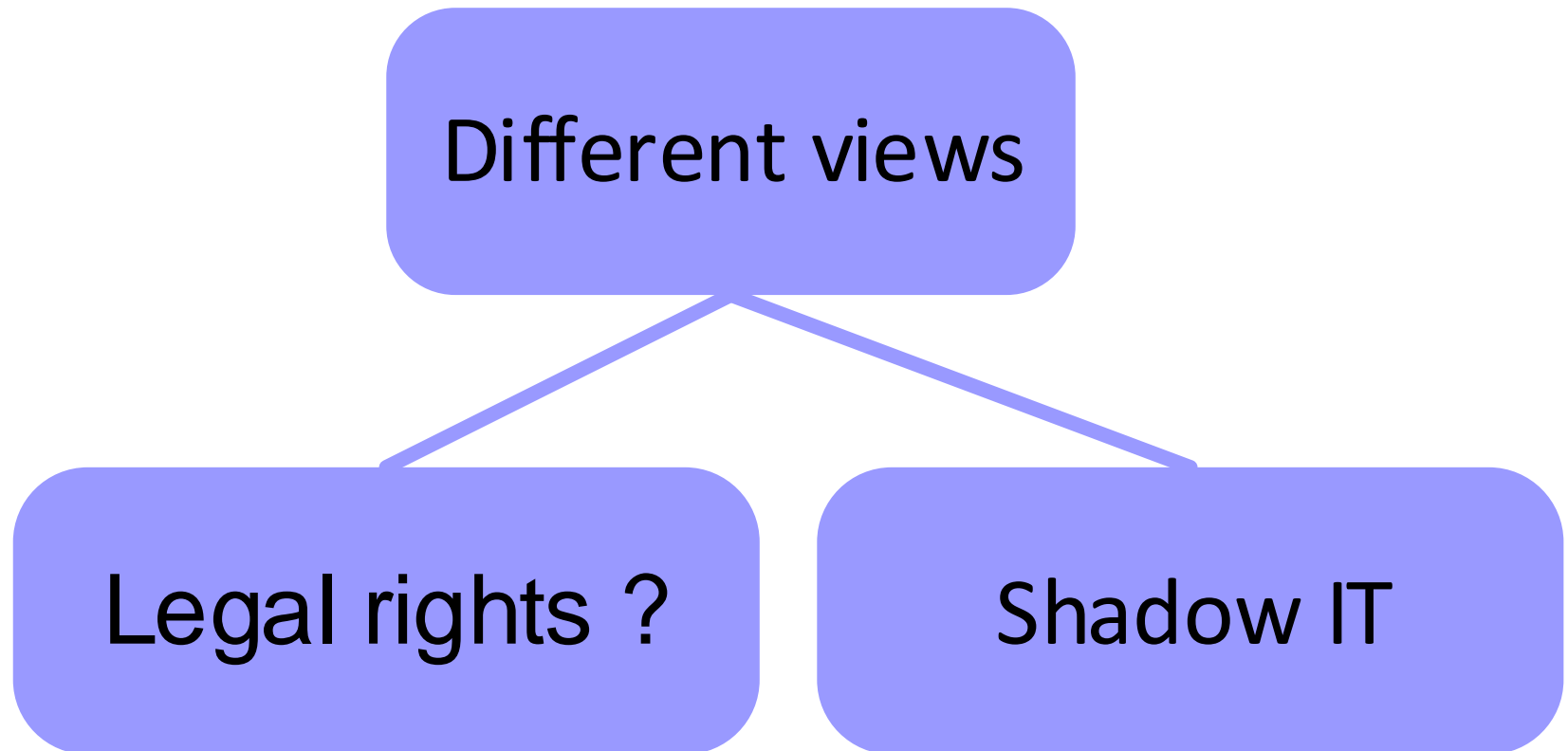




Creating an IT plan is more than words on a page

Karoline Westerlund, IT-strategist
Umeå University
Sweden

Statement of the problem



inputs

- Employees 170, including 90 PhDs and researchers. Students 2000
- IT-roles, 4 persons, 1-2 line support
- Mix of central and **local it-services and solutions**
- 3=1
- 2 computer labs, 155 laptops, servers
- Information, information, information



IT-plan

Define decision rights and liability frameworks for desired behavior regarding IT usage

