

ITS- NEWS Policy

Section 8	ITS Communication	08/01/08	-Effective
<i>Division Level Policy</i>		07/25/08	-Revised
Section 8.1	ITS - NEWS	Info Tech Serv.	-Author

1.1. ITS News Email

1.1.1. Introduction

The ITS Communication Plan includes policies and standard operating procedures that describe a variety of ways ITS Services will share information and elicit feedback from the AC community. ITS – News is a network email account controlled by the ITS Division and used solely to disseminate information and announcements pertaining to the network, training, the AC Website, the administrative system Colleague, the phone system, and other technology news items.

1.1.2.Purpose

The purpose of ITS-News is to centralize communications from the ITS Division to the AC community. Individual staff members in ITS who need to communicate information to the rest of the campuses will go through ITS News rather than sending email from their personal email accounts.

1.1.3.Audience

This policy pertains to the ITS Staff with the AC community as the recipients.

1.1.4.Definitions

ITS- News is a restricted access email account.

1.1.5. ITS – News Policies

1.1.5.1. Content of ITS-News emails

1.1.5.1.1. Messages delivered through ITS-News are those related to technology related issues, incidents, updates, announcements and information to further awareness and learning about ITS services and capabilities.

1.1.5.1.2. Any AC employee may suggest an ITS-News item to ITS staff, Director or CIO that aligns with 8.5.2.1.1 above.

- 1.1.5.1.3. All ITS-News content must be approved by the CIO and/or at least two ITS Directors before composing and after grammatical editing prior to being sent.
- 1.1.5.1.4. A single ITS Director may approve an ITS News item only if the CIO or other ITS Directors are unavailable and the message is of an urgent nature.
- 1.1.5.1.5. Initiators of the ITS-News must work to anticipate and develop appropriate responses to the message and empower the Helpdesk Agent and AskAC personnel (if appropriate) with response information.
- 1.1.5.1.6. If not urgent, final proofreading is the responsibility of the ITS HelpDesk Agent. (Minimal editorial rights are granted to correct spelling, grammar, punctuation, and layout as long as the content of the message is not altered.)
- 1.1.5.2. Sending ITS – News emails
 - 1.1.5.2.1. ITS News items are sent to the AC community or selected groups.
 - 1.1.5.2.2. The ITS Helpdesk Agent is the primary sender of ITS-News items.
 - 1.1.5.2.3. The ITS Executive Secretary is the secondary sender of the ITS-News.
 - 1.1.5.2.4. An ITS Director may send an ITS-News item from the ITS-News account if the ITS Helpdesk Agent and ITS Executive Secretary are unavailable. In these cases, the ITS Director must retain editing assistance.
- 1.1.5.3. Replies to ITS-News
 - 1.1.5.3.1. Replies to ITS-News go to ITS-News mailbox and is automatically forwarded to the ITS HelpDesk Agent and the ITS Executive Secretary.
 - 1.1.5.3.2. The ITS HelpDesk Agent is responsible for forwarding the questions or responses to the appropriate ITS Director with a CC to the CIO. If appropriate, the question or response may go to the CIO rather than a Director. The ITS Executive Secretary will forward the emails to a ITS Director in the absence of the ITS HelpDesk Agent.
 - 1.1.5.3.3. The appropriate ITS Director will compose responses to replies, if needed, with a CC to the CIO and the ITS HelpDesk Agent. These responses may also be sent directly to the person who replied, if appropriate, with a CC to the CIO and ITS HelpDesk Agent.
- 1.1.5.4. Archiving ITS-News
 - 1.1.5.4.1. The ITS HelpDesk Agent is responsible for maintaining an archive of the ITS-News emails and resulting questions and answers.

1.1.5.4.2. The archive will be housed on the ITS branch of the CMS and viewable online.

1.1.6.Guidelines and Standard Operating Procedures (SOP)

1.1.6.1.1. ITS-News items must be succinct, clear, error-free, relevant, helpful, positive, and to the point.

1.1.6.1.2. SOP: Steps To Initiate an ITS News Email

1. Staff or ITS Director composes first draft of the email message.
2. First draft is forwarded to the appropriate ITS Director (direct report) if available; if not forward to another director or CIO.
3. The ITS Director proof reads and checks content accuracy.
4. The email message is forwarded to the CIO for approval.
5. If approved, the email message is sent to the ITS HelpDesk Agent for dissemination.
6. The email and any resulting questions or comments are archived on the ITS branch of the CMS.

1.1.7.Disciplinary Actions

1.1.7.1.1. Violation of this policy may result in disciplinary action which may include a verbal or formal documentation of a reprimand filed in an employee's personnel file.

1.1.8.Supporting Information

See Communication Plan
