



SHAREPOINT GOVERNANCE STANDARDS

PURPOSE

The purpose of this document is to support and outline in detail the requirements of the “End User Logical Access Policy” and the “IT Acceptable Use Policy” as they relate to Brock University’s SharePoint Online environment. These requirements are mandatory and must be adhered to by all users of Brock’s SharePoint Online environment.

If any provision of this Standard is found to be inconsistent with the provisions of a collective agreement, the collective agreement will prevail, unless the Standard provision is required by law, in which case the Standard provision will prevail.

This document is separated into End-User and Administrative sections.

Related Policies and Standards

- End User Logical Access Policy
- End User Logical Access Standards
- IT Acceptable Use Policy
- SharePoint Acceptable Use Standards
- Brock University Accessibility (AODA) Policy

END-USER

Site Requests

All new SharePoint site requests must be submitted using the Brock site request and provisioning tool. The site request and provisioning tool:

- Collects information about the request
- Provides site template options
- Communicates governance expectations
- Communicates site limitations
- Communicates site training and support options

- Provisions the new site or initiates approval process and/or custom build request with the Build Team as required

The site request and provisioning tool aims to balance self-service site provisioning with the requirements set out in this SharePoint Governance Standards and related University policies and standards (see section “Related Policies and Standards”).

Site Owner Responsibilities

Site owners are responsible for:

- Content that is published to the site
- Providing functional end-user site support
- Escalation of site issues to Level 1 support via the Help Desk
- Performing or initiating site access changes (including site user additions, removals or modifications to site access) in accordance with Site Management standards (see section “Site Management”)

Item and Site Recovery Options

The following item and site recovery options are available:

Deleted items (documents, lists etc.) can be restored for up to 93 days before permanent deletion. Item recovery should be requested by the end user to the site owner.

Deleted sub-sites can be restored for up to 93 days before permanent deletion. Sub-site recovery should be requested by the end user to the site owner.

Deleted site collections can be restored up to 30 days before permanent deletion. Site recoveries must be requested by the site owner to Level 3 Support using the Help Desk.

User Training

The following training options are available to end-users:

End User training will be available through job aids and workshops.

Site Owner training will be available through job aids and by request to the SharePoint Trainer via the Help Desk.

Custom training is limited to custom site builds.

Support Model

The following support options are available to end-users:

Level 1 - Help Desk will provide initial contact support for all SharePoint issues. Support is limited to basic troubleshooting and issue data collection using judgement / experience, Help Desk knowledge base articles and SharePoint Level 1 support job aids. Unresolved support issues are escalated to Level 2 support.

Level 2 - Desktop Services will provide in-depth support for all escalated SharePoint issues from Level 1. Support includes:

- Client user account, Office 365 user licensing, end-user device, web browser etc. investigation and remediation
- Site issue and error investigation and remediation

Level 2 support will not include site and security change requests.

Unresolved support issues are escalated to Level 3 support or Office 365 / SharePoint Online support as deemed appropriate using judgement / experience.

Level 3 - SharePoint Team will provide advanced support for all escalated SharePoint issues from Level 2. Support includes:

- User access and role based security setup investigation and remediation
- Site design investigation and remediation

Unresolved support issues are escalated to Office 365 / SharePoint Online support as required.

Note: SharePoint support will not include site and security change requests unless for a "Custom" site solution.

ADMINISTRATIVE

Role and Responsibilities

Roles and responsibilities are defined to provide authority and overall direction of SharePoint planning and support. Group memberships should be reviewed annually by the Executive Sponsor.

