TEXAS A&M DIVISION of INFORMATION TECHNOLOGY

TEXAS A&M LASERFICHE SHARED SERVICE

SERVICE GUIDELINES

Contents

General Policies

The Division of IT standard policies should be mentioned:

- Every department is asked to select one member of its staff to serve as their liaison with the Division of IT personnel assigned to their project. The key responsibility of this person is to ensure all tasks assigned to the Division of IT personnel are properly defined and relative priorities of multiple tasks are clearly established.

- More detailed the Division of IT business guidelines are located at (https://u.tamu.edu/business_guidelines).

Contract Specifications

The Division of IT will provide the following services:

1. Basic Setup. The Division of IT's initial setup will allow the subscriber to maintain an "electronic document management system" and a "repository or library" of documents. Other services that the subscriber may desire will be negotiated separately and addressed as an addendum to this document.
2. Laserfiche Fundamentals Training. Training is provided, free of charge, through Employee and Organizational Development. Non-university employees may enroll for a fee per person, or contract with the Division of IT or an outside vendor for training. The Division of IT will be pleased to provide, at the subscriber's request and expense, additional training, if desired.
3. Administrator Training. The Administrator Training is designed for the local Laserfiche administrators at the department or unit level. Objectives for this training include: managing subscriber licenses with the Division of IT Laserfiche Interface, managing security and subscriber access with the repository via the Laserfiche Administration Console, and introducing Texas A&M University best practices, including the common folder structure. This training is provided free of charge at Texas A&M's College Station campus to the designated local administrators and is scheduled frequently during the year. To make arrangements, contact the Division of IT's Laserfiche Program Manager. Additional sessions can be scheduled by special arrangement by contract with the Division of IT.
4. Advanced Training. For continued training opportunities, the Division of IT provides short training videos on hundreds of Laserfiche techniques. Follow the "Read More" link in the 'Training" section at the university's Laserfiche website (http://laserfiche.tamu.edu) and use the NetID login to access the videos. Access is provided free of charge for named subscribers of the Laserfiche Shared Service.
5. System Support. The Division of IT will notify the subscriber in advance of any planned system downtime. The Division of IT's goal is to begin corrective action for unscheduled system outages occurring during normal working hours (8:00 a.m. to 5:00 p.m., Monday through Friday, excluding university holidays) within 30 minutes of notification, and to begin corrective action for unscheduled system outages occurring outside normal working hours within two hours of notification.

The subscriber has the following responsibilities:

1. Project management. The subscriber will be responsible for appointing a project manager for managing the document management system internally for the subscriber.
2. Security. The subscriber will identify users who are authorized to access the system and, if applicable, their level of access (e.g., user, administrator, etc.). The subscriber also will be responsible for defining and controlling user access in Laserfiche.
3. Records management. The subscriber will be responsible for setting and enforcing records retention criteria in accordance with university, state and federal regulations.
4. Local account administration. The subscriber will be responsible for providing a unit level administrative account manager to handle account creation, deletion and access changes.
5. Repository Verification. The Texas A&M University Laserfiche Shared Service regularly restores information recently entered into subscriber repositories for information verification purposes. This process helps ensure that a useable backup system exists in case the production repository is lost. The Division of IT encourages using this verification opportunity as a precursor to approving destruction of paper records scanned into the system. The Division of IT strongly recommends saving original versions of scanned documents until successfully verified in this manner. After successful verification, follow the usual university-prescribed destruction process.
6. Enterprise implementation requirements. Best practices for the enterprise-wide document management shared service, such as naming conventions, has not been finalized. Therefore, please be aware that it may be necessary for the subscriber to redo work, such as moving documents or changing repository structure, to apply these best practices when they become available.
7. Export Control Compliance. The Laserfiche shared service provides an export compliant environment by hiring in compliance with System Policy 15.02 Export Controls: Must be a United States citizen, permanent resident, or a person granted asylum or refugee status in accordance with 15 CFR, Part 762; 22 CFR §§ 122.5, 123.22 and 123.26; and 31 CFR § 501.601. If the subscriber uses Laserfiche for export controlled information, that department is responsible for its Technology Control Plan and to advise the Division of IT of the presence of those documents.
8. Digital Signatures. The University does not have an approved digital signature process and departments may have to modify processes using digital signatures to comply with regulations as they emerge.
9. Web Access. Laserfiche Web Access allows staff to search, retrieve and work on documents in the Laserfiche repository through an Internet web browser.   Browser access to Laserfiche repositories has been part of the Laserfiche offering for several years. Departments that wish to disable this functionality for their repository should notify the Laserfiche shared service Project Manager to arrange for appropriate changes for their repository configuration.
10. Annual SPECTRIM Application Assessment. The SPECTRIM assessment submitted annually by the shared service team was completed from the perspective of the Laserfiche shared service framework. Individual information resources (processes, databases, repositories, etc.) managed by department/agencies/campuses and their local Laserfiche administrators are of necessity to be covered by the local SPECTRIM assessments. Areas to consider include but are not limited to:
    - Repository access procedures and policies
    - Forms, Workflow and Quick Fields processes

- Service accounts
- Local repository administrator accounts
- Changes to default settings, such as idle time out
- Data classification

Laws and Regulations

Various laws and regulations dictate "best practices" to protect state and university assets. While compliance does not guarantee safety, it may prevent or minimize unauthorized use or information disclosure. Noncompliance also may have legal and administrative ramifications. For more information on state and university regulations, please visit the following websites:

Texas Administrative Code (TAC):
http://www.sos.state.tx.us/tac/
Note: Title I, Part 10 pertains specifically to information resources.

