

FootPrints

Usage principles and guidelines

Appropriate functional use

Appropriate and expected uses include recording and tracking information technology (IT) support contacts and requests, customer service requests (which follow the data principles in item 3), and ITIL-related processes such as change management and problem management.

Inappropriate uses include project management, student and employee recruitment, management of activities outside the IU community, or tracking contacts for promotional activities. External entities (non-IU) and student organizations are not eligible for Workspaces or accounts.

Rationale: Effective and appropriate use should be facilitated. Inappropriate use consumes development and system resources and may negatively impact the system as a whole. Uses outside of the fundamental service desk architecture do not transition to a new system and impede migration.

Appropriate data

Sensitive information such as SSN, passwords, credit card numbers, and HIPAA-protected information, etc. must not be stored in a FootPrints issue (ticket). See <http://kb.iu.edu/data/augs.html> for helpful information concerning sensitive data. It is understood that FERPA information may be stored and shared internally for business purposes.

Customers and agents are not technically prevented from entering sensitive information in freeform fields. If such information is included in a ticket via email, web form, or text entry it must be removed. Procedures for handling the removal of sensitive information are included in the Footprints Help and Resources materials available to agents and workspace administrators.

Rationale: The service desk application environment is intended to share information among support and service units. Ticket visibility is not restricted uniformly to ensure only authorized individuals can view appropriate information.

Data retention and archiving

System administrators may implement an annual or other timely purge schedule if optimal system performance and reasonable data storage requirements indicate a need.

Data required by law, regulation, business practices, or university policy to be retained long term is not appropriate for this environment as this is not an archival system. There may be opportunities to archive certain parts of ticket data into a data warehouse environment or to export certain elements from the system. Be aware that attachment files may not be exportable.

Transition to a new system, such as occurred from Falcon to FootPrints in 2009, or future transitions from FootPrints to another system, can create incompatible data elements. Because this is not intended to be an archival system, data may not necessarily be migrated to a new system.

Rationale: The service desk application environment is architected to facilitate service requests and workflow rather than long-term storage of documents and data.

Ticket sharing and visibility

Issues (tickets) may be visible to agents in workspaces (assignment groups) outside of the originating workspace.

Mechanisms to facilitate sharing of issue information have been developed in FootPrints. The Global Cross Workspace Search utility enables agents in FootPrints to search for issues in other workspaces which may be relevant to the support of their customers.

Rationale: Sharing support information provides more effective and efficient customer service.

Inactive accounts and workspaces

Workspace managers are responsible for providing accurate agent information and timely updates when agents leave the unit and should be removed from a workspace. Agents who have not logged into the application in six months may be disabled and/or removed from the application.

Workspaces which are unused for six months will be removed.

Rationale: Inactive resources become a risk for inappropriate access and misdirection of ticket assignment and escalation.