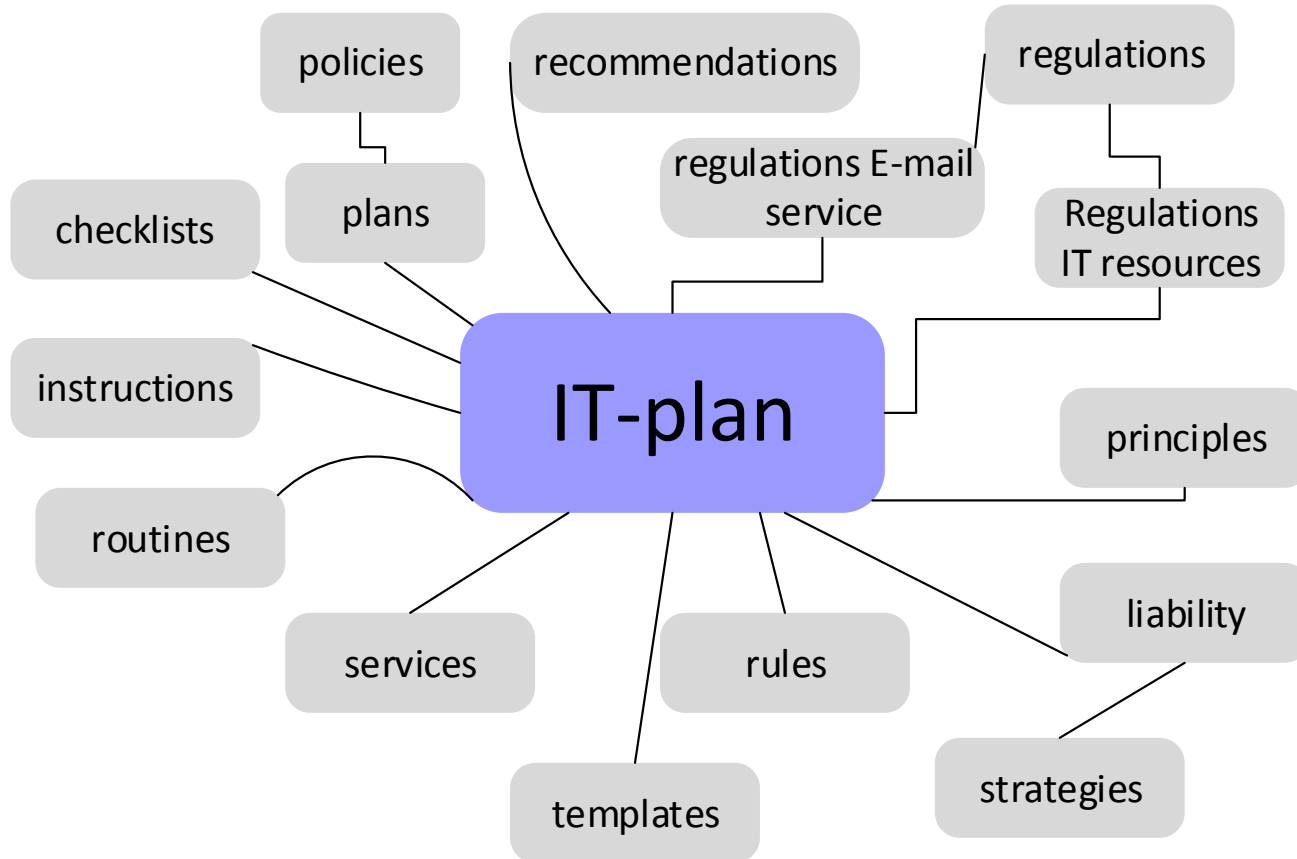


outcome

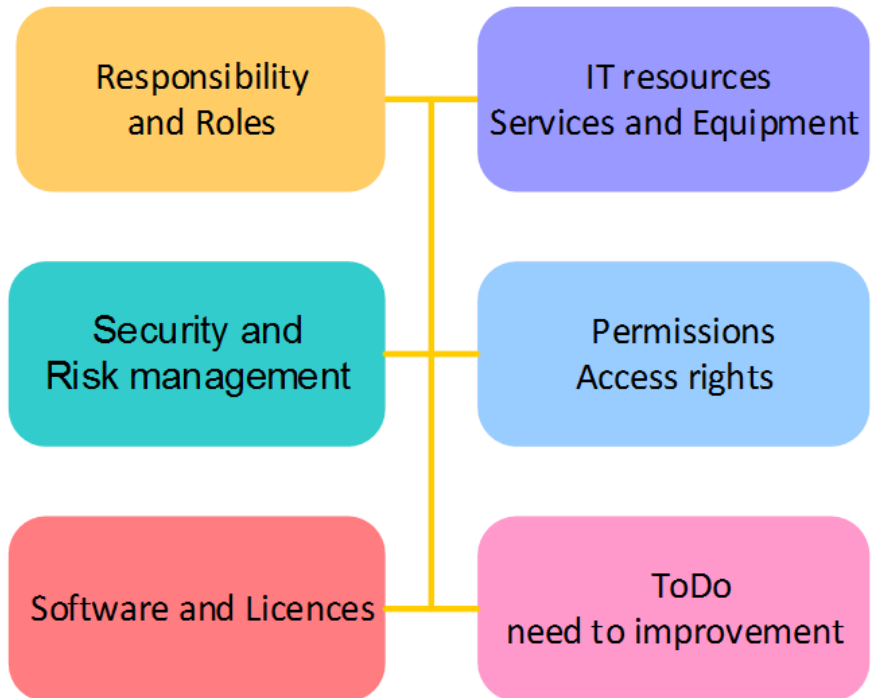
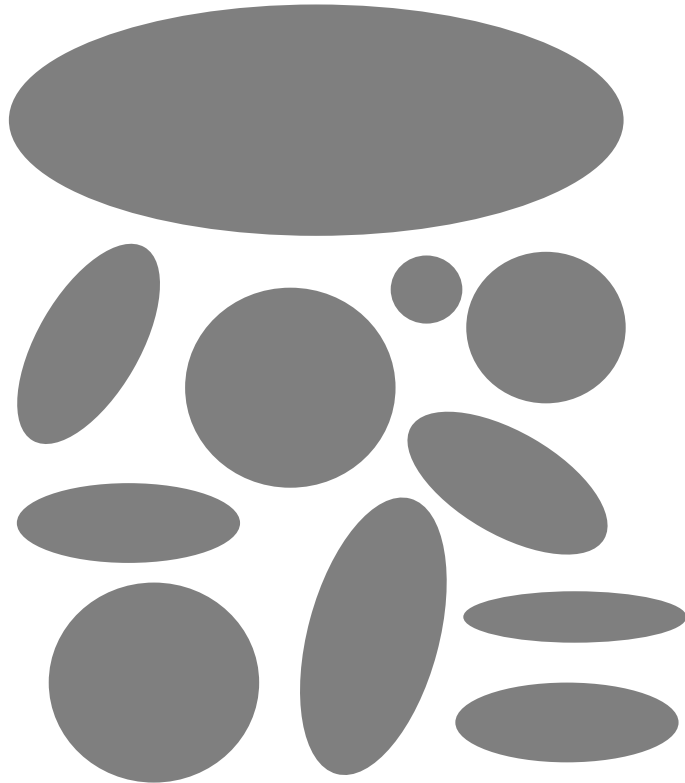
- Enabler
- **Raise awareness**
- Communicated
- Understood
- Accepted
- Signed by the Dean



What's in it for us ?



Create a structure



Identify key roles – assign people

SA - System Administrator
 ITC - IT Contact
 DA - Directory Administrator
 ITR – IT Responsible
 WM - Webmaster
 LM - License Manager
 OU – OU admin
 BM - Backup Manager

Name	SA	ITC	DA	ITR	WM	LM	OU	BM
Name Name	x	x	x	x		x	x	
Name Name			x		x		x	
Name Name	x		x	x	x		x	
Name Name	x	x		x			x	x
Name Name			x					
Name Name			x					
Name Nmae			x					
Name Name		x						



Key points R&M

- Responsibility
 - Provide technical support...
 - Ensure that...
 - Assign and follow up...
- Mandates
 - Decide on matters within the approved budget
 - Ensure that all information is backed up...
 - Deny authority....
 - Coordinate and implement purchasing...



Distribution of tasks - RACI

Name/role	1	2	3	4	5	6	7
Name/HA	A	I	I				
Name/SA	R	R	C				
Name/SA	I	I	A				
Name/SA	C	A	R				
Name/ITR	I	C	I				
Name/ITC	I	C	C				



IT-resources

Area	IT-services
Education	Cambro
Staff planning	BPS
Research	Diva
Collaboration	Box, GApps, SharePoint
Media services	YouTube, Vimeo, Cisco Tandbergssystem
Self-reporting	PASS
