Athabasca University

Directory of Records – General

Office - Computing Services

Description of the Mandate and Function: Facilitate effective university management and use of information technology, coordinate telecommunications services, and provide assistance to users through the computing services help desk.
General Classes or Types of Information: • Backup tapes (daily, weekly, monthly, yearly) • Helpdesk • Printers • Statistical reports • Licenses, purchase orders relating to vendors • Common administrative records such as staff leave request forms, university committee meeting minutes, invoices, purchase orders, and general program and services information. • Copies of agenda packages and minutes from various AU governance committees.
PIB Titles: Computing Services - CS staff performance records Computing Services - Helpdesk - Emails (Incoming) Computing Services - Helpdesk - Emails (Outgoing) Computing Services - Helpdesk Heat Database (Client Request Log) Computing Services - Helpdesk Heat Database (Daily Log File) Computing Services - Staff Authentication records for On-Line Access (LDAP) Computing Services - Student Authentication Records for On-Line Access (LDAP) Computing Services - VPN Account User Authorization File Computing Services – Staff Contact List
Copies of Records Located: Other offices as required.
Policy & Procedure Manuals, Guidelines, Handbooks, Etc.: • CS Help Desk Procedure Knowledgebase • Guides and help sheets produced for staff relating to various computer programs and technology • Online documentation for internal use, e.g, how to restore a Zimbra e-mail account.
Remarks: