

ITSS Procedure Manual

[UNT System | IT Shared Services]

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SECTION 1: Introduction

Section 1 introduces general information on standards, procedures, and guidelines for employees in the department of Information Technology Shared Services (ITSS).

1.1 Preface

This manual is a reference guide containing information and resources on departmental guidelines and procedures for the department of ITSS. It is intended to explain ITSS departmental business practices and the functions or tasks required to follow department procedures. If a conflict exist, the UNT System (UNTS) institutional policies supersede the ITSS departmental procedures. UNTS institutional polices are located at www.untsystem.edu, under the menu labeled **About Us**.

1.1.1 Manual Format

This manual is a dynamic document with continuous edits and updates. The ITSS Director of Business Services approves all additions or revisions, and provides guidance on how to prepare material for inclusion. For additions or revisions to this manual, a team member must hold a conversation with their supervisor for approval to proceed. After the initial discussion, a Lead Manager should present an electronic version of the additions/revisions to their respective Division Director for further consideration. The Division Director will then submit an approved final version to the ITSS Director of Business Services along with the following information:

1. Section number (based on the area in the current reference where the addition belongs)
2. Section listing (based on the area in the section, if applicable)
3. Table of Contents listing
4. Index – word(s) referenced in the index

1.2 ITSS Overview

ITSS operates as a service department of UNTS and provides shared computing resources for instruction, research, and administration.

SECTION 2: Employment Conditions

Section 2 contains information pertaining to office hours and dual employment practices, as well as supervisor checklists for ITSS staff.

2.1 Office & Working Hours

A normal work week is Monday through Friday, between the hours of 8:00 a.m. to 5:00 p.m. ITSS staff classified as regular full-time salaried employees may vary their workday between the hours of 7:00 a.m. to 6:00 p.m., as long as they have approval from their supervisor, and they work a full 40-hours per week, excluding holidays.

Due to the nature of work and the requirements of an IT organization that is responsible for around the clock support, some individuals must work a schedule that occurs outside of the normal work week. Certain teams require employees to work beyond 40 hours when performing system maintenance, or other essential functions deemed necessary by their supervisor. Teams with positions that provide around the clock support may require employees to work on a stand by basis for emergencies, special events, and unique or unusual circumstances.

2.2 ITSS Employees

All employees should become familiar with ITSS departmental policies and procedures immediately after beginning employment.

2.2.1 Policy/Procedure Resources

UNTS Computing Policies - <https://itss.untsystem.edu/divisions/mrs/policies/it-policies>

ITSS website - Policy found in the middle of page at <http://itss.untsystem.edu/>

2.2.2 Supervisor Checklist for Exiting Employees

Immediately:

- Notify IT Business Services at ITBusinessServices@ad.unt.edu with information of all employment changes (e.g., terminations, retirement, etc.)

Several days prior to the employee's last day:

- Ensure that all electronic files stored locally on the employee's workstation are backed up to a shared drive that the manager can access

Prior to the employees last physical day:

- Ensure that the employee returned all ITSS equipment located at their home
- Verify and update inventory data and document the receipt of equipment
- Confirm that ITSS has access to all materials purchased with UNTS funds
- Confirm that employee recorded all time worked in ServiceNow and in EIS

Within two days after the employee's last day:

- Confirm that EIS Security team removed security access
- Verify that Desktop Support team turned off access to all UNTS resources

2.3 Disabilities and Workplace Accommodations

ITSS is committed to setting up employees for success in their work environment. The process of preparing for an accommodation should start as soon as the supervisor becomes aware of the need.

The ideal time to start the process of providing accommodations for a new employee is when the supervisor makes a job offer.

2.3.1 Employee Responsibility

If an employee believes they need an accommodation for a disability defined under the Americans with Disabilities Act (ADA), they should submit to their supervisor a complete accommodation request form. The accommodation request form is titled 'ADA Request for Accommodations in Employment' and it is located at [Accommodation request](#)

2.3.2 Supervisor Responsibility

Upon receipt of an accommodation request, the supervisor should coordinate the reasonable accommodation process with guidance from the ITSS Director of Business Services.

2.4 Dual Employment

Employees may have another job due to personal needs, interests, or development activities, including the development and marketing of intellectual property. However, dual employment, or other interests, must not interfere or conflict with the employee's ITSS position.

