Web Privacy Policy
5.9.6 Outsourced Web Development and Maintenance

5.10 PROJECT PORTFOLIO MANAGEMENT
5.10.1 Project Portfolio Management

5.11 PROJECT DELIVERY
5.11.1 Project Delivery