Local workplace	standard workplace base software, backup, antivirus,
Etc...	



-> ToDo list

Service	Description	BA, E	S
IT-Support		L	L/C
Backup/ChrashPlan	X servers	L	C
Sharepoint	X servers	L	C
Printers	Printerserver to x printers	L	C
Configuration Manager		L	SCCM
Standard installation	PC	L	C
Local infrastructure	Local area network,	L	L
Etc..			



Security issues related to behavior

- Information security
 - Sensitive personal data may not be sent by e-mail or stored in Box.
- Backup/storage
- Password
- Phishing mail
- Virus



Access control

Device/ Service	User	Access rights	L/C
ChrashPlan/BA, E	Namn Namn	Super admin	L
ChrashPlan/S	Namn Namn	Admin users	C
SharePoint	Namn Namn		L
Webb	Namn Namn		C
HR	Namn Namn		C
Finance	Namn Namn		C

OBS Dean responsible for local solutions!

Questions -> TODO list

Defined and documented rules and accesspolicys

Administrator account storage

Compliance, "orphan accounts"



ToDo

Activity	Results	Responsible
Documentation	Security, reduce dependence on individuals	JD
Risk analysis backup	Awareness level of risk	K Westerlund
Password management	Established routines	BS
Configuration management	Rules and routines	BS

So....

- ACCEPT THE REALITY
- TRUST AND OPENNESS
- DID NOT COME EASY
- Understand and commit to the plan
- Most important areas
- Keep it short
- It's not the plan it's the journey

