Electronic Records Access Requests

Purpose
If a department or campus entity, henceforth the *requestor*, needs to obtain an account holder's electronic records (including mailbox, files on a University owned personal computer(s) or from individual named file shares) for business needs and the individual is not available to grant the request themselves. The requestor must follow the Electronic Records Access Request process to obtain proper authorization to obtain these records. Access directly into the resource will not be provided due to numerous legal and privacy reasons. As such, the requestor must identify either the records or provide keywords to do searches. Please note that depending on the circumstances surrounding the contents of the record, the requestor may not receive all matching records.

Fees
There are normally no fees associated with this service. However, depending on the circumstances, S&T IT Information Security reserves the right to charge for some or all of this service.

Electronic Records Access Authorization Process

Requestor completes Access Request form
The requestor obtains copy of University held Electronic Resources Authorization Request Form from IT and completes until the Required Signatures section. Requestor must then route the request through the appropriate offices as indicated on the form, depending on the type of account as indicated.

Once all signatures have been obtained, it is then delivered to the Chief Information Officer (CIO)

CIO Office
The CIO office receives the Electronic Request form and confirms all areas have been completed appropriately and signs the form. The CIO office sends the completed form to IT Information Security.

Legal Checks (non-student)
Once receiving the Electronic Access Request form, IT Information Security will sign and date receiving and ensure the form is complete and the following legal checks are performed:

> **Non-student**
> IT Information Security will determine the business unit of the account holder where the electronic records reside and will contact Human Resources to check for a pending grievance for the account holder.
>
> A check with UM Legal will also be made to ensure that there are no current litigations that would prevent release of the records.
>
> **Student**
> IT Information Security will contact the office of Student Affairs to check to see if there are any legal reasons to not release the records.

Results of these checks are recorded on the Electronic Records Request form. If any of these checks reveal that some or all the requested data may interfere with any known pending legal reasons, IT

Information Security will work with the appropriate personnel to reach either a solution or suspend or revoke the request until such time as can be completed.

Time Sensitive Situations

In the case of time sensitive searches, the Information Security Officer should be contacted as soon as possible to expedite the Legal Checks.

Records Provided

IT Information Security receives completed forms and facilitates the search and provides copies of the records.

Record Keeping

IT Information Security office records and files Electronic Records Access Request for record keeping purposes. Request is recorded with limited information on tracking system and filed in the IT Information Security Officer's office.

Keyword Searches

We do not release the entire contents of an account, but perform keyword searches for the data and return the matches. If subsequent keywords searches are needed, then a new request form must be filled out in its entirety.

Account Holder Notification

When allowed, the account holder(s) will be notified of the electronic records request as soon as practical. Depending on the type of access request, full details of the request may or may not be fully revealed to the Account Holder.

Definitions

Account holder: Employee, faculty, student, volunteer, courtesy appointment

Electronic Record: A file, document, data, image or anything similar held in an electronic format as in mail, in network storage, etc.