ITSS employees may need to work beyond 40 hours to meet critical project deadlines, but when overtime requirements conflict with an employee's supplemental job, it is the responsibility of the employee to discuss the situation with their supervisor.

Information regarding the University System's policy on Dual Employment within the System or with another State agency is outlined in the UNTS Policy Manual - Section 3.702, located at <https://www.untsystem.edu/about-us/policies>

SECTION 3: Leave Administration

Section 3 contains information about attendance standards and time reporting practices. UNTS policies for leave administration are in Chapter 03 of the UNT System Policy page located at <https://www.untsystem.edu/about-us/policies>

3.1 Time Reporting

Employees are expected to report for work according to the work schedule arranged with their supervisor. A Supervisor may consider an unauthorized absence of more than three (3) consecutive working days as job abandonment, which could result in termination. Excessive absenteeism including tardiness, unexcused absences, or failure to give proper notification of absence, is cause for disciplinary action and may result in termination. Absences longer than three consecutive work days always require medical documentation.

3.1.1 Time & Attendance Leave Records

Employees track their time worked on a daily basis through the electronic self-entry timesheet located on the Employee Portal. Employees must also utilize eLeave, on the employee portal, to track absences (e.g., VAC, SCK, COMP, floating holiday, Jury Duty, and ADM Leave).

3.1.2 Attendance, Absences, & Late Arrival

Employees must notify their supervisor immediately with a phone call or email to provide a reason for any unplanned leave (e.g., illness or emergency) and they must keep their supervisor informed daily if the absence continues for more than a day. Employees must also notify their supervisor in advance if they anticipate arriving to work late.

Supervisors are responsible for approving eLeave requests in advance when an employee requires time away from work (e.g., vacation, comp, or other appointments).

3.1.3 Compensatory Accrual and Leave

Employees receive comp time in accordance with UNTS provisions when it becomes necessary for them to work over 40-hours in a normal week. ITSS Supervisors must actively manage the department's time and consider methods that reduce or eliminate comp-time. Employees are not allowed to assign themselves extra work to generate comp-time. Emergencies requiring after hours work are exceptions, however, supervisors need to explicitly approve for an employee to work over their normal schedule only for circumstances that require comp-time (e.g., system upgrades, tasks performed after hours to prevent down time for the system).

Employees accumulate comp-time after working more than 40 hours during a regular work week. For timekeeping purposes, a week is defined as the period beginning at 12:01 a.m. on Sunday and extending through a seven-day period ending at midnight the following Saturday.

Employees track comp-time earned on their timesheet and they submit an eLeave request to use their earned comp-time through eLeave located on the Employee Portal at [Employee portal](#)

Classified, exempt employees earn comp-time at 1.0 times the number of hours over 40 worked in a normal week. UNTS considers comp-time leave as equivalent time off, which the employee forfeits if they do not use it prior to the end of the week following 12 months after earning the comp-time.

Classified, non-exempt employees earn comp-time leave at 1.5 times the number of hours over 40 worked in a normal week. UNTS does not count paid leave or holidays taken as hours worked when determining comp-time. UNTS pays out all comp-time earned at 1.5 at termination.

3.1.4 Holidays

The UNT Board of Regents authorizes a specific holiday schedule each year, and employees may view this schedule from the website located at [Holiday schedule](#).

IT support efforts often require ITSS to take applications off-line while performing maintenance and other tasks. These are sometimes scheduled during holiday periods in order to minimize the impact on the university system. ITSS makes every effort to avoid these instances and will schedule them in advance as much as possible, but occasionally employees may have times where they are required to work on a holiday.

3.1.5 Administration Leave for Fitness Program

ITSS allows administrative leave on a limited basis for full-time regular staff members participating in the University Fitness Program, per section 03.616 of the UNTS policy. An employee must obtain prior approval from their supervisor to participate, and they must record their leave through eLeave using 'UNT Faculty/Staff Fitness Program' as the leave type.

ITSS supervisors are encouraged to work with their staff around participation, but the granting of leave time is arranged at the discretion of the supervisor. To give employees sufficient travel time to the Recreation Center, employees may adjust their workday schedules according to section 2.1 of this manual.

SECTION 4: Employee Relations

Section 4 contains information about employee training and education topics located in section 03.400 of the UNTS policies.

4.1 Performance Reviews

Supervisors review performance plan documents at least annually for their employees, to ensure the plans reflect current, accurate, and complete duties/tasks that identify specific measurable standards. Performance plan documents are essential for employee performance reviews and staff development.

Employees meet with their supervisors annually for a review to discuss the performance plan and assess any progress or changes in the plan. During the review, employees should discuss at least three development goals for the following review period. Supervisors document the discussed goals in the performance planning documents and encourage employees to use the performance plan as a point of reference for job responsibilities and expectations.

Supervisors should review and follow the recordkeeping guidelines specified in the UNTS Policy Manual under section 03.400 of the UNTS policies.

4.2 Grievance

Occasions may arise when an ITSS employee desires to file a formal expression of disagreement, or dissatisfaction with aspects of their job or work environment. ITSS encourages employees to initiate a dialog with their team supervisor to express their concerns before filing an official grievance. Supervisors should listen carefully to the grievance, document any discussions relating to the employee's concern, and then bring the matter to the attention of appropriate ITSS leadership as soon as possible.

The UNTS policy manual details policies and procedures regarding grievances under section 03.1001.

4.3 At-Will Employment

At-will employment means an employment relationship of indefinite duration that may terminate at any time, by either party, without cause or for any reason except one that is unlawful. The UNTS policy manual details the At-will employment regulations, definitions, responsibilities, and policy requirements under section 03.1000.

SECTION 5: Administration Procedures

Section 5 contains information about ITSS administrative topics, such as travel, training, and purchase requests.

5.1 Travel Procedures

UNTS policies for travel are located under section 08.15000 of the UNTS policy manual. Employees may find information regarding travel and purchase procedures at the UNTS Travel Home page located at [Travel page](#)

5.1.1 Travel Requests

Travel rules and requirements change often; please refer to the above travel policy often and send any additional questions to ITBusinessServices@ad.unt.edu. To book airfare, lodging and car rental for university travel, employees may go through concur at Concursolutions.com.

5.1.2 Use of ITSS Vehicles for Travel

Employees wishing to drive one of the ITSS vehicles to conduct official university business, must complete a Driver Request form and obtain their supervisor's signature. The form goes to the Business Services Administrative Coordinator for submission to Risk Management. The employee is free to check out one of the ITSS vehicles after Risk Management approves the request.

To reserve a vehicle, employees contact the Administrative Coordinator to make arrangements and to discuss procedures for refilling gas if it becomes necessary. Vehicles are limited, therefore advanced reservations are advised. When returning the vehicle, drivers are responsible for completing the mileage log kept in the vehicle, and locking the doors, before returning the keys to the

Administrative Coordinator. The Administrative Coordinator submits completed mileage logs to the Facilities' Garage on a monthly basis.

For the large vehicles used in the Datacom area, employees need to complete a specific training course before obtaining approval to drive.

5.2 Training Requests

Employees should discuss training requests for both internal and external events with their supervisor prior to the registration process.

5.2.1 Internal Training

Prior to enrolling in a class, employees should email their supervisor with a request to attend job-related training events held by a UNTS component. Managers are encouraged to accommodate employee requests for professional development training, but to adequately meet team responsibilities, the granting of time for participation is at the discretion of the supervisor.

5.2.2 External Training

For external technical training, employees should search for live webcast or local training whenever possible, and limit their request for training to those that are directly related to their ITSS responsibilities.

Training requests require the following steps:

- Team member provides details of the training event to his/her manager
- Manager evaluates the request; if appropriate, the manager discusses it with Director
- Director follows ITSS request and approval procedures for requesting travel and training with their Executive Director.

When training requires travel, employees and supervisors should review the Travel Procedures and Request section in this procedure manual.

5.3 Purchasing

The Division Director and the ITSS Business Services Director must approve all purchase requests. Under no circumstance should employees make a purchase using their personal credit card and then expect a reimbursement from UNTS. This is not an acceptable practice and ITSS is unable to approve the reimbursement.

5.3.1 Hardware

Employees should make requests for new hardware to their supervisor. Funds are limited and approval depends on the needs of the employee and their responsibilities. Employees can find information

regarding approved Dell computers at [Hardware policy](#).