Texas A&M University System Policies:
http://www.tamus.edu/legal/policy/policy-and-regulation-library/
All applicable policies and specifically, Policy 29 – Information Resources and Policy 61.99.01 – Retention of State Records.

Texas A&M University Standard Administrative Procedures (SAP):
http://rules-saps.tamu.edu/
All applicable rules and SAPs, specifically, SAP 29 - Information Resources, 29.01.03.M1.06 - Information Resources: Backup and Recovery, 29.01.03.M1.12 - Information Resources: Network Access, and 29.01.03.M1.15. - Information Resources: Physical Security.

Allocating the necessary resources to comply with these and other regulations is the subscriber's responsibility.

Confidentiality and Authorized Access

The Division of IT and the subscriber will comply with all federal and state laws and university rules and regulations governing confidential information.

Local Laserfiche administrators are authorized by the subscriber to manage Laserfiche license assignments within the Division of IT, and will have access to all Laserfiche subfolders and the authority to grant access and delete files.

In addition, the Division of IT Laserfiche System Administrators will also have access to all Laserfiche subfolders and will have the authority to grant access and delete files in accordance with TAMU SAP 29.01.03.M1.04 System Administrator and Special Access and 29.01.03.M1.23 Compromises and Vulnerability. Use of administrative access not covered by these SAPs requires permission from repository owner or local Laserfiche administrators.

All actions by the Division of IT Laserfiche System Administrators and Local Administrators will be logged and the subscriber reserves the right to review log information relevant to the subscriber's repository.

Subscriber Feedback

The Division of IT appreciates feedback from our users. Please report any comments regarding the Division of IT support or service to the Laserfiche Project Manager.

The Division of IT Document Management Services

A Laserfiche repository is composed of three components of storage: scanned images, information related to the scanned images recorded in a SQL database, and backup of the images and database.

Storage required for scanned images will vary based on the density of the image, the format in which the image is saved and whether the image is captured in black and white, gray scale or color. The SQL database requirements are determined by number of indexed fields on a particular document and whether or not the document is available for full text search.

The following is the FY18 Rates for storage, backup and database are available at:

* Pricing structure assumes images are standard 8.5"x 11" black-and-white documents at 300 dpi using standard database indexes and a standard backup schedule with one planned restore per quarter.

The Division of IT Document Management Services – Laserfiche Mobile

Laserfiche provides a mobile app for iPhone, iPad and Android devices. It provides convenient access to documents within the Laserfiche repository and allows work from remote locations. However, that convenience carries some risk, such as a portable device being stolen and data potentially being compromised. As a precaution, Texas A&M Division of Information Technology (Division of IT) disables Laserfiche Mobile by default for new repositories. It is important that each department joining the shared service think through the benefits and disadvantages that enabling such functionality may have for its organization before making a decision to enable Laserfiche Mobile for your repository.

The Division of IT follows these best practices:
- Repositories are disabled unless Laserfiche Mobile is approved at the department head level.
- Automatic logout is enabled.
- Automatic login is disabled.
- Export is disabled.

Further, the Division of IT encourages the department to review its security policies closely. Additional recommendations, such as the following, should be considered before enabling Laserfiche Mobile:
- Mobile devices must be password protected (Passcode Lock).
- Mobile devices must be configured to auto-lock after a period of non-use.
- Tablet devices, if so equipped, should have a Cover Lock/Unlock.
- Laserfiche Mobile subscribers should not export Laserfiche documents to any other app, since other apps can retain the copy of the document, possibly compromising the document contents. If Administrative Services so deems, this capability may be disabled at the server.
- Virtual Private Network (VPN) must be used with Laserfiche Mobile. The VPN Any Connect download and connection instructions for The Texas A&M University System may be obtained at http://itselfservice.tamu.edu by searching "VPN". Select your appropriate device and follow the steps.

Additional information about Laserfiche Mobile can be found on the Laserfiche Shared Service website: http://laserfiche.tamu.edu/publications.php. Follow the *Quicker, Better, Safer Mobile* link for a download of the digital book.

In order to activate this functionality, the department head needs to grant permission to enable the Laserfiche Mobile application for the repositories covered by their Memorandum of Understanding (MOU) and, in so doing, agrees to provide appropriate governance guidelines for its use. To execute permission to enable mobile, contact the Laserfiche Shared Service Program Manager.