

ISP 387

Introduction to Information Management and Repositories

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Office Hours: Wednesday during the term 4-5pm CT) or, by appointment

Reading List: Collection of selected papers from academic publications, corporate and government reports and popular press

Course Goals: This course aims to teach the best practices and emerging solutions for managing, protecting, and extracting value from information repositories. With a view of both the technical and organizational aspects of information security and privacy, this course spans both enterprise and IT solutions to protect, access, and rely on information, with a focus on personal and sensitive data.

Learning Objectives: Students will learn to:

- Develop a data management (including identity/customer data management) strategy for an organization including:
 - Design considerations
 - Intended goals and use
 - Inbound and outbound data flows
 - Security Considerations
- Incident response and business continuity planning
- Understand organizational control activities for mitigating risk
- Know how to plan, organize, acquire, and implement IT solutions for information repositories
- Gain familiarity with algorithms and analytics for information management
- Understand breach response and mitigation processes
- Identify information repositories and management applications across all market sectors

Course Topics

- Information Storage
- Information Repository Risk and Governance
- Information Repository Security and Operations
- Information Sharing and Interoperability
- Privacy-by-Design
- Value Extraction from Information Repositories

Course Schedule

Meeting	Main Topics/ Lecturer
1 (3 June 2022)	<ul style="list-style-type: none">▪ Intro, Course overview and goals▪ Explanation of Assignments<ul style="list-style-type: none">○ Reflection Essays○ Semester Project 1 discussion: Building a plan for a data repository
2 (4 June 2022)	<p>Extracting Business Value from Information Repositories</p> <ul style="list-style-type: none">• Goal setting• Business Process Mapping• Reporting <p><u>Guest Lecturers and Discussion Leads:</u></p> <ul style="list-style-type: none">• James Lee- COO, Identity Theft Resource Center• Elise Quadrozzi- VP Consumer Operations and Compliance- Lexis Nexis Risk Solutions
3 (24 June 2022)	<p>Privacy and Customer-Centric Design Considerations</p> <ul style="list-style-type: none">• Regulatory Frameworks• Brand Considerations• Best practices in engagement and collaboration <p><u>Guest Lecturers and Discussion Leads:</u></p> <ul style="list-style-type: none">• Karen McGee- Chief Privacy Officer, Levi Strauss• Alan Isham- Director of Customer Privacy- Intel <p>Lecture by Ken Meiser -- VP Market and Industry Insight, LexisNexis Risk Services</p>

<p style="text-align: center;">4 (25 June 2022)</p>	<p>Technical Design, Engineering and Security Practices</p> <ul style="list-style-type: none"> • Converting requirements to systems • Cloud vs Hosted data tradeoffs • Extensibility and design for growth • Security as part of design, operation, audit and incident response • Third-party ecosystem provider considerations <p><u>Guest Lecturers and Discussion Leads:</u></p> <ul style="list-style-type: none"> • Vijay Raghavan- EVP and CTO- LexisNexis Risk Solutions • Andrew Citro- - Chief Information Security officer- Reltio
<p style="text-align: center;">5 (29 July 2022)</p>	<p>Compliance, Regulatory and Social Considerations</p> <ul style="list-style-type: none"> • Managing for multi-national regulatory environments • Balancing business objective, consumer choice, friction, and fraud reduction • Regulatory risk assessment <p><u>Guest Lecturers and Discussion Leads:</u></p> <ul style="list-style-type: none"> • Amy Shuart- Policy Director and Head of North American Government Affairs- Onfido
<p style="text-align: center;">6 (30 July 2022)</p>	<p>Data Science as a value add</p> <ul style="list-style-type: none"> • Overview of modeling approaches • Organizing data to support analytics <p><u>Guest Lecturers and Discussion Leads:</u></p> <ul style="list-style-type: none"> • Dr Steven Coggeshall- Adjunct Professor- Marshall School of Business- University of Southern California and retired Chief Analytics Officer- ID Analytics <p style="text-align: center;">Wrap up and synthesis</p>
<p style="text-align: center;">Office Hours</p>	<p>Wednesday during the term 4-5pm PT (5CT, 6ET) and by appointment</p>

Grading Procedures: Grades will be based on:

