FILE MANAGEMENT GUIDELINES

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FILE MANAGEMENT GUIDELINES

DIVISION OF UNDERGRAUATE ACADEMIC AFFAIRS

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In December 2012, the UAA File Management Workgroup was established by the Vice Provost and Dean of Undergraduate Education. To leverage an array of perspectives, the workgroup comprised five representatives from various specialty areas within the Office of Undergraduate Education (OUE) with an invitation to all unit leaders from across the division to participate. While not part of the formal workgroup, various external partners, including representatives from the Division of Information Technology (DoIT) and the Office of Enrollment Management (EM), were frequently consulted to gain insight and expertise.

The File Management Workgroup was charged with the responsibility to assess current OUE, now referred to as the Division of Undergraduate Academic Affairs (UAA) file management practices and explore technical opportunities with the potential to address the following file management priorities:

- ❖ Enhance business continuity

    - o Continue operations in time of crisis

    - o Maintain files as owed by the university vs. the individual

- ❖ Minimize information silos

- ❖ Streamline file accessibility

- ❖ Improve document collaboration and version control

- ❖ Comply with records retention disposal schedule

- ❖ Heighten file security

As a result of the workgroup findings, UAA opted to fully transition to Box. To facilitate a shift in file-management culture and to establish formal UAA guidelines regarding file management this guide was developed to supplement, and in some cases reinforce, information that has already been provided by DoIT on the Box FAQ page:

https://wiki.umbc.edu/display/faq/Box+at+UMBC

Effective the end of the fall 2014 semester, the goal is that all UAA users will be maintaining university files in a Box account. Traditional shared drives and external storage options such as flash drives and external drives should no longer be used except for limited programs that do not have the capability to run through Box (e.g., Microsoft Access files, files needed to create merge documents or host web content).

File formats supported by Box include:

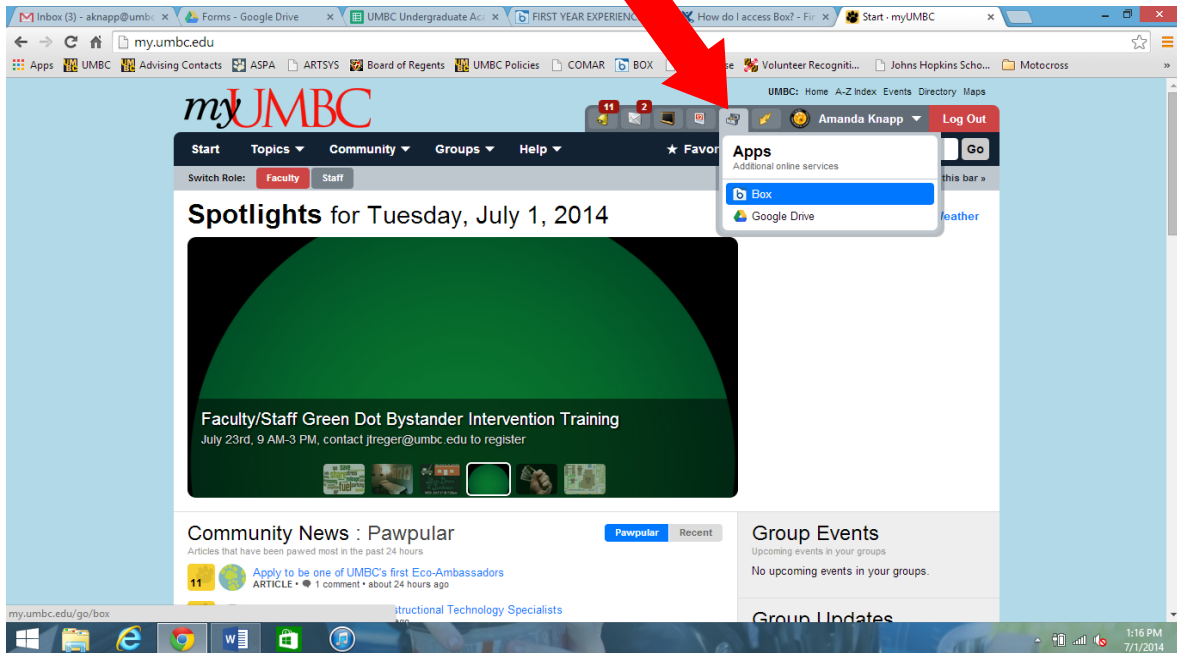| File Type	Format/Extension
Adobe	Adobe Acrobat (pdf), Adobe Illustrator (ai), Adobe Photoshop (psd)
Audio/Video	flv, swf, mp3, mp4, avi, mov, mpg, mpeg, wmv, qt, ra, ram
Image	jpeg, png, gif, tiff, bmp
Microsoft Office	MS Excel (xls, xlsx), MS Powerpoint (ppt, pptx), MS Word (doc, docx)
Open Office	Open Office Presentation (odp), Open Office Spreadsheet (ods), Open Office Word Processing (odt)
Text	csv, rtf, txt, html
WordPerfect	wpd

Size: Content preview can display files up to 35MB in size.

ESTABLISHING A BOX ACCOUNT

All current UMBC students, faculty, and staff have access to Box via an already established account. There are multiple ways to access your Box account – all require a UMBC login and can easily be accessed using myUMBC as a single sign-on feature.

- ❖ You can access Box by going directly to box.umbc.edu

  - o On the right-hand side, you will see a grey box with a "Continue" button. If you are already logged into myUMBC, this button should automatically take you into a section called All Files and Folders. If you aren't logged in, you will be taken to a myUMBC login screen where you will need to enter your myUMBC username and password.

- ❖ If you are already logged into myUMBC, you can access Box by clicking on the Box app link as shown below:


UAA Guideline: To begin the transition to Box a one-on-one consultation meeting will be scheduled for each unit leader with a member of the File Management Workgroup. All UAA users must finalize the transition to Box by the end of the fall 2014 semester.

Once the basics of Box, including the UAA file structure, are reviewed in the initial transition meeting, the rest should be a fairly easy process given that:

❖ The transition to Box is simplified as the system accommodates the upload of entire folders versus a file-by-file shift.

