



Policy

SharePoint team sites provision

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Version history

Date	Version	Comments

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Table of contents

1	Introduction.....	4
1.1	Purpose.....	4
1.2	Scope.....	4
1.3	Accompanying documents.....	4
2	Responsibilities	5
2.1	IMT Service Desk	5
2.2	Second-tier support	5
2.3	Third-tier support	5
2.4	Head of Applications.....	5
3	Policy	6
3.1	SharePoint structure: team sites and site collections	6
3.1.1	<i>SharePoint structure</i>	6
3.1.1.1	<i>Primary Site Collections</i>	6
3.1.1.2	<i>Team Sites/Subsites</i>	6
3.2	Team site types.....	6
3.3	Providing a SharePoint site	6
3.3.1	<i>Accepting a site request</i>	7
3.4	Site owners	7
3.4.1	<i>Nominated Site Owner</i>	7
3.4.2	<i>Primary Nominated Site Owner</i>	8
3.4.3	<i>Delegating Site Ownership</i>	8
3.5	Providing advice to the business	8
3.6	Monitoring SharePoint site usage.....	8
3.7	Quotas	9
3.8	Decommissioning SharePoint sites	9

1 Introduction

The provision upon request of SharePoint sites to LSE staff will greatly enhance the possibilities for collaborative working both within the School and also for projects where data must be shared with external parties. A number of measures must consequently be taken by IMT to help site owners establish the appropriate levels of confidentiality, integrity and availability of their data. These measures will ensure that users have to meet certain criteria before they can be given a SharePoint site, and they must continue to meet those criteria in order to keep using the site.

No SharePoint sites will be created or handed over to users that are outside the terms of this policy.

1.1 Purpose

The primary purposes of this policy are to:

1. Enable IMT to provide a secure, usable and supportable SharePoint service that is fit for purpose
2. Enable IMT to provide a consistent and equitable service, the parameters of which are clear to IMT staff (and hence to users)
3. Ensure that SharePoint sites are only created and handed over to the business when all the relevant steps have been followed (e.g. the business must provide a named Nominated Site Owner, that Nominated Site Owner must have completed Site Owner training)
4. Ensure no development will take place using SharePoint without following the process for new projects in IMT

1.2 Scope

This is an internal document for IMT staff and is intended for use by all and any IMT staff (including contractors or any third party consultants) supporting the provision of SharePoint team sites to staff at LSE.

At the time of writing, only SharePoint team sites for document sharing and collaborative working are included in this policy as they are the only part of SharePoint being implemented. Any future implementation of SharePoint (e.g. wikis, enterprise search, CMS etc.) is not included in this document.

1.3 Accompanying documents

This policy is supported by the following documents:

1. The [Information Security Policy](#) and [Information Classification Standard](#), which outline how to classify data and how data of different categories must be secured
2. This policy refers to the "requesting a new project process". This can be found here: <http://www.lse.ac.uk/intranet/LSEServices/IMT/ITProjects/programmeOffice.aspx>

2 Responsibilities

2.1 IMT Service Desk

The IMT Service Desk is responsible for ensuring that requests for SharePoint sites do not get actioned until all required steps have been taken by the business requesting the site and that all necessary steps to ensure the process has been followed are taken (as described in this policy). The Service Desk must also ensure that the proper process for requesting a new project is communicated to the business and that it is followed accurately.

2.2 Second-tier support

For the purposes of this policy, second-tier support consists of AST-1, AST-2 and Admin Support within Customer Services. Responsible for ensuring that the policy is adhered to.

2.3 Third-tier support

For the purposes of this policy, third-tier support consists of teams within Infrastructure (Systems team and Networks team) and Applications (Applications Development teams and DBA team). Responsible for ensuring that the policy is adhered to. That any work carried out on SharePoint is only as described in this policy, or as a result of an approved request. That any changes that are made to the SharePoint application or any parts thereof must be documented and follow the School's configuration management procedure.

2.4 Head of Applications

The Head of Applications is the service owner for SharePoint and as such, the owner of this policy. Ensuring this policy is kept updated and adhered to is the responsibility of the Head of Applications.

3 Policy

3.1 SharePoint structure: team sites and site collections

SharePoint is being rolled out across LSE for collaborative working only, this is using SharePoint team sites.

3.1.1 SharePoint structure

For a department to start using SharePoint for collaborative working, a Primary Site Collection will need to be created by IMT. This Primary Site Collection will have a Nominated Site Owner who will have completed the site owner training on Moodle.

From then on, sub sites can be created from the Primary Site Collection by Nominated Site Owners, all of whom must have completed the site owner training.

3.1.1.1 Primary Site Collections

Primary Site Collections are the top level site of a department or team and the Nominated Site Owner will have to make a request to IMT to create this site using the relevant request form. Users of this Primary site can manage content through multiple document libraries, or by creating sub sites. Each sub site must have a Nominated Site Owner.

3.1.1.2 Team Sites/Subsites

Sites that sit under site collections, known as team sites or subsites, can be created by the Nominated Site Owner for the Primary Site, and subsequent sites created below that by the Nominated Site Owner of a sub site.

3.2 Team site types

All SharePoint team sites will only be handed over to the business when they have been created using one of the agreed team site types. These are:

- a. Academic Department site template
- b. Administration Division site template
- c. Research Centre site template
- d. Project site template
- e. Document Management site template

3.3 Providing a SharePoint site

Users can request a Primary SharePoint site via an online form, but they must have completed the Site Owner training first. This form will be automatically sent to the IMT service desk for action.

The form can only be submitted once the user has met certain mandatory criteria:

- a. The SharePoint site must have a named Nominated Site Owner

- b. The Nominated Site Owner must have completed the SharePoint site owner training module on Moodle
- c. The requester must select one of the team site types on offer
- d. if they have requirements that are not met by one of the existing team site types, this will need to be a new project request and follow the same process as all other new project requests in IMT.