- Reflection essays for each guest lecture- (50 points total)
 - Reflection essays on Lectures to include:
 - Major takeaway message of the lecture and discussions
 - Gaps and Opportunities for future advances
 - Challenges to make those advances a reality
 - *Note- we will review and discuss selected reflections the following class weekend*
 - Final Reflection essay is a Summary Reflection. More information to come with regard to requirements for this essay.
- Final Project Report (50 points)

Course Policies

- Class attendance is mandatory. Absences must be based on emergency, documented occurrences.
- Late Deliverables: All deliverables are expected in advance or no later than the due dates. However, 25% deduction will be allowed for excused unusual and approved circumstances when a deliverable is submitted late but within 5 days of due date. Otherwise, no credit will be given.
- Changes to the Course Schedule may be made at my discretion and if circumstances require. It is your responsibility to note these changes when announced (although I will do my best to ensure that you receive the changes with as much advanced notice as possible). Please check Canvas on a regular basis since all important class events and changes will be announced in class and posted to Canvas.

UT Policies and Resources

Grading

Official grade point averages are calculated by the registrar and appear on the student's academic record maintained by the registrar.

Learning and Growth

Throughout the course, your learning and growth in theory and practice of the engineering profession are important to me. We all need accommodations because we all learn differently, and the current pandemic makes accommodations all the more important. If there are aspects of this course that prevent you from learning or exclude you, please let me know as soon as possible. Together we will develop strategies to meet your needs and course requirements. I also encourage you to reach out to the resources available through UT. Many are on this syllabus. I am happy to connect you with a person or Center if you would like.

Academic Integrity

Each student is expected to abide by the UT Honor Code: "As a student of The University of Texas at Austin, I shall abide by the core values of the University and uphold academic integrity." If you use words or ideas that are not your own (or that you have used in a previous class), you must cite your sources. Otherwise, you might be in violation of the university's academic integrity policies.

Collaboration is allowed for in-class assignments, but each person must submit their own assignment.

Please see [Student Conduct and Academic Integrity](#).

Use of Electronics

To help you connect the pieces of the class together, please focus the use of electronics on the content in lecture and class discussions.

Video Recordings

Video recording of class activities are reserved for students and TAs in this class only for educational purposes and are protected by [FERPA](#) laws if any students are identifiable in the video. Video recordings should not be shared outside the class in any form. Students violating this university policy could face misconduct proceedings.

Students with Disabilities

The university is committed to creating an accessible and inclusive learning environment consistent with university policy and federal and state law. Please let me know if you experience any barriers to learning so I can work with you to ensure you have equal opportunity to participate fully in this course. If you are a student with a disability, or think you may have a disability, and need accommodations please contact [Services for Students with Disabilities](#) (SSD). Here are some [examples](#) of the types of diagnoses and conditions that can be considered disabilities: [Attention-Deficit/Hyperactivity Disorders \(ADHD\)](#), [Autism](#), [Blind & Visually Impaired](#), [Brain Injuries](#), [Deaf & Hard of Hearing](#), [Learning Disabilities](#), [Medical Disabilities](#), [Physical Disabilities](#), [Psychological Disabilities](#) and [Temporary Disabilities](#). Please refer to SSD's [website](#) for contact and more information. If you are already registered with SSD, please deliver your Accommodation Letter to me as early as possible in the semester so we can discuss your approved accommodations and needs in this course.

Mental Health Counseling

College can be stressful and sometimes we need a little help. Luckily, we have a wealth of resources and dedicated people ready to assist you, and treatment does work. The [Counseling and Mental Health Center](#) provides counseling, psychiatric, consultation, and prevention services that facilitate academic and life goals and enhance personal growth and well-being. Counselors are available Monday-Friday 8am-5pm by phone (512-471-3515) and Zoom.

If you are experiencing a mental health crisis (e.g. depression or anxiety), please call the Mental Health Center Crisis line at 512-471-CALL(2255). Call even if you aren't sure you're in a full-blown crisis, but sincerely need help. Staff are there to help you.

Behavior Concerns Advice Line (BCAL)

If you are worried about someone who is acting differently, you may use the Behavior Concerns Advice Line to discuss by phone your concerns about another individual's behavior. This service is provided through a partnership among the Office of the Dean of Students, the Counseling and Mental Health Center (CMHC), the Employee Assistance Program (EAP), and The University of Texas Police Department (UTPD). Call 512-232-5050 or visit <https://safety.utexas.edu/behavior-concerns-advice-line>.