UNT has special purchase programs with Dell and Apple for employees that would like to purchase a personal computer at a discounted price for their personal use. Information is available at the [UIT Help Desk site](#)

5.3.2 ITSS Licensed Software Request

When the need for licensed software arises, employees should first discuss the request with their supervisor. Before approving, supervisors should consider the request along with any associated fees or licensing requirements with their Director. After obtaining supervisor approval, the employee can submit a ServiceNow ticket requesting that the ITSS Desktop Support Team schedule the installation.

5.3.3 Technical Supplies

Requests for the purchase of technical supplies (e.g., manuals, books, etc.) should relate specifically to the employee's job responsibilities and only after employees have exhausted efforts to locate the resources within the university system.

The Discovery Park Library located at on the first floor in Room M130, has a large collection of IT books with topics that employees may find relevant to their needs. Employees can search the Library catalog electronically and reserve books on their web site (<https://library.unt.edu/>). If the UNT Library does not have the required resources, employees should research other options for obtaining them at the best price available and then make a purchase request to their supervisor with the information.

Supplies (e.g., manuals/books) purchased with ITSS funds are the property of the university department and employees are not able to take them when they leave the employment of ITSS.

5.3.4 Office Equipment

The ITSS Business Services Manager approves all purchases for office equipment (e.g., desk, or lamps).

5.4 University System Property

All resources purchased with institutional funds are the property of the University System.

5.4.1 Appropriate Use of Office Workstations

Employees should become familiar with the [UNTS Information Security policy UNTS policy# 06.1000](#).

Employees of any UNTS component should never duplicate or share copyrighted materials using UNTS computer equipment neither inside nor outside the institutional setting. Illegal file sharing of any kind (e.g., copyrighted music, or movies, etc.) without permission is unallowable. UNTS has protections in

place to block the known transmission of copyrighted files from campus dorms, but similar protections on the rest of the UNTS network is not in place at this time. However, it is very likely that copyright holders are able to detect violators, which may trigger steep fines to offenders.

5.4.2 Movement of ITSS owned Equipment

The ITSS Management and Risk Services Team is responsible for maintaining a master inventory for all ITSS staff equipment identified as University property. The University identifies their property with a decal located directly on the equipment. Should an employee change offices or transfer decal equipment to another team member, they need to send an email of the change to ITCompliance@untsystem.edu, making sure to communicate the specific changes in location and/or owner of the equipment. In addition, the employee should ensure that the changes are noted on the annual inventory report.

5.4.3 Requesting Home-Based Computer or Laptop

An employee that require UNTS equipment (e.g., computer, laptop, etc.) to conduct UNTS business at home will first need approval from their supervisor. Once an employee has approval from their supervisor, they should submit a UPCR form available from the ITSS Administration and Planning team.

Employees must return home-based equipment prior to moving to another university department or terminating employment with the University. If the employees moves to another ITSS division, the head of the division, will evaluate the appropriateness of the employee keeping the home-based equipment.

5.4.4 Phone Usage and Monthly Phone Bills

Employees should not use their office phones lines for personal long distance phone calls. Instead, they should use their personal cell phone, or call collect. Long distance calls are any call that is not local or free of charge to the University, including calls made via Metro lines. If an employee makes a personal long distance call by accident, they will need to speak with the IT Business Director to make arrangements for reimbursement to the university.

5.5 Dress Code and Fragrance Usage Considerations

The ITSS dress code is primarily left to the professional discretion of the employee and their supervisor. The way employees present themselves in public affects the confidence of external customers, therefore employees are encouraged to wear attire that is appropriate, generally business casual, while conducting business outside of their immediate team.

Employees should stay mindful of those that are allergic to chemicals in perfumes and makeup.

5.6 Ethics

ITSS is committed to a culture of integrity and ethical behavior. It is of the highest importance that the people of the State of Texas have complete confidence in the integrity of their public servants.

5.6.1 Confidentiality

ITSS employees may have security access to University systems that store confidential information (e.g., student, employee, financial, or medical information). By law, this information is confidential and it is critical that employees handle this information as confidential, paying careful attention to never allowing unauthorized persons to view or gain access to the information.

Employees may only access or use the confidential information for the purpose of performing their assigned tasks and only for the benefit of the University. Any other use is grounds for disciplinary action under the University's policies.

