I’ll Write a Fix:  
The Overlap of Technology and Policy

Panel Session
Notes from CAMP Directory Workshop
February 3-6, 2004 Tempe Arizona

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The first panel member to speak believes in offering services as well as possible: give e-mail as soon as possible during the admissions process, and in the case the prospect is un-admitted, this e-mail can be turned off just as easily. This notion encompasses the person management strategy known as lifestyle management. In many cases, an individual may become part of the institution before they even show up.

Information is provided from a wide number of sources, and one frequent source may be the student. At the outset, students frequently self-assert their name and information, which carries minimal risk and is unlikely to be misrepresented. As they become more closely affiliated with the university, business processes and documentation of them will gradually cement this and other information in the identity management system. The self-assigned information may never need to be confirmed; you may only care about or be responsible for institutionally-assigned information. The balance between this is struck on the basis of risk assessment.

Make distinctions between the storage of the data and custodians of the data; the technology people generally don't know the legal requirements, may not be as savvy about the proper release of information, and also relishes the power of having control over the physical access. However, one of the panel members has seen the opposite end of the spectrum, where the IT organizations have taken the approach of "sure have some data. It's not our problem." This is equally dangerous.

At one institution, there was an automatically-generated e-mail list for all faculty that was regularly used. The VP for Academic Affairs was upset that he wasn't receiving information sent out to faculty, and requested that academic administrators be added to the list, who aren't provisioned. Ad-hoc groups are very difficult to create in tandem with automatically-generated lists, however. A simple and general fix was added to allow for this provisioning: additional mailing lists named as "originalList-BCC" were created, and the mailing manager would check for the existence of this group. If it exists, it receives the mail as well.

Part-time students may pose a difficult situation for cost-recovery of services, given Chancellor issued a decree saying they must cost-recover every service, which actually proved a big boon because it gives a lot of leverage to the department. There are two primary issues involved in deciding whether to provide these services: risk analysis and
cost recovery. A clever scheme used for sponsored temporary accounts used at one institution is to charge $8.50/ID, monthly. If the ID is used during the month, this charge is required, and is enough to both keep the ID management system running and induce departments to clean up the unused ID's.