

CLOUD BEST PRACTICES



Per WAC 434-615-020, offices and departments at EWU can use cloud applications to store university records provided that the records are managed properly. Managing records properly includes the ability to respond to audits, public records requests, and litigation, retain records for their full retention period, and delete records at the end of their retention period. This resource was created to help offices and departments who are implementing cloud-based applications to establish best practices around the following matters.

CLOUD OPTIONS

REPOSITORIES

File storage and sharing applications that store files you have created outside of the cloud. Files can be accessed by you and/or others via the Internet.
E.g. OneDrive, Google Drive, Dropbox.

TOOLS

Productivity tools you use to create unique types of records and store them within the application itself.
E.g. Trello, Slack, Facebook.

HYBRIDS

Software as a Service (SAAS) databases and other structured content systems that store their information in the cloud.
E.g. Salesforce, Freshdesk, Workday.



RECORDS RETENTION

Records must be maintained in accordance with a legally approved University Records Retention Schedule



USABILITY

Identifying potential impacts to workflows and centralized accessibility of records



PRIVACY & SECURITY

Service provider must meet all the relevant information privacy and security requirements



ACCOUNT MANAGEMENT

Defining and controlling access to records



IMPLEMENTATION

Approving and standardizing use throughout the department



CONTRACT NEGOTIATION

Documenting important vendor obligations within the contract with the cloud provider

Questions? Let us shine light on your choices



Records Management

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