Paradise Valley Community College

Data Storage Standards & Procedures

Purpose

The purpose of this document is to define the types of data (Office files, pictures, etc.) that may be stored on Paradise Valley Community College's (PVCC) file servers, and procedures for allocating and increasing storage space.

Access to Online Storage

Every employee is issued a Maricopa ID (MEID) and is given a home directory (folder) on PVCC's file servers. The home directory name is the employee's MEID. Only the employee has full read/write/delete access to his/her home directory. Wherever an employee logs into any computer on PVCC's campus with his/her MEID, the home directory will appear on the computer's desktop. This allows access to all files anywhere on campus. When an employee is given a new computer, the only information that will be migrated from the old computer to the new is the employee's Home Folder. It is very important that all employee work created be stored in Home Folder.

Work group (department) file shares may be created to facilitate the exchange of information. Only individuals identified by the department's manager will have access to a work group share. The access may be read only, or the manager can designate who has write and/or delete privileges.

Specific courses may have student directories (folders) created to allow for group work or to fulfill requirements for specific software that students use in class. Only individuals enrolled in the course, along with the faculty member of record for that course, will have access. Students will have the ability, within their class folder, to read/write and delete files. This includes the ability to delete the files of their classmates, therefore, it is incumbent upon the instructor to emphasize the use of caution before deleting. Allocation is done on a case-by-case basis. There is not unlimited space for storage for class purposes.

Storing Data

Storing files on the server is the best way for employees to be able to know their files will be backed up and are recoverable if accidently deleted.

The only information, or files, that can be stored are items related to Maricopa Community Colleges' business. Maricopa's Technology Resource Standards outline acceptable uses of resources. An employee may not store personal pictures, music or any other non-work related files or information.

It is important that no student or employee Personal Identifiable Information (PII) is stored in home directories or group shares. PII may be defined as information that is unique to one individual that could lead to complete identification of the individual. Items such as SSN or full contact information for an employee or student should not be stored on the file server.

Requesting Additional Storage Space

Employees are notified when their home directory is getting full. To request additional space, the employee needs to submit a helpdesk ticket in order for the request to be processed through the proper IT support channels. Requests are generally completed 24 to 48 hours after the request is received.