Information Technology Services, Communication Plan

Introduction
Information Technology Services uses email, the web and other forms of electronic communication, within established guidelines, to facilitate the efficient and effective presentation and delivery of information.

Purpose
This document defines the methods ITS will use to communicate with the University Community regarding changes to the computing and networking environment, potential risks to users computing experience or data and service outages, both planned and un-planned.

Audience
Faculty, Staff and Students of UMSL that use ITS managed computing resources.

Definitions
University Community – all members, of the following groups: faculty, staff and any other employees, students, emeriti faculty, alumni, donors and prospective students.
Exchange E-mail lists:
- UMSL-WIDE – All UMSL Faculty, Staff and Students (includes faculty and staff from other UM campuses who perform their jobs on the UMSL campus)
- ITSNotify – All UMSL Faculty and Staff (includes faculty and staff from other UM campuses who perform their jobs on the UMSL campus)
- UMSL, TecProfessor – Faculty scheduled to teach in Technology Enhanced Classrooms, Iterations – Quarterly ITS newsletter

Blog - a type of website or part of a website usually maintained by an individual with regular entries of commentary, descriptions of events

Types and Method of Communications

1) Communications providing general information to the University Community
   - ITS will utilize the ITS website www.umsl.edu/technology and Iterations newsletter

2) Notifications of planned and un-planned service outages
   - Notification will be done via E-mail using the status.umsl.edu mailing list for users who have not opted out of these notifications
   - All service outages will be posted on status.umsl.edu and can be viewed on the ITS website

3) Security threat information and potential risk advisories
   - Information will be posted on the Information Security Officer’s blog website
   - Exchange E-mail lists UMSL-WIDE and ITSNotify will be utilized for threats that are considered to be of clear and present danger to the campus computing environment (example: phishing attack or virus that could compromise security of user information) that is reasonably actionable.

4) Event and Training announcements
- ITS will utilize the UMSL Events email notifications distributed by The Office of Creative Services and posted on the campus calendar https://apps.umsl.edu/webapps/weboffice/calendar/calendar.cfm

5) Communications regarding changes to the computing environment
- ITS will utilize the ITS website www.umsl.edu/technology and Iterations newsletter

6) Notices regarding MyGateway/Canvas upgrades and updates as well as student mail notices may be posted on MyGateway/Canvas

**Notes**

1) All E-mail communications from ITS will be signed by a member of ITS

**Additional information**

ITS Internal Communications - ITS regularly communicates internally in a variety of ways such as:
- Bi-Weekly Executive Meetings – CIO, Directors, and Strategic Planning Staff Members
- Weekly Leads Meeting – Directors, Supervisors or Team Leads for each group in ITS
- Change Management Team Meetings – Staff members assigned to Change Management meet and changes are posted on ITS intranet
- Weekly Group Meetings
- As requested ITS Staff meetings – All ITS staff
- ITS email list

**Original Issue Date**
December 6, 2010 (DRAFT)

**Revision Date**
March 4, 2011
July 19, 2017