❖ While performing a file clean-up (in compliance with the Policy on Records Management – (http://www.umbc.edu/policies/pdfs/UMBC%20Policy%20on%20Records%20M anagement%20-%20Interim.pdf) in advance of transitioning to Box is encouraged, it is not required. The idea of making the transition to Box is that the file management guidelines are to be implemented moving forward. It may not be a good use of time and/or resources to try to rename or sort through older folders or files that may no longer be in use. As such, the UAA file structure includes an ARCHIVES folder within each UNIT FOLDER that can be used to make the transition at your own pace prior to the end of the fall 2014 semester.

  o In the example below, there are 22,747 files in the ARCHIVES folder within the Academic Standards and Policy Administration UNIT

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FOLDER. Rather than trying to rename and reorganize folders and files that were no longer in use, they were moved to the ARCHIVES folder. Using this technique, the transition to Box can be expedited and the use of shared drives can be minimized quite quickly.
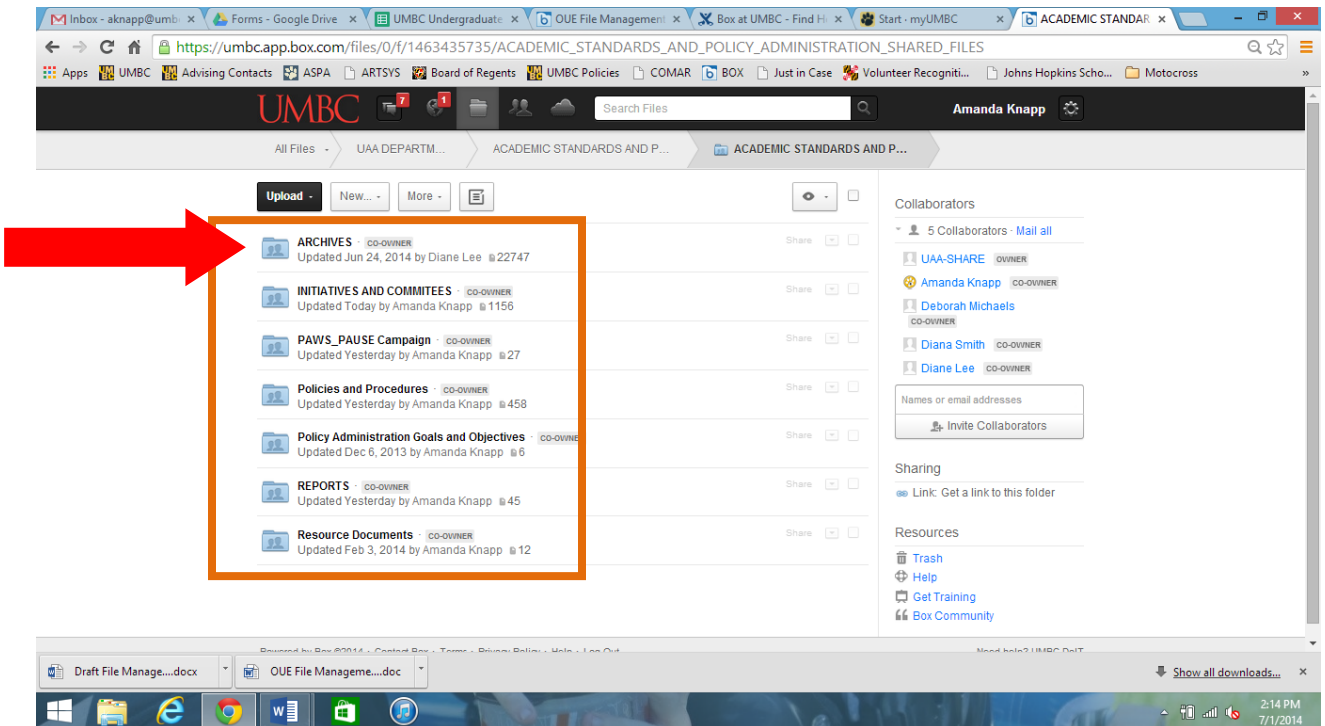

❖ There is plenty of space in Box. This is an area where Box offers an advantage over the traditional shared-drive system. Under the traditional shared-drive system individual units generally had 100MB. Under Box, the UAA shared account will initially be set at 50GB with the potential to be increased to 100 GB. The current total usage of all UAA units is about 36 GB. It is important to note that 100MB to 50GB is a factor of 500 times greater and 100GB is a factor of 1000 times greater than 100MB.

UAA Guideline: While there is room for flexibility within the UAA file structure, there are some folder arrangements that may not be changed (folders labeled in ALL CAPS) and will be commonly used across the division.

Example: From the UAA leader dashboard there will be two pre-established folders noted in ALL CAPS: UAA SHARED FOLDER and UNIT FOLDER
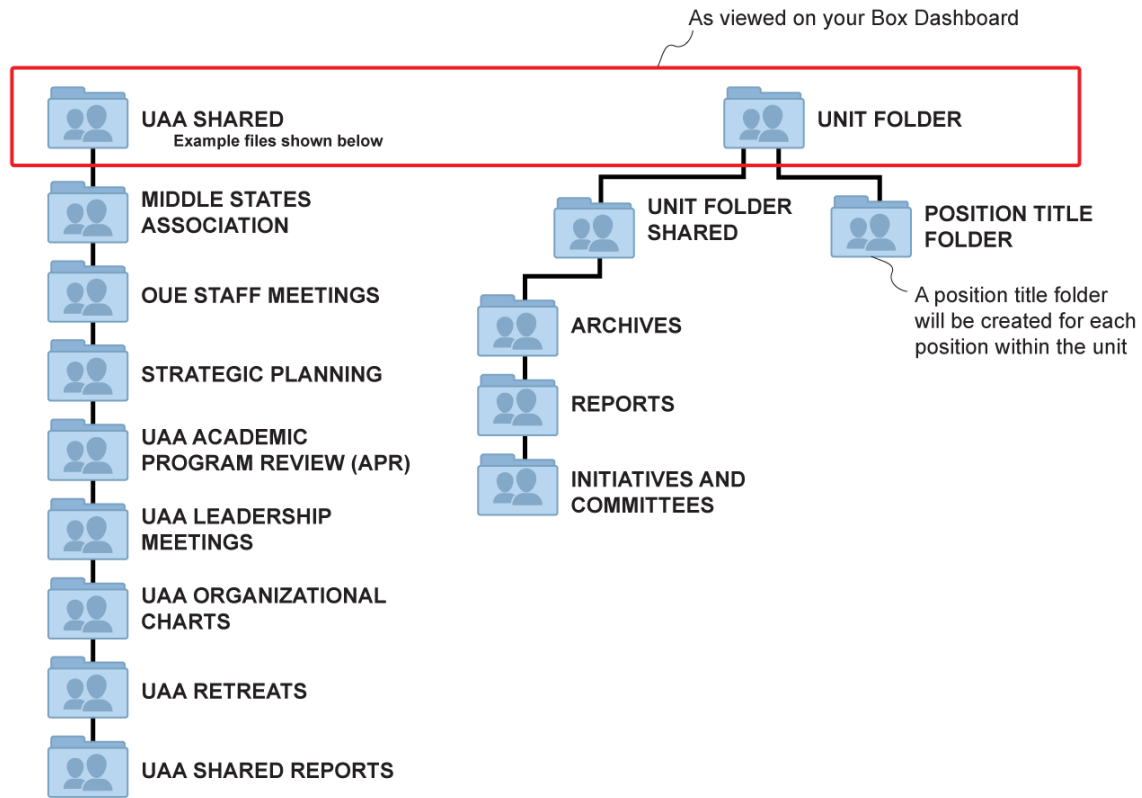
UAA Guideline: UAA leaders must use the pre-established UAA SHARED FOLDER.

> o **UAA SHARED FOLDER:** All UAA leaders will have access to this folder for purposes of document sharing and division-wide collaboration. Example sub-folders are shown in the diagram above. One of the most commonly used sub-folders will include UAA Shared Reports where documents such as the Annual Report will be stored such that UAA leaders will have access to provide periodic updates.

UAA Guideline: UAA leaders must use the pre-established UNIT FOLDER and common sub-folders for purposes of business continuity.

- o **UNIT FOLDER**: This folder will be managed by each UAA leader with the opportunity to share unit-related documents with designated staff. Within each UNIT FOLDER there will be some common sub-folders including a UNIT SHARED FOLDER and a POSITION TITLE FOLDER (one for each member of the respective unit). Three common sub-folders within the UNIT SHARED FOLDER include: ARCHIVES, INITIATIVES AND COMMITTEES, and REPORTS.

UAA Guideline: The files stored within Box are considered university files – not files of the individual. As such, POSITION TITLE FOLDERS shall be used rather than folders titled with an individuals name. Example: A folder would be named Vice Provost and Dean of Undergraduate Education rather than Diane Lee's folder.

It is the responsibilty of each UAA leader to establish a POSITION TITLE FOLDER within the UNIT FOLDER for each member of the respective unit.

- o **POSITION TITLE FOLDER**: This folder shall be used by each member of UAA to maintain position related documents. Only the person holding the position, the respective unit leader and the Vice Provost and Dean will have access to POSITION TITLE FOLDERS.

  For a UAA leader some examples of possible sub-folders within the POSITION TITLE FOLDER might include: Human Resources and Personnel, Budget, Correspondence Files.

UAA Guideline: While there is no university policy preventing the storage of personal files in Box it is highly discouraged. Should personal files be stored in Box, it is important to be aware that eDiscovery laws will include personal files if something occurs to trigger an eDiscovery event.

If personal files are established they may not be stored in a UNIT FOLDER, in a POSITION TITLE FOLDER or in the UAA SHARED FOLDER.

UAA Guideline: "Sharing sensitive materials can be a cause for concern. Box's robust permission options and reporting capabilities give you comprehensive control over your content" but you must remember that you are ultimately responsible for what you share.

UAA Guideline: If you are unsure if an item can be shared (consider FERPA) or uncertain about what level of permission is appropriate to grant (internally or externally), please consult with a member of the File Management Workgroup or submit a help ticket to DoIT for guidance. Please be aware that Box is structured hierarchically and any permission granted to a parent folder will also apply to any folders stored lower in the hierarchy (child folder).

UAA Guideline: If you are working on a project that requires student assistance you may share folders/files with the student worker as appropriate. As with any file sharing you should be aware that permissions follow the hierarchical (parent/child) file structure.

UAA Guideline: Box offers several ways to share folders/files with people internally or externally, each suited to different situations. Regardless of how you share a folder/file, be sure to manage the permissions over time and make adjustments as necessary. For instance, if a folder/file is shared with someone who has left the organization or if the project has come to an end, you may need to update the permissions to reflect such changes.

- If you want to share a file with one or two people **sending** a message may be ideal.

- If you want the file to be available to a large number of people, it is usually better to **get a link** to the file and provide the link to those you wish to share the file with.

- You can also **collaborate** with users by giving them access to folders.

UAA Guideline: When sharing folders/files it is recommended that an expiration date be set whenever possible. This will help to manage permissions over time so that access is removed when a project is complete or when collaboration is no longer necessary.

Using Box to Send a Message

1. Navigate to the file you wish to share and click Share.

2. Click the **Send** option in the blue box that appears below the file.

3. A pop-up window will appear, prompting you to enter the email address(es) of the individual(s) you want to send the file to. You can add multiple email

addresses by hitting Enter after each email address, or by separating them with a
comma. Enter their addresses, include a message if you'd like, then click "Send."
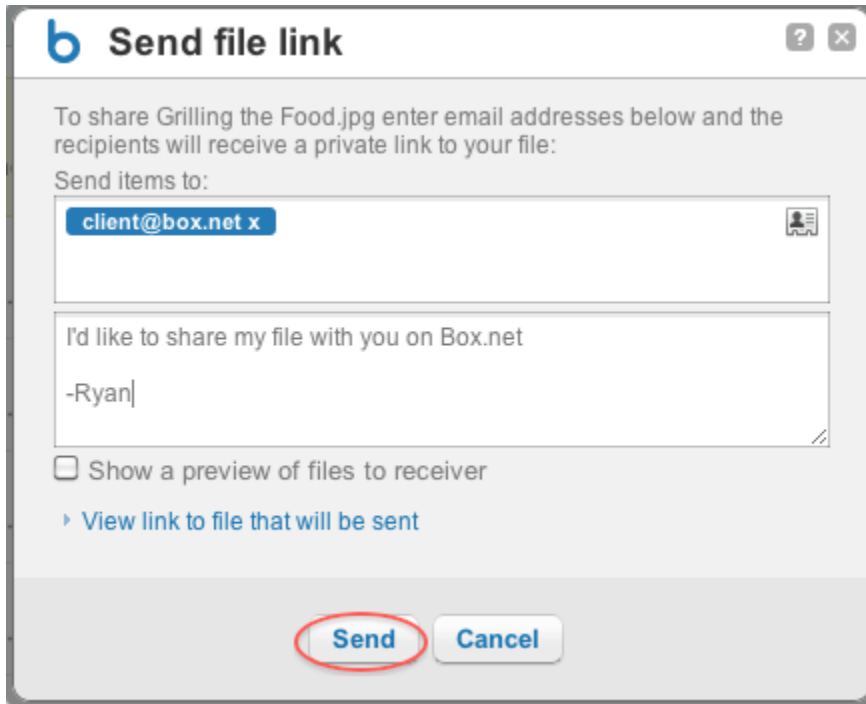

Linking to a file in Box

Links are a great way share a file with a large number of people (copy and paste it in a
group email), or make a file accessible to readers of your blog or website (post the link).

1. Navigate to the file you wish to share and click **Share.**

2. In the blue box that appears, copy the URL in the box next to **Link to this File.**

3. You can paste the link the file on your website, blog, document, or in an email.

Collaborating with Folders

Collaboration permissions given to a folder will be applied to any subfolders and files
contained within the folder as well.

1. To make an existing folder a Collaboration Folder, go to the 'All Files' page, click
on the little box with the downward arrow shown next to the folder and select
'Invite Collaborators' from the 'Share' submenu. A pop-up window will appear.
Enter the email address(es) of the individuals you would like to collaborate with
(i.e. grant access to the folder).
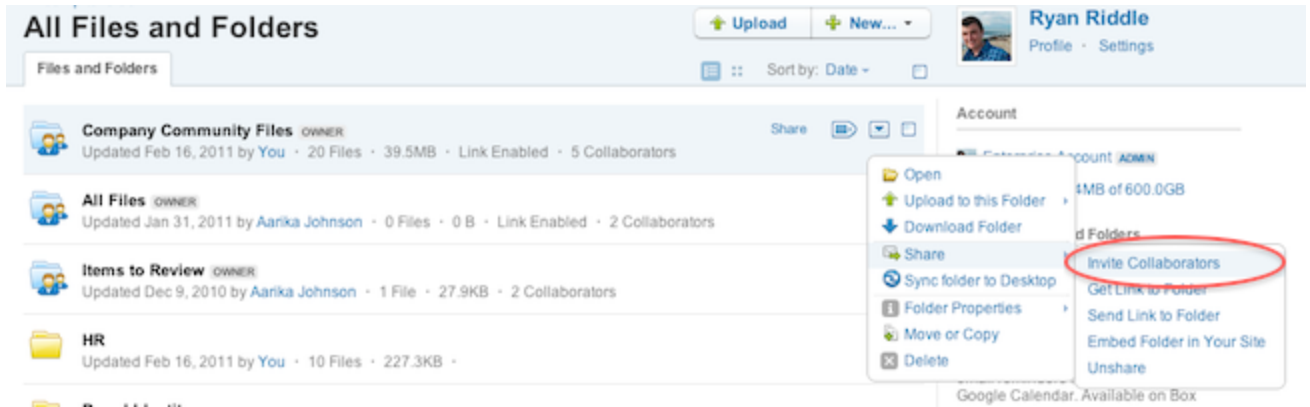
This must be the email address your collaborators have used to register for their Box.com accounts. Please verify this before you proceed.

2. Once you have entered all email address(es), click 'Invite', and email notifications will be sent to the individuals listed. Once the users log into their Box account, they will be able to accept or decline your invitation to collaborate in the folder.

PERMISSION LEVELS

UAA Guideline: When granting folder/file sharing permissions, please refer to the following permission levels to determine the appropriate type of access to provide. Remember that you are responsible for any files that you share in Box – so check twice!

UAA Guideline: If you are unsure what level of permission to grant, please consult with a member of the File Management Workgroup or submit a help ticket to DoIT for guidance.

- o **Editor:** An Editor has full read/write access to a folder. They can view and download the contents of the folder, as well as upload new content into the folder. They have permission to delete items, edit items, comment of files, generate a shared link for items in the folder, and create tags. By default an Editor will be able to invite new collaborators to a folder, however an editor cannot manage users currently existing in the folder.

- o **Viewer:** A Viewer has full read access to a folder. They are able to preview any item using the integrated content viewer, and to download any item in the folder. A Viewer can generate a shared link for any item in the folder as well as make comments on items. A viewer is not be able to add tags, invite new collaborators, upload, or edit items in the folder.

o **Previewer:** A Previewer only has limited read access. This permission level allows a user to view the items in the folder using the integrated content viewer or a viewing application from the OpenBox directory such as Scribd. They will have no other access to the files and will not be able to download, edit, or upload into the folder.

o **Uploader:** An Uploader is the most limited access that a user can have in a folder and provides limited write access. A user assigned uploader will see the items in a folder but will not be able to download or view the items. The only action available will be to upload content into the folder. If an Uploader uploads an item with the same name as an existing item in the folder, the file will be updated and the existing version will be moved into the version history.

o **Previewer-Uploader:** This access level is a combination of Previewer and Uploader. A user with this access level will be able to preview files in the folder using the integrated content viewer or a viewing application from the OpenBox directory such as Scribd and will also be able to upload items into the folder. If a Previewer-Uploader uploads an item with the same name as an existing item in the folder, the file will be updated and the existing version will be moved into the version history. They will have no other access to the files and will not be able to download or edit items in the folder.

o **Viewer-Uploader:** This access level is a combination of Viewer and Uploader. A Viewer-Uploader has full read access to a folder and limited write access. They may preview any item using the integrated content viewer, and download any item in the folder. They can generate a shared link for any item in the folder as well as make comments on items. A Viewer-Uploader is able to upload content into the folder. If a Viewer-Uploader uploads an item with the same name as an existing item in the folder, the file will be updated and the existing version will be moved into the version history. The Viewer-Uploader will not be able to add tags, invite new collaborators, or edit items in the folder.

o **Co-Owner:** A Co-Owner has all of the functional read/write access that an Editor does. This permission level has the added ability of being able to manage users in the folder. A Co-Owner can add new collaborators, change collaborators access, and remove collaborators. A Co-Owner is not able to manipulate the owner of the folder or transfer ownership to another user.

