Enterprise Directory Services Governance Model

Overview
The University of Michigan Enterprise Directory Services will provide trusted and authoritative data for UM resources. Enterprise Directory Services will bring together data from multiple institutional sources, and will be used by a variety of independent system applications and services. In order to maintain an accurate, secure, and functional service, a governance structure must be established to represent the varied sources of data, reconcile discrepancies, and establish guidelines for consistent use and access.

Composition
The Directory Services Governance Board will include data stewards from each major data source, including Human Resources and Affirmative Action, Ann Arbor, Dearborn, and Flint Registrars, and the Development Office. It will also include representatives from those IT units such as ITCS and MAIS that have responsibility for managing the data or infrastructure. Schools, colleges, and departments that run directory-enabled applications should also be represented. In order for the Board to be successful, significant and active participation will be required from one or more units that can demonstrate leadership to the campus.

In order to keep the Board to a manageable size, some strategy will be needed for units to participate without necessarily having a person from each and every unit on campus. Possible approaches could include one or more of the following:

- Have unit representatives that rotate onto the Board for one to two year terms.
- Have one or two large units and one or two small units participating.
- Have unit representation that includes expertise in major platforms/applications.
- Have a core Board, with an advisory group consisting of all units who care to participate. (Advisory group would likely take the form of a self-subscribing e-mail list or discussion forum — and would rarely meet in person.)

Data Policies
Authority over data stored in or provided by Enterprise Directory Services is relegated to the UM Data Stewards. See the U-M Standard Practice Guide, 601.12 Institutional Data Resource Management Policy, the Data Administration Guidelines for Institutional Data Resources and related references at http://www.mais.umich.edu/access/policies.html.

The Directory Services Governance Board will be responsible for interpreting and communicating policies and guidelines for the data as related to Enterprise Directory Services usage. The board will also ensure that Enterprise Directory Services capabilities adhere to relevant local, federal, and state laws and regulations, as well as University policies.
The Board would be responsible for the following areas:

- **Directory Inclusion** — Categories of people or other entities who will be included in the Enterprise Directory Services
- **Data Sources** — Official sources from which data is populated
- **Data Attributes** — How individual data elements will be populated, how precedence logic should be applied when data is inconsistent across sources, which elements are user-modifiable, and who may see the data (world-viewable vs. campus vs. administrators, etc…),
- **Data Maintenance** — Define expiration/purge procedures, oversight of duplicate identity resolution
- **Create Rights** — Who will have access to create entities, and what minimum data standards must be followed
- **Update Rights** — Who will have access to perform updates to entities, and what minimum data standards must be followed
- **Special Access Privileges** — What authorization and training will be required to gain higher-level (i.e., administrator) access to the data, including training and authorization renewals.

**Privacy**
The Board would take direction from the Provost's Privacy Committee to ensure that Directory capabilities support relevant federal, state, and university laws, regulations, and policies concerning privacy.

**Directory Roles**
The Board would be responsible for defining a core set of Enterprise Directory Services roles for initial implementation. The Board would also develop criteria for evaluating common campus needs for additional roles to be created and maintained over time.

**Directory Enhancements**
The Board will gather requirements and set directions and priorities for future Enterprise Directory Services enhancements and initiatives. The Board will develop criteria for evaluating enhancement requests against common campus needs, and make recommendations regarding enhancements that should be funded centrally versus those that should be unit-funded. The Board would work with established groups on campus such as the IT Commons Stewards to ensure that strategies are aligned with larger campus efforts.

**Architectural Components**
The Board would not review or approve architectural components such as platform, hardware, or software except where those components would effect data schemas or usage. The focus of the Governance Board would be on policy. The implementation team and ongoing operational unit would be responsible for implementing solutions that support the policy.