5.6.2 Receiving Gifts, Services, or Favors

Employees should carefully consider receiving gifts, services, or favors from an outside vendor or technical contact. Low dollar items, such as t-shirts and coffee mugs, received directly from the source or at conferences are permissible. Employees should direct any questions regarding what is permissible to their supervisor.

SECTION 6: Security

Section 6 contains information about security topics, such as building security and access to administrative systems.

6.1 Physical Security

Physical security relates to the building and offices that an ITSS employees occupies.

6.1.1 Discovery Park Regular Business Hours/Gate Hours

Mon-Fri 6:00 am - 10:00 pm

Sat/Sun 6:00 am - 6:00 pm

6.1.2 Building and Department Access

Supervisors are responsible for requesting proper access for their staff. Most ITSS staff members with offices at Discovery Park are authorized for 24-hour access to the facility. The doors to the ITSS area beyond the administration suite are controlled by a key card. Employees swipe the card reader located next to the door with their ID card for entry into the secure areas. Access to the locked building also

requires a card swipe. Keys are issued to employees for doors in the open areas, and (if applicable) employee offices. Employees may also have keys to the various meeting rooms depending on their job responsibilities.

ITSS administrative staff lock the main doors of rooms E200 and E203 every workday at 5:00 p.m., and they should stay locked until the university reopens. When employees work after regular business hours, they should make certain that all doors lock securely behind them. If the doors are found unlocked after regular business hours contact the UNT Police for assistance at (940) 565-3000.

To avoid security incidents, employees should never prop open doors and they should report any incidents to the UNT Police and/or ITSS administrative staff. On rare occasions, employees may prop open doors to deliver equipment into server room. The Assistant Director for ITSS Operations and Infrastructure Services authorizes and manages these instances.

6.1.3 Use of Emergency Exits

There are several emergency stairwell exits located inside the perimeter of suite E200 and E203. These doors have audible alarms and sensors that trigger various alerts sent to Door Systems and to the UNT Police Department. Staff or visitors should never use these exits unless there is a true emergency.

Employees should always keep hallways and exits clear of obstructions to allow free access out of the building. This measure protects staff in the event of an emergency evacuation and helps to prevent accidents and theft of university resources.

6.1.4 Identification

ITSS recommends that all employees carry their UNTS ID badge while they work. UNT Police routinely monitor the Discovery Park areas and they may occasionally ask staff and visitors to provide identification indicating they have permission to access the facility.

6.1.5 Key Control

Employees are responsible for picking up and turning in unused keys to the Facilities Door Systems department located on campus in the Sycamore Hall (Room 006). When keys are ready for pickup, the employee receives an interdepartmental memo with instructions. Direct questions about keys to the ITSS Director of Management and Risk Services.

6.2 Information Security and Access

6.2.1 New Access Request

Supervisors are responsible for working with the appropriate security staff to obtain access in UNTS technical systems for their staff. If employees find they need additional access they should make the request via email to their supervisor with specific details on the system, database, and/or application

needed along with a business justification.

6.2.2 Family Educational Rights and Privacy Act (FERPA)

ITSS requires all employees to take the Family Educational Rights and Privacy Act (FERPA) training. UNT FERPA training is available online at <http://www.unt.edu/ferpa/>. Send security related questions to security@unt.edu.

6.2.3 Information Security

Carefully review the following portions of this manual:

- [Confidentiality](#)
- [FERPA Training](#)

UNTS requires that all staff, faculty, and students thoroughly read the UNT System Information Security Handbook, located on [ITSS Security Web Page](#).

In addition, employees must take the Information Security Awareness training annually, which is located on the HR tab of the Employee Portal. Send security related questions to security@unt.edu.

Every day campuses are bombarded with attempts to break into secure sites, and steal protected information via the internet.