By completing the Site Owner training the Nominated Site Owner is accepting responsibility for management of their SharePoint site, and for the use of data held on it.

3.3.1 Accepting a site request

- a. No site requests will be added to SupportWorks or progressed in any way unless the correct Site Request Form has been completed.
- b. The IMT Service Desk operative who received the request must manually check on Moodle to ensure the Site Owner training has been completed
- c. Requests for a SharePoint site that meet the required criteria must be logged in SupportWorks and allocated to the eDev team

3.4 Site owners

3.4.1 Nominated Site Owner

A Nominated Site Owner is the person who owns a SharePoint site. They are responsible for the content on that site and for who is given permission to access it. They are also responsible for any sub site they create. This means that all sub sites are the responsibility jointly of the person who created the site and added the owner, and the person who is the Nominated Site Owner for that site.

No site will be created and handed to the business without a named Nominated Site Owner and no sub sites should be created and handed over by other Nominated Site Owners without the site owner training course on Moodle being completed by ALL Nominated Site Owners

A Nominated Site Owner must be a permanent or 1 or more year's fixed-term-contract member of staff with an LSE Active Directory account and email address. They must be an individual member of staff – i.e. a Nominated Site Owner cannot be a generic email address or shared mailbox (e.g. user.team@lse.ac.uk).

All Nominated Site Owners must have completed the Site Owner training and this must be validated by the IMT Service Desk.

The Nominated Site Owner is responsible for the safekeeping of the data on the site, and ensuring that only the right people have access, and that the site is compliant with LSE's '[Conditions of Use of IT Facilities at LSE](#)' and '[Information Security Policy](#)'. The Nominated Site Owner should report immediately to the IT Service Desk any suspected data breach.

SharePoint sites that do not have Nominated Site Owners that meet the required criteria can be suspended by IMT until a legitimate Nominated Site Owner is in place (see Monitoring, section 3.7). If a site is going to be suspended, effort should be made to contact the users to tell them this is going to happen. This may not be possible due to the nature of the change – i.e. if a site is being suspended because the Nominated Site Owner has left the organisation.

3.4.2 Primary Nominated Site Owner

The Primary Nominated Site Owner has the same responsibilities as those of the Nominated Site Owner. In addition, they are accountable for the Site Collection as a whole. This means the Primary Site that they requested from IMT, and all sub sites they create and are created below that site. To enable this, the Primary Nominated Site Owner will be alerted automatically every time a sub site is created with details about what the site is called, who created it and who the Nominated Site Owner is.

3.4.3 Delegating Site Ownership

It will be possible for Nominated Site Owners to grant “owner” permissions to other users. It is advisable not to do this without the help and guidance of IMT, as this means the other owner can access all documents on the site and alter any of the sites permissions around data access. This is covered in the site owner training.

However, they cannot delegate the status of “Nominated Site Owner”. The name of the Nominated Site Owner who is responsible for the SharePoint site will be on the top of their SharePoint site and this must be the person who has completed Site Owner training in Moodle.

3.5 Providing advice to the business

IMT is responsible for providing advice on request about appropriate SharePoint usage (e.g. which template to use). If Customer Services is unable to fully advise the business on SharePoint usage because of complex user requirements, this must be passed to the PMO for guidance.

3.6 Monitoring SharePoint site usage

IMT will monitor SharePoint usage in order to properly manage and maintain the application. This responsibility sits in Customer Services and will be provided by the IMT Service Management Administrator.

This will include:

- e. Contacting all Nominated Site Owners on a regular basis for them to confirm that they are still a Nominated Site Owner and still comply with the responsibilities of being a SharePoint Nominated Site Owner. This will allow IMT to identify sites where site owners have left the organisation or where individuals no longer consider themselves to be Nominated Site Owners.
- f. Reviewing site usage to identify sites that are no longer being used. This will allow IMT to target those Nominated Site Owners to see if their sites are no longer needed and can be archived or deleted.
- g. Identifying possible duplications of sites (e.g. where different people in the same team have requested and been given SharePoint sites, but only one is in use). This will allow IMT to target those Nominated Site Owners to see if their sites are no longer needed and can be archived or deleted.
- h. Identify possible misuse of SharePoint team sites (e.g. storage of very large files that are not being accessed by anyone or where only one user ever accesses a site).

Effort should be made by the IMT Service Desk, at the point of request from the business, to identify any of the above issues and contact the requesting staff member to discuss use of SharePoint. E.g. if requests for what sound like the same SharePoint team site are made by two different people from the same team.

3.7 Quotas

Microsoft ultimately create storage capacity limits within Office 365, where SharePoint will be hosted, so IMT will be using the below only as far as we can control those limits.

Quotas can only physically be set at primary site collection level. Nominated Site Owners will be given a 1GB limit on their primary SharePoint site, And that quota will be used by all sub sites created underneath the primary site collection.

Requests to increase quota limits must be approved by the Service Owner (Head of Applications).

3.8 Decommissioning SharePoint sites

There is currently no digital archiving solution in place at LSE, so this is not an option for SharePoint. Nominated Site Owners will be taught that SharePoint is for current documents and information only, and therefore encouraged to have an end date on their sites.

Only a Nominated Site Owner can request that a SharePoint site be decommissioned. If the Nominated Site Owner has left the LSE, then this request must be made by the Department Manager, or the Divisional Director or Research Director of the site collection department in which the SharePoint site is located.

If a site is to be decommissioned, this request must be made in writing and it must be made clear to the requester that this means permanently deleting all contents.

IMT reserve the right to decommission a site at any time, and although we will endeavour to contact a Nominated Site Owner or users, this may not always be possible.