



**The University of Texas at El Paso  
Cloud Services Guidelines**

## UTEP Information Security Office Cloud Services Guidelines

**The University of Texas at El Paso Information Security Office (ISO)** specifies that neither Confidential nor Controlled University Data may be stored on non-approved cloud services.

An ISO Security Exception Request Form must be submitted for approval by the UTEP Chief Information Security Officer (CISO) if Confidential or Controlled data needs be stored on a non-approved cloud services. Please review the UTEP Information Security Exception Reporting Process referenced below.

The following table lists the cloud services that have been approved for use along with the types of confidential data that are allowed with each respective services. Please note that in some cases, a service may be approved for use only with non-confidential, also referred to as Published data.

**Cloud Services<sup>1</sup>**

Service Name	UTEP Contract	Centrally Supported	Published Data	Controlled Data	Confidential Data	HIPAA	FERPA	SSNs	PCI	ITAR
DropBox <sup>1</sup>	No	No	Yes	No	None-->	No	No	No	No	No
Google Drive	No	No	Yes	No	None-->	No	No	No	No	No
Microsoft OneDrive <sup>2</sup>	Yes	Yes	Yes	Yes	Yes-->	Yes	Yes	Yes	Yes	No
Apple iCloud	No	No	Yes	No	None-->	No	No	No	No	No
AWS Storage (Amazon)	No	No	Yes	No	None-->	No	No	No	No	No
Qualtrics <sup>2</sup>	No	No	Yes	No	None-->	Yes	Yes	No	No	No
Slack <sup>3</sup>	No	No	Yes	No	None-->	No	No	No	No	No
BaseCamp	No	No	Yes	No	None-->	No	No	No	No	No

### Notes on Cloud Services

- <sup>1</sup> As there is no university contract in place for DropBox, no usage involving protected or restricted university data is permitted. Use of DropBox with confidential university data is a violation of [UTEP Standard 2: Information Resources Acceptable Use and Security Policy Agreement](#).
- <sup>2</sup> Only University-contracted services are permitted as shown in this table; individually-procured Qualtrics and/or MS OneDrive services are **not** permitted to be used where any such university data is associated.
- <sup>3</sup> No enterprise contract currently, each department must go through the Purchasing/Contracts Office for their own contract with a FERPA agreement.

The following examples include, but are not limited to, University Data that are not allowed to be stored on non-approved cloud services:

- Bank routing information
- Social security numbers
- Date of birth
- Credit card numbers
- Biometric identifiers and full face images

<sup>1</sup> Table adapted from the "ISO Decision Matrix: Cloud Services" <https://security.utexas.edu/iso-policies/cloud-services/decision-matrix>, with permission from ITS, The University of Texas at Austin, Austin, TX 78710-1110.

- Research data – UTEP Research (e.g., intellectual property, medical research data, digital research, etc.)
- UTEP identification numbers (80/88 or 600)
- Student Information System
- International Traffic in Arms Regulations (ITAR)
- FERPA protected student information
  - Confidential Restriction Indicator (Request for Nondisclosure of Directory Information) -provided by UTEP Registrar’s Office.

Violation of this guideline, other U.T. System, or UTEP Information Security Policies or Standards by faculty, staff, and students who have access to UTEP Information Resources or Data for the purpose of providing services to or on behalf of an Institution, are subject to disciplinary action in accordance with the applicable Institutional rules and Policies. For contractors and consultants, this may include termination of the work engagement and execution of penalties contained in the work contract. For interns and volunteers, this may include dismissal. Additionally, certain violations may result in civil action or referral for criminal prosecution.

**References:**

- [Standard 2: Information Resources Acceptable Use and Security Policy Agreement](#)
- [Standard 9: Data Classification](#)
- [Standard 13: Control and Protection of Social Security Numbers](#)
- [UTEP ISO Security Exception Reporting Process](#)
- [FERPA 101 - What Every Employee Should Know About FERPA](#)
- [UTEP Payment Card Industry \(PCI\) Standards and Forms](#)
- [UTEP Technology Support Help Desk – OneDrive For Business](#)

**Revision History**

First Draft:	October 19, 2016
Approved:	October 19, 2016 Gerard D. Cochrane Jr., Chief Information Security Officer
Revised:	April 24, 2018 Incorporate Table previously present on separate web page, and authorized use of MS OneDrive
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