UAA Guideline: While the File Management Workgroup will conduct a six-month periodic review of Box, it is the responsibility of each representative of UAA to take certain precautions to ensure that files are secure and permissions are up-to-date/appropriate as outlined in the chart below:

	Responsible Administrator for Granting Permissions (internally and externally) **Example – manage new hire permissions, new projects, etc.)**	**Responsible Administrator for Periodic Review**	**Periodic Review Period** **Example – review for staff departures/transitions, closed projects, etc.)**
POSITION TITLE FOLDER	Respective Position Holder	Respective Position Holder	At least every 6 months
UNIT FOLDER	Respective UAA Leader	Respective UAA Leader	At least every 6 months
UAA SHARED FILES FOLDER and CONTENTS	Respective UAA Leader	File Management Workgroup in consultation with UAA Leaders	At least every 6 months

UAA Guidelines: While Box online is considered FERPA/HIPAA compliant, Box Sync is not! As a security measure, Box Sync should only be used in very limited situations for files that do not contain sensitive information.

How does Box Sync work?

The idea behind Box Sync is that you can easily access and/or work on files from your desktop and any changes made will automatically sync with the Box account that is in the Cloud the next time that you are connected to the internet. For instance, if you are going on a business trip and find yourself in an area without internet you can still access and/or work with your files on your desktop. Whatever changes you make while on the business trip will automatically be updated in the Cloud the next time you gain connectivity without the need to upload a new file – the system is in sync! On the flip side, any changes that are made to a file in the Cloud will update to your desktop.

Using Box Sync Securely

Though the features of Box Sync add convenience in file management, syncing a file or folder to your computer makes that folder available to anyone with access to your computer. Even with the advanced network security measures put in place by DoIT, computers can still be vulnerable to certain malicious attacks. In the case of a malicious attack, an unauthorized user would have access to any file or folder synced from Box. For this reason, please DO NOT sync any files or folders containing sensitive information (consider FERPA).

In addition, users who have top-level permissions in departmental or division folders should avoid syncing the entire folder, as all files and folders beneath will be synced as well.

To Download Box Sync

1. Visit the Settings page in your Box account

2. Click the download button above **Get Box Sync for Mac/PC**

3. Follow the on screen instructions to install Box Sync.

4. Once the app is installed, enter your full UMBC email address in the **Account Information** box.

5. Select the option to **Use my company's single sign on credentials**.
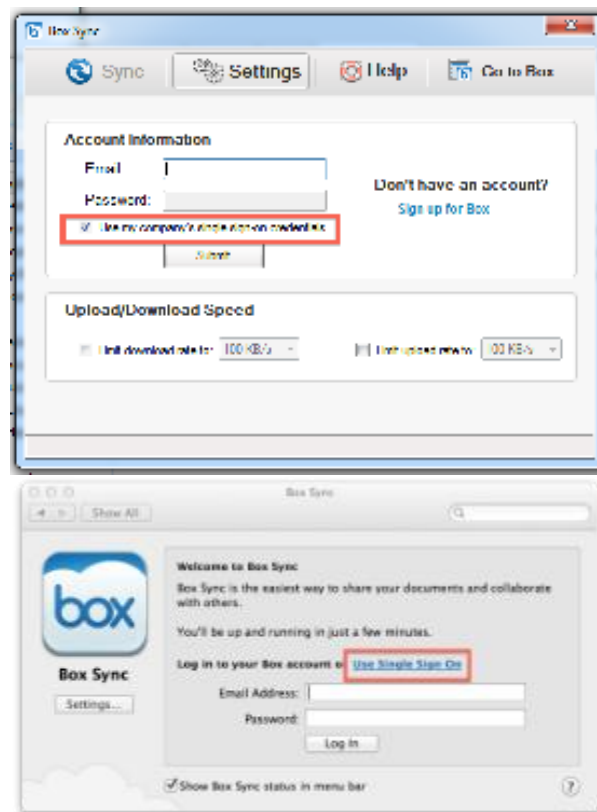
In order for files sync to your desktop you will need to enable syncing on the folders you wish to sync:

1. Log in to your UMBC Box account in a web browser.
2. Click the **More Options** drop down to the right of the folder you wish to sync to your desktop.
3. Select **Sync Folder** to Computer

UAA Guideline: While there are many naming conventions, UAA users should use the following guidelines when naming folders and files:

- ❖ Be consistent when naming folders and files
- ❖ Keep file names short, but meaningful (25 characters or less)
- ❖ Avoid using non-alphanumeric characters in file names (.\ /: * ? ",< > | [ ] &$) other than a hyphen or an underscore
- ❖ Avoid using common words such as 'draft', 'final' in any part of the file name – instead use the lock feature in Box to prevent additional edits to a final document
- ❖ Do no use all CAPS when naming folders or files – ALL CAPS is reserved for the UAA filing structure that is managed at the highest level
- ❖ Do not begin a file name with a number
- ❖ If sequencing of files is important to you for purposes of sorting here are some suggested guidelines:
  - o If a number is used within a file always give it a two-digit number, i.e., 01-99, unless it is a year or another number with more than two digits
  - o If using a date in the file name always state the date 'back to front', and use four digit years, two digit months and two digit days: YYYYMMDD or YYYYMM or YYYY or YYYY-YYYY
- ❖ When including a personal name in a file name give the family name first followed by the first name (Jones, Edward)


VERSION CONTROL

UAA Guideline: Only the current version of a document should be saved in Box since versions are automatically tracked. "The most current version is always noted as current and users can access previous versions with ease." It is also recommended that the lock feature be used when a document is considered final such that no additional edits can be made. Additionally, a comment may be added to the file to note that it is a "final version."

UAA Guideline: Multiple copies of the same documents should not be saved in the same or different files if at all possible. For instance, when working with the Annual Report the central repository is located in the UAA Shared Files under Shared Reports. UAA leaders should update the central document rather than saving a new version in their respective UNIT FOLDER.

UAA Guideline: When possible, use Box as a shared working space to assign tasks, post comments and/or invite people to view, edit and upload files.

UAA Guideline: For purposes of version control as well as for an added security measure, it is recommended that all UAA users fully enable the notifications settings to stay informed of Box activity.

Box settings provide an opportunity to stay informed as much or as little as you wish regarding your files. For instance, you can be notified if anyone downloads, uploads, adds comments to or starts a discussion about files. To adjust your settings click on the wheel next to your name at the top of the screen, then select, Account Settings, then select Notifications to your account preferences.
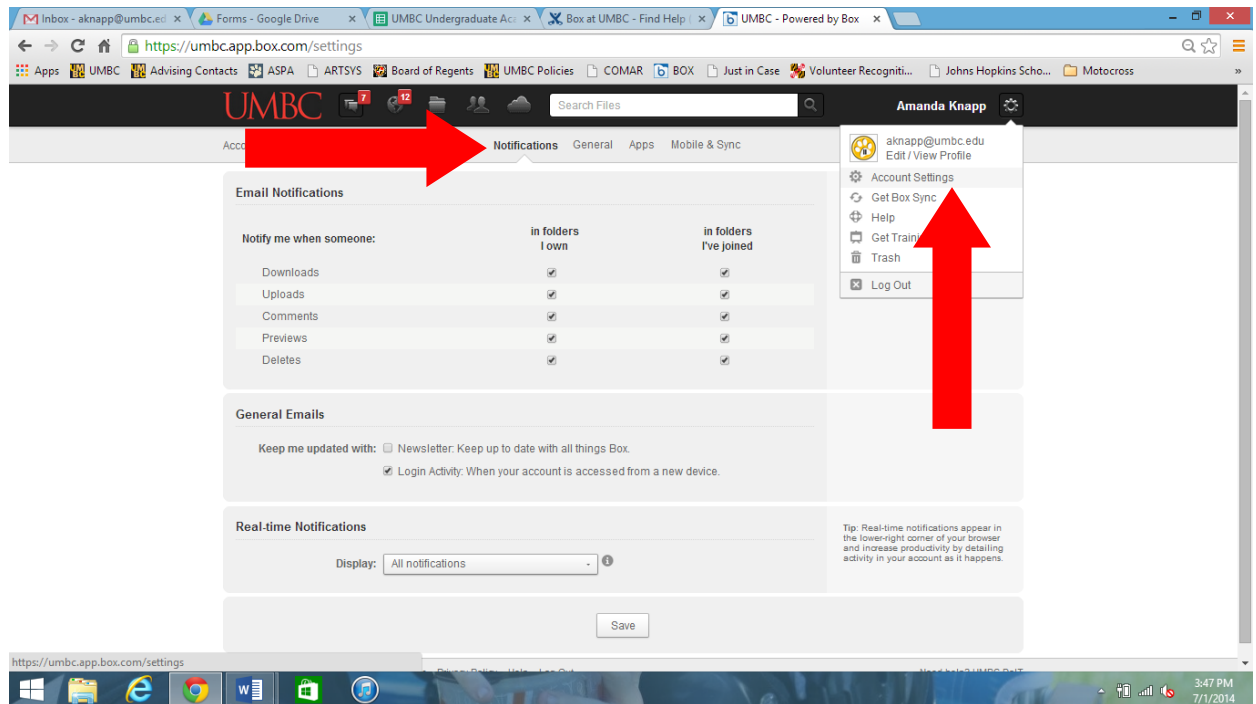
UAA Guideline: When collaborating on a shared document (e.g., Annual Report) use the Box edit tool rather than downloading a copy of the document. When using the Box edit tool, be sure to turn off all pop-up blockers.
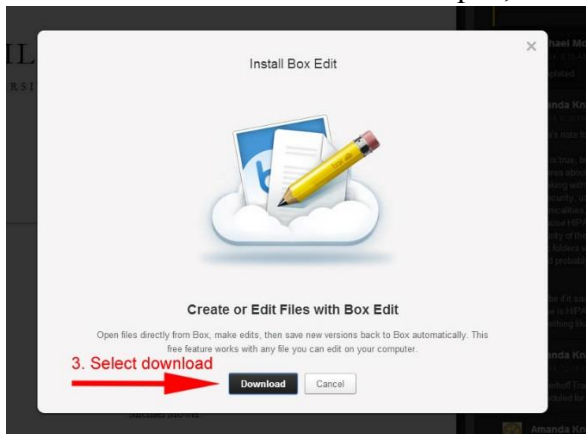
Installing Box Edit:
Before you can edit a word document in box, you must install the plug-in "BoxEditInstaller.exe".
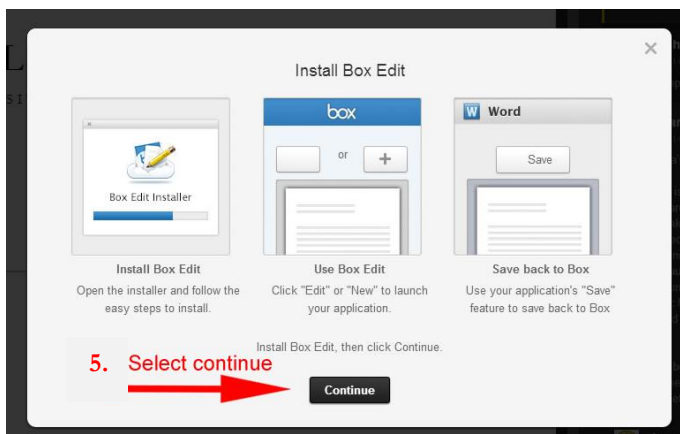
Follow these steps:
1. Select File (Open document)
2. Select the "Edit this file" icon in the upper right hand corner of your browser
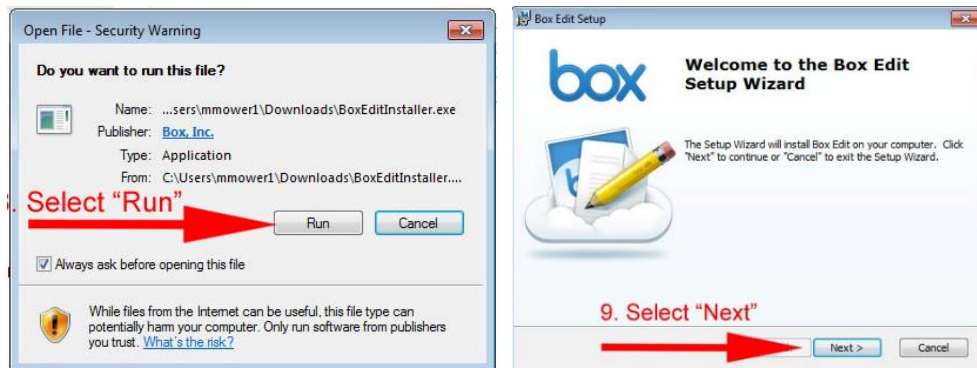