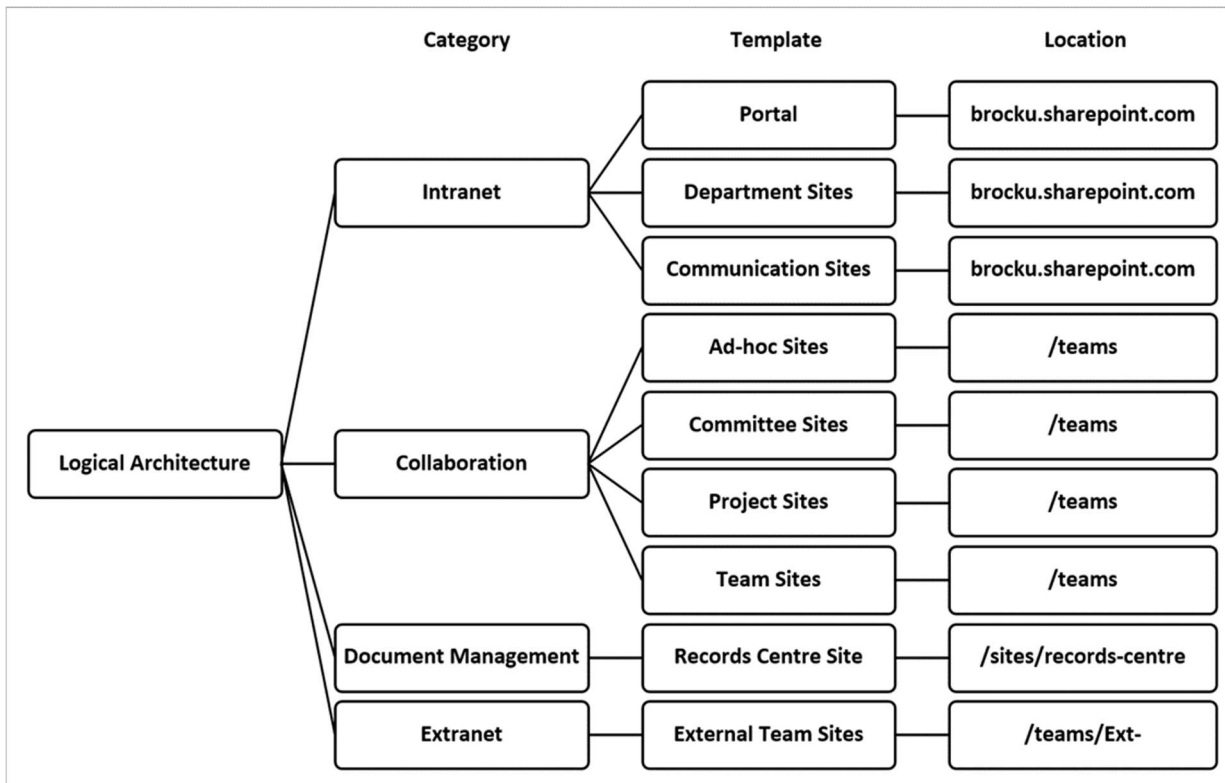
| Role | Description | Accountable |
|-----------------------------|---|---|
| Executive Sponsor | <ul style="list-style-type: none"> • Determines strategic positioning of the SharePoint platform • Acts as the SharePoint "champion" • Communicates the business value of the solution to the University community | Associate Vice-President, Information Technology Services |
| Governance Committee | <ul style="list-style-type: none"> • Assesses and approves recommendations on vision for future use of Brock's SharePoint environment as submitted by the Working Group • Evaluates and approves objectives • Approves requests • Resolves conflicts and sets priorities • Promotes the needs of departments and units | IT Steering Committee |
| Working Group | <ul style="list-style-type: none"> • Makes recommendations on vision for future use of Brock's SharePoint environment and establishes a high-level plan accordingly • Makes recommendations on objectives • Coordinates the needs of departments and units | Office 365 Working Group |
| Program Manager | <ul style="list-style-type: none"> • Implements the technical direction and prioritization for SharePoint solutions • Supervises Build and Level 3 Support teams • Coordinates with Level 1 and 2 Support teams • Works closely with the Working Group • Promotes the use of SharePoint at the University | SharePoint Architect |

| Role | Description | Accountable |
|-----------------------------|--|------------------|
| Build Team | <ul style="list-style-type: none"> Ensures enforcement of SharePoint Governance Standards and related policies and standards through site and solution design Develops standardized site templates Develops site provisioning solutions Develops custom site solutions | SharePoint Team |
| Level 3 Support Team | <ul style="list-style-type: none"> Provides administrative support and maintenance for the SharePoint environments Ensures enforcement of SharePoint Governance Standards and related University policies and standards through monitoring and review Manages routine maintenance tasks (e.g., usage monitoring and analysis) Remediates support and change requests as required | SharePoint Team |
| Level 2 Support Team | <ul style="list-style-type: none"> Remediates support and change requests as is possible Escalates support and change requests to Level 3 Support Team when required | Desktop Services |
| Level 1 Support Team | <ul style="list-style-type: none"> Provides initial operational support Routes support and change request to Level 2 Support Team | Help Desk |
| Trainer | <ul style="list-style-type: none"> Provides site owner and end user training Creates and maintains training materials | Desktop Services |

Logical Architecture The logical architecture outlines the categories, templates and locations of Brock’s SharePoint environment to ensure consistency through a shared rule set, configuration policies and settings. This includes site definition and retention and deletion configuration policies that inform how sites are to be deployed and managed.

The following site templates are available to users as a choice through the Brock site request and provisioning tool. Each caters to a specific business scenario described below.