Tips to help employees protect themselves as well as the UNT System:

1. Do not store sensitive information (e.g., credit card or social security numbers (SSN's) of employees or students along with the names of the accountholders on personal or office computers. If that information is stolen, then UNTS must report the breach to the individuals whose information was divulged and more importantly, the theft exposes those affected individuals to potential identity theft.
2. Email is a common way of spreading viruses and worms in an effort to steal information, and using links embedded in an email message is the most common way that thieves inject viruses into computers. Do not click on links embedded in email messages from anyone that you do not know and trust.
3. Casually browsing the web is another common way to accidentally infect computers. Many websites (even legitimate ones) may contain an exploit that can execute the second you load the page. Always keep non-work related browsing to a minimum (and only when approved), particularly if your job includes working with sensitive data.
4. Employees responsible for a web site should not collect sensitive data (e.g., credit card numbers or

SSN's). If an employee's job responsibilities require doing so, have the security team check on the security of the site before starting the collection of data. Employees should obtain both their Network Manager and the ITSS security team's approval before the website goes live. Employees should contact their Network Manager with additional questions.

6.3 ITSS Visitors –Vendors/Consultants

6.3.1 Security Access to Building

Visitors are authorized to use ITSS facilities during Discovery Park business hours if supervised by ITSS staff. Visitors should wait in the reception area until an ITSS staff member arrives to escort them to their intended location.

The ITSS Director of Management and Risk Services, or the Assistant Director for ITSS Business Services, approves other types of request for security clearance.

6.3.2 ITSS Guest Badges

General Use

ITSS provides temporary ID badges for guests to obtain access through a secured area. Guest badges identify visitors and provide clearance through card swipe areas. The ITSS Director of Management and Risk Services, or the ITSS Director of Business Services, approve visitors prior to the issuing of a guest badge. ITSS staff members should request badges for their expected visitors in advance of the visit. Visitors authorized to receive badges are added to the visitor log, maintained by ITSS administrative staff and includes applicable dates, times, or other restrictions applied to the guest badge.

An ITSS staff member must escort any visitor whose name is not on the log.

Obtaining Guest Badges

To obtain a visitor's badge, visitors are asked to complete the visitor log with the following information:

- Name and Department/Company
- Telephone number and Email address
- Reason for Request
- Date/Time
- Signature
- Photo ID (for ID purposes only)

ITSS administrative staff completes the following information on the visitor log:

- Badge Number

- Approved Date/Time Allowance (as approved by director)
- Other Restrictions

Returning Guest Badges

Visitors return their badges on or before the date/time noted in visitor log. The ITSS administrative staff contacts guests for unreturned badges, then deactivate missing badges and notifies the Director of Management and Risk Services, or the Assistant Director for IT Business Services, when a guest does not return their badge. Guest with deactivated badges are unable to have a replacement badge until after the return of their original badge.

6.3.3 Parking

Employees should direct visitors to check in at the Discovery Park entry gate for a visitor parking permit. The Parking Security personnel at the gate will direct visitors to the visitor parking area.

6.4 ITSS Training Room

ITSS has a training room equipped with 14 student workstations, an instructor workstation, network connectivity, and an overhead projector. When needed, the room is set up to accommodate mobility devices, such as motorized wheelchairs.

Campus Technology Support Services (CTSS) manages the use of the ITSS training room. Employees may view the training room calendar in Outlook as a room resource labeled 'ITSS Training Room'. To reserve the room, send an email to CTSS at ctss@untsystem.edu and include the name of the event, instructor, date/time(s), and applications or connectivity required for the training.

The Desktop Support Team requires a week to approve and install any desktop computers or applications needed for teaching that are not part of the standard ITSS developer image.

ITSS Guest Badges – Training Room

ITSS provides computer training and other types of classroom instruction in the ITSS training room located in E264. Students may pick up their visitor badges on the day of training at the ITSS front desk.

To obtain a visitors badge, visitors should supply the following information in the log maintained at the front desk.

- Name and Department or Company
- Telephone and Email
- Date/Time

The training instructor is responsible for ensuring that students return their visitor badge to the ITSS Administration & Planning area at the front desk.

6.4.1 On Call Procedures

ITSS team leaders are responsible for ensuring team members are aware of the on call procedures for their team. On call procedures may vary according to team responsibilities or special projects. Team Leaders should inform the ITSS Computer Operations Team and the UIT Help Desk as soon as possible if a team's on-call procedures change.

6.4.2 Maintenance of On-call Phone List

The ITSS Computer Operations Team maintains an on-call phone list. The accuracy of this list is particularly important in the event of an unplanned system outage. Notify the Computer Operations team manager when information contained in the list changes (e.g., employment or telephone changes).