3. The install Box Edit window will open, "Click" to Download (& Save File As)

4. "BoxEditInstaller.exe" will download to your default download folder
5. Select "Continue"

6. Select "Okay"
7. In your download folder, Double click "BoxEditInstaller.exe"
8. Select "Run"

9. Select "Next"
10. Select "Install" (Box Edit will begin to open)

11. When Box Edit Setup is complete, Select "Finish"
12. Close your browser and re-launch your browser
13. Open Box
14. Open document
15. Select the "Edit this file" icon in the upper right hand corner of your browser (**See Step 2**)
16. When the Launch Application window opens, select "Continue".
17. A window will appear at the lower right hand of your browser noting that your document is open in MicroSoft Word – MS Word Icon should be flashing on your toolbar, Select
18. Edit File
19. Save File in Word, your document is automatically uploaded into Box
20. Close file when finished

Note: In Box there is a new version control below the file name in your Box dashboard.
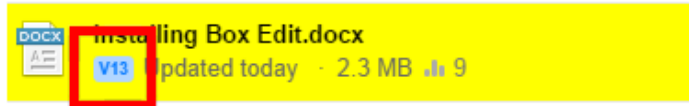
ACCESSING BOX VIA MOBILE DEVICES

UAA Guideline: The use of mobile devices for purposes of accessing Box is permitted, however, the following security settings **<u>must</u>** be established:

1. Turn off the **Keep me logged in** setting

2. Turn on Passcode/Pin Lock

3. Set your mobile device to require the passcode after five minutes.

One of the many advantages of using Box is that you can access your account via a variety of mobile devices that are most convenient for you. Box users can gain access to files anytime and from any location without the need for VPN access – an important aspect of business continuity.

Below you will find some of the most common instructions as provided on the Box FAQ page. For additional devices and access to detailed video instructions you may visit: https://wiki.umbc.edu/display/faq/Box+at+UMBC

Accessing Box from an iPhone or iPad

1. Install the Box application from iTunes and open the application. https://itunes.apple.com/app/box-for-iphone-and-ipad/id290853822

2. Choose **Log In**.

3. Select **Use Company Credentials** under the Log In button.
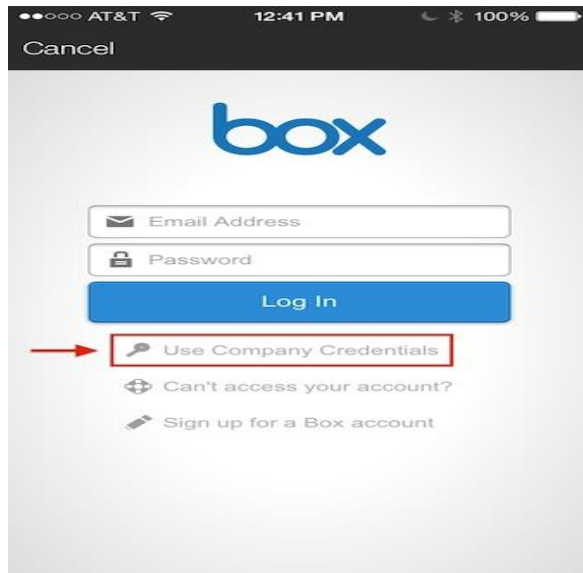
4. Enter your full UMBC email address.

5. Click **Log In**.

6. Enter your **email address, username, or campus ID** and **password** and choose **Log In**.

7. The Box app will display your files.

Accessing Box from an Android

1. Install the Android Box app and open the application. https://play.google.com/store/apps/details?id=com.box.android

2. Choose **I have an account**.

3. At the bottom of the screen, choose **More login options**.

4. Enter your full UMBC email address.

5. Click **Continue**.

6. Enter your **email address, username, or campus ID** and **password** and choose **Log In**

7. The Box app will display your files.

UAA Guideline: Records retention and disposal options are available in Box. For instance, an expiration date can be set such that files are deleted after a set date. Please refer to UMBC's Interim Policy on Records Management for guidance on selecting expiration dates:
http://www.umbc.edu/policies/pdfs/UMBC%20Policy%20on%20Records%20Management%20-%20Interim.pdf
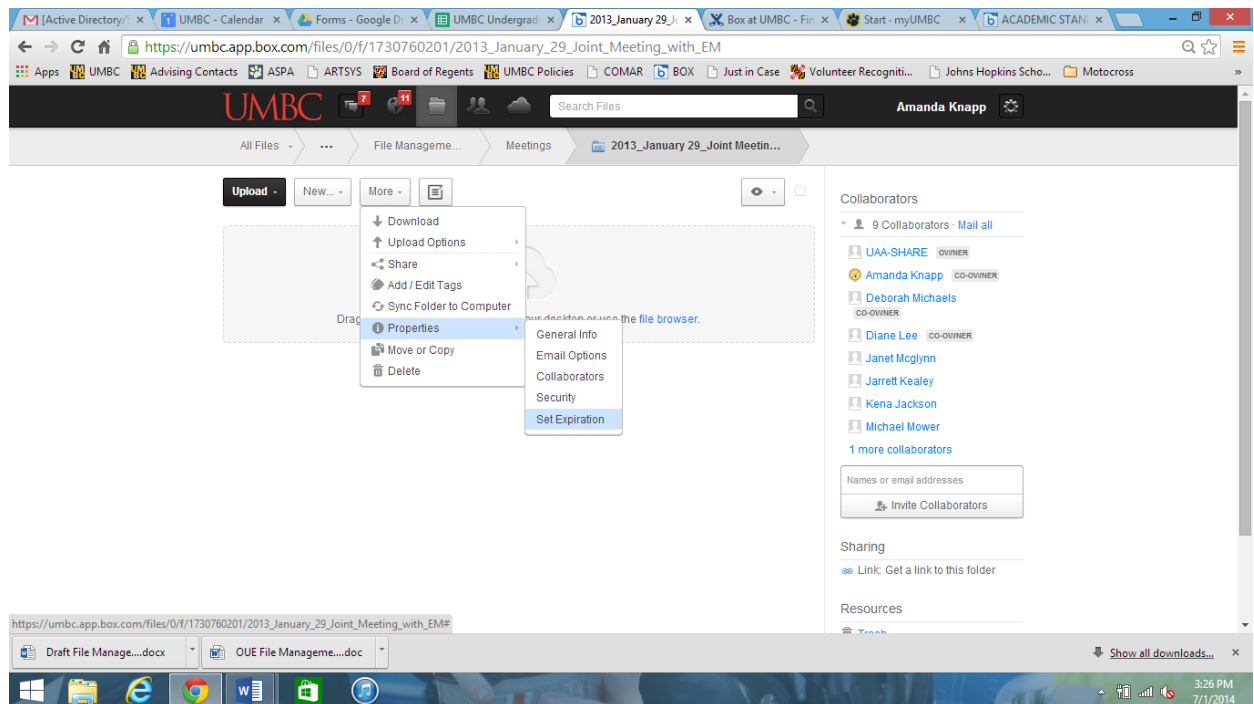
UAA Guideline: Media (photos and videos, etc.) which are deemed to be important for business continuity should be stored in Box. UAA units may develop an appropriate non-Box solution for non-essential media items.

UAA Guideline: Search options are quite strong in Box. In comparison to the traditional shared drive in which searches are based on file names, Box allows for the text of entire documents to be searched. Take advantage of this excellent feature!
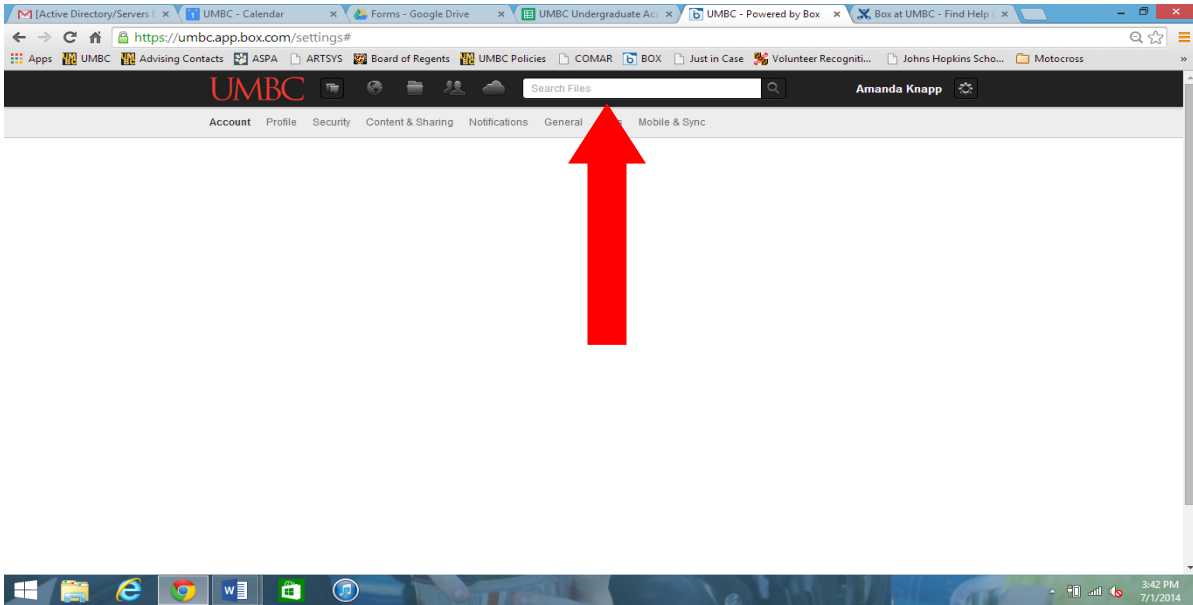
FILE MANAGEMENT STORAGE OPTIONS AT UMBC

UAA Guideline: UMBC provides a number of file management storage options which include the following:

Storage Location	Suggested Documents
Box.com (Primary Storage Site)	Any documents (including shared *and* restricted)
DoIT "I" Drive	Limited Use - Files needed to create merge documents or host web content
Google Drive	Documents requiring collaboration beyond Box (only for non-sensitive and non-confidential files)
DoIT "H" Drive	No longer needed
Thumb/External Drive	Limited Use - For mobility purposes only (only for non-sensitive and non-confidential documents)
Local Hard Drive (i.e. "C")	Limited Use – Can be used for production of documents – once complete file should be uploaded to appropriate Box folder and then deleted from hard drive

Storage Options Table provided by Enrollment Management

UAA Guideline: If you are unsure - ask for guidance!

Box FAQ: https://wiki.umbc.edu/display/faq/Box+at+UMBC

If you are unable to find the answer via the Box FAQ you can submit a Help Ticket via myUMBC or contact a member of the File Management Workgroup for support.

Box Capabilities: https://www.box.com/business/