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Georgia State University Alumni-Development Database (Raiser's Edge) Protection and Use Procedure

Procedures Approved by: Vice President for Development

Date Approved: 1/26/2009

Effective date of procedures: 1/26/2009

Policy Statement Summary:

The alumni-development database is a critical resource and plays an integral part in the fulfillment of the university's development and alumni relations objectives. This procedure provides for the appropriate, ethical and legal access, use and protection of the database. The database is organized, managed and accessed by The Raiser's Edge software application.

This procedure is issued under authority granted to the vice president for development by the University Fund-Raising Policy. The procedure relies on concepts and terminology contained in the University System of Georgia business procedures manual section 12, "Protection and Security of Records" and the University Information Systems Use Policies.

Procedure

I. Data management structure. Assignments to positions in the alumni-development database data management structure are designated below. The roles and responsibilities of the positions are defined in System Business Procedures Manual Section 12.2 and the University Information Protection and Access Policy.

Data owner: Georgia State University and Georgia State University Foundation, Inc.

Data trustee: vice president for development of the university/president of the foundation

Data steward: assistant vice president for development (finance and administration)/chief financial officer of the foundation

Data manager: director, development information services

44 Data users: Class 1 – Advancement users (employees associated with
 45 the Development Division/Georgia State University
 46 Foundation, the Office of Alumni Relations/Georgia State
 47 University Alumni Association and the Department of
 48 University Relations as designated by the data steward)
 49
 50 Class 2 – Other university employees as granted by the
 51 data steward
 52

53 II. Data classification. The database contains confidential, sensitive and
 54 unrestricted data as defined and described in System Business Procedures
 55 Manual Section 12.3 and the University Information Protection and Access Policy.
 56

57 III. Security groups. Each data user is assigned to a security group. Security
 58 groups are defined by data classifications and the type of access granted (view
 59 versus edit, for example) and data retrieval modes.
 60

61 A. Class 1 data users. The data steward shall annually assign
 62 advancement users to security groups based on job titles. A class 1 data
 63 user will be granted access to the database upon execution and
 64 acceptance of a confidentiality form and undergoing appropriate training.
 65 Advancement employees not assigned access as class 1 data users may
 66 apply as class 2 data users.
 67

68 B. Class 2 data users. Other university employees may be granted access
 69 to the database upon completion of an access request form and the
 70 approval of the data steward. Log in information will be given to the
 71 employee granted access by the data manager or designee when
 72 appropriate training is complete and a confidentiality form has been
 73 executed and accepted. Class 2 data users are typically granted access
 74 limited to unrestricted and selected sensitive data, view only access and
 75 single record retrieval.
 76

77 IV. Training and assistance. The Development Information Services staff will
 78 train users according to the security groups to which they are assigned. Users
 79 may direct requests for assistance in the use of The Raiser's Edge to the
 80 university Help Desk.
 81

82 V. Upgrade. Data users may request upgraded access. The request shall be
 83 authorized by an appropriate administrator (dean, vice president, athletics
 84 director, assistant/associate vice president for development, director, alumni
 85 relations, or assistant vice president for university relations). Requests shall be
 86 directed to the data manager and shall be subject to the approval of the data
 87 steward. The data manager may issue forms for upgrade requests.

88

89 VI. Requests from non-university entities. Access shall not be provided to
90 non-university entities for non-university related projects. Data may be made
91 available to an outside vendor entering into an arrangement with a campus
92 entity. Such relationships must be documented and include language
93 acknowledging the confidential nature of the data and stating the information
94 being provided will not be duplicated, sold, or used for any purpose other than
95 that for which it was intended. Such arrangements are subject to approval by
96 the data trustee.

97

98 VII. Forms.

99

- 100 • Alumni-Development Database (Raiser's Edge) Access Request Form (For use
101 by non-advancement employees)
- 102
- 103 • Access and Confidentiality Statement For Alumni-Development Database
104 (Raiser's Edge)
- 105

106

107 VIII. Links.

108

- 109 • University System of Georgia Business Procedures Manual, 12.0 – Security
110 and Protection of Records
111 (http://www.usg.edu/fiscal_affairs/bpm_acct/bpm-sect12.pdf)
- 112
- 113 • Georgia State University Information Systems Use Policies
114 (<http://www.gsu.edu/ist/infosysuse.html>)
- 115
- 116 • Georgia State University Foundation online policies and procedures manual.
117 This policy is cross listed as 13.01b.

118

119 IX. Help.

120

121 Director, development information systems and data manager for the
122 alumni-development database (Raiser's Edge).

123

124 X. Annual review. This procedure will be reviewed annually by the data
125 steward and the data manager in consultation with other advancement staff and
126 recommend changes, if any, to the data trustee.

GEORGIA STATE UNIVERSITY
Development Division

Access and Confidentiality Statement
For Alumni-Development Database
(Raiser's Edge)

Name: _____ Position title: _____

Name of university unit: _____

As a Georgia State University employee granted access to the alumni-development database (Raiser's Edge), I understand access is a privilege granted with the expectation that institutional data will be treated in a confidential and professional manner. By signing this statement, I agree to abide by the following rules. I understand that failure to follow these rules could result in the revocation of my user ID, access privileges and other sanctions as appropriate.

1. Data users shall follow policies and procedures of the University System of Georgia and Georgia State University when working with institutional data. Data users shall be responsible for ascertaining that the use of institutional data complies with system and university policies
2. Institutional data shall be used only as required to conduct university business.
3. Institutional data may not be disclosed to any third party or for any purpose other than university related business.
4. Each data user shall implement adequate physical security procedures to guard against unauthorized access to institutional data. Access codes, passwords, sign-on procedures, etc. shall not be divulged to any other party, and their secrecy shall be closely guarded.
5. Data users shall not impede, interfere with, impair or otherwise cause harm to other users' legitimate use of information systems.
6. Data users shall not institutional data in such a way that violates local, state or federal laws, including copyright laws. Data users shall not use institutional data in such a way that violates the university's contractual obligations, including limitations defined in software or other licensing agreements.
7. Data users shall not use information systems to transmit communications that are fraudulent, defamatory, harassing, obscene, threatening, that unlawfully discriminate or that are prohibited by law.

Signature

Date



Alumni-Development Database (Raiser's Edge) Access Request Form

(For use by non-advancement employees)

| IV. Data User Information | |
|---------------------------|--------------------|
| GSU Campus Id: | Contact Person: |
| Name of User: | Contact E-mail: |
| Title: | Contact Telephone: |
| Department\College: | Date of Request: |

V.

VI. Requested Action

- Grant access to a new data user
- Modify an existing data user's security group
- Inactivate a data user (*listed above*)

Mail or fax form to: GSU Foundation, Inc., Attn: Raiser's Edge Data Manager,
P.O. Box 3963, Atlanta, GA 30302-3963
Phone (404) 413-3444, Fax (404) 413-3441

For requests of new or modified access, please indicate the kind of data for which are

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Please explain why you this data for your job

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Approvals

| | | | |
|-----------------------------|------|----------------------------------|------|
| Signature of requester | | Date | |
| Signature of chair\director | Date | Signature of dean\vice president | Date |
| Signature of data manager | Date | Signature of data steward | Date |

For Data Manager Use Only

| | | |
|--|-------------------------|--|
| Date signed confidentiality agreement received | Date training completed | Date user name and temporary password issued |
|--|-------------------------|--|