Additional templates may be added with the approval of the SharePoint Architect.



Site Management

Site management configuration policies are established to identify security requirements and list available support and training options. Sites may be configured as:

Controlled:

- Site access must be performed through role based access using Brock’s Identity Management System
- Monitoring controls may be used to ensure compliance with SharePoint Governance Standards and related University policies and standards (see section “Related Policies and Standards”)
- Level 1-3 SharePoint support is available
- Site Owner training is available
- Site use and management training materials are available

Uncontrolled:

- Site access is managed by the site owner
- Best effort Level 1-2 SharePoint support is available
- Site use and management training materials are available

Site Retention and Deletion

Site retention configuration policies are associated with each type of template, and conform to the following rules:

Permanent: Sites will not be deleted.

End of Life Read-Only: Specially targeted to Communication Sites and Project Sites, sites will be made read-only once the project is completed.

6 Month Lockdown - 1 Year Delete:

- Sites will be automatically locked down after 6 months of inactivity.
- Site owners will be notified of site lock down event after 6 months of inactivity. Site re-activation instructions will be included in the notification.
- Site owners will be notified of impending site deletion after 10 months of inactivity.
- Site owners will be notified of impending site deletion after 11 months of inactivity.
- Site owners will be notified of site deletion.

1 Year Lockdown - 2 Year Delete:

- Sites will be automatically locked down after 1 year of inactivity.
- Site owners will be notified of site lock down event after 12 months of inactivity. Site re-activation instructions will be included in the notification.
- Site owners will be notified of impending site deletion after 22 months of inactivity.
- Site owners will be notified of impending site deletion after 23 months of inactivity.
- Site owners will be notified of site deletion.

Site Templates

The following site templates are available for site provisioning:

| Site template | Storage Quota | Retention | Management policy | Sharing | Available to |
|----------------|------------------------------------|----------------------------------|-------------------|-----------------------------|-------------------------|
| Department | 1TB | Permanent | Controlled | None | Faculty, Staff |
| Communication | 1TB | End of Life Read-Only | Controlled | None | Faculty, Staff |
| Ad-hoc | 5GB increments * | 6 Month Lockdown - 1 Year Delete | Uncontrolled | Internal sharing | Faculty, Staff, Student |
| Committee | 1TB in 5GB increments * | Permanent | Controlled | No sharing | Faculty, Staff |
| Project | 1TB in 5GB increments * | End of Life Read-Only | Uncontrolled | Internal sharing | Faculty, Staff |
| Team | 1TB in 5GB increments * | 1 Year Lockdown - 2 Year Delete | Controlled | No sharing | Faculty, Staff |
| Records Centre | 1TB starting in 25 GB increments * | Permanent | Controlled | No sharing | Faculty, Staff |
| External Team | 1TB starting in 5 GB increments * | 1 Year Lockdown - 2 Year Delete | Uncontrolled | External authorized sharing | Faculty, Staff |

* Storage Quotas are automatically monitored. At 85% full, the Site Collection Owner is notified. The Site Collection Owner may increase the storage quota in 5GB increments up to 1TB.

Site Naming Conventions

The following site naming conventions will be used when provisioning sites:

| Template Type | URL Naming Convention |
|----------------------------|---|
| Department | Faculty or Service Department name; no spaces; dashes in place of spaces e.g., “Faculty-Applied-Health-Sciences”, “Human-Resources” |
| Communication | Campaign or Project name; no spaces; dashes in place of spaces e.g., “Project-Mosaic”, “United-Way” |
| Ad-hoc | User requested; no profanity; no spaces; dashes in place of spaces e.g., “BIOL1P90-Study-Group”, “2017-Varsity-Team” |
| Course | Academic year, session, “dash”, course name, course number, duration code, section code e.g., “2017FW-BIOL1P90D1S1”, “2017FW-PSYC1F90D1S1” |
| Committee | Committee name; no spaces; dashes in place of spaces e.g., “Board-of-Trustees”, “Senate” |
| Project | “Project”, project name or number; no spaces; dashes in place of spaces e.g., “Project-Mosaic”, “Project-123” |
| Team | Department name; no spaces; dashes in place of spaces e.g., “Faculty-Applied-Health-Sciences”, “Human-Resources” |
| Records Centre | Department name; no spaces; dashes in place of spaces e.g., “Faculty-Applied-Health-Sciences”, “Human-Resources” |
| External Team Sites | “Ext-”, initiative name; no spaces; dashes in place of spaces e.g., “Ext-Summer-Games”, “Ext-RFP-Submissions” |