Student Rights and Responsibilities

- You have a right to a learning environment that supports mental and physical wellness.
- You have a right to respect.
- You have a right to be assessed and graded fairly.
- You have a right to freedom of opinion and expression.
- You have a right to privacy and confidentiality.
- You have a right to meaningful and equal participation, to self-organize groups to improve your learning environment.
- You have a right to learn in an environment that is welcoming to all people. No student shall be isolated, excluded or diminished in any way.

With these rights come responsibilities:

- You are responsible for taking care of yourself, managing your time, and communicating with the teaching team and others if things start to feel out of control or overwhelming.
- You are responsible for acting in a way that is worthy of respect and always respectful of others.
- Your experience with this course is directly related to the quality of the energy that you bring to it, and your energy shapes the quality of your peers' experiences.
- You are responsible for creating an inclusive environment and for speaking up when someone is excluded.
- You are responsible for holding yourself accountable to these standards, holding each other to these standards, and holding the teaching team accountable as well.

Official Correspondence

UT Austin [considers e-mail as an official mode of university correspondence](#). You are responsible for following course-related information on the course Canvas site.

Religious Holy Days

In accordance with [section 51.911 of the Texas Education code](#) and [University policies on class attendance](#), a student who misses classes or other required activities, including examinations, for the observance of a religious holy day should inform the instructor as far in advance of the absence as possible so that arrangements can be made to complete an assignment within a reasonable period after the absence. A reasonable accommodation does not include substantial modification to academic standards, or adjustments of requirements essential to any program of instruction. Students and instructors who have questions or concerns about academic accommodations for religious observance or religious beliefs may contact the [Office for Inclusion and Equity](#). The University does not maintain a list of religious holy days.

Absence for Military Service

In accordance with [section 51.9111 of the Texas Education code](#) and [University policies on class attendance](#), a student is excused from attending classes or engaging in other required activities, including exams, if he or she is called to active military service of a reasonably brief duration. The maximum time for which the student may be excused has been defined by the Texas Higher Education Coordinating Board as "no more than 25 percent of the total number of class meetings or the contact hour equivalent (not including the final examination period) for the specific course or courses in which the student is currently enrolled at the beginning of the period of active military service." The student will be allowed a reasonable time after the absence to complete assignments and take exams.

Safety Information (<http://www.utexas.edu/safety>)

If you have concerns about the safety or behavior of students, TAs, Professors, or others, call the Behavioral Concerns Advice Line at 512-232-5050. Your call can be anonymous. If something doesn't feel right, it probably isn't. Trust your instincts and share your concerns.

Occupants of buildings are required to evacuate buildings when a fire alarm is activated. Alarm activation or announcement requires exiting and assembling outside.

- Familiarize yourself with all exit doors of each classroom and building you may occupy. The nearest exit door may not be the one you used when entering the building.
- Students requiring assistance in evacuation shall inform their instructor in writing during the first week of class.
- In the event of an evacuation, follow the instruction of faculty or class instructors. Do not re-enter a building unless given instructions by the following: Austin Fire Department, UT Austin Police Department, or Fire Prevention Services.
- [Information regarding emergency evacuation routes and emergency procedures.](#)

Sanger Learning Center

The Sanger Learning Center offers a number of services to improve your academic performance. All students are welcome to join their classes and workshops and make appointments for their private learning specialists, peer academic coaches, and tutors. For more information, see the [Sanger Web site](#) or call 512-471-3614 (JES A332).

Title IX Reporting

Title IX is a federal law that protects against sex and gender-based discrimination, sexual harassment, sexual assault, sexual misconduct, dating/domestic violence and stalking at federally funded educational institutions. UT Austin is committed to fostering a learning and working environment free from discrimination in all its forms where all students, faculty, and staff can learn, work, and thrive. When sexual misconduct occurs in our community, the university can:

1. Intervene to prevent harmful behavior from continuing or escalating.
2. Provide support and remedies to students and employees who have experienced harm or have become involved in a Title IX investigation.
3. Investigate and discipline violations of the university's relevant policies.

Faculty members and certain staff members are considered "Responsible Employees" or "Mandatory Reporters," which means that they are required to report violations of Title IX to the Title IX Coordinator at UT Austin. **I am a Responsible Employee and must report any Title IX related incidents** that are disclosed in writing, discussion, or one-on-one. Before talking with me, or with any faculty or staff member about a Title IX related incident, be sure to ask whether they are a responsible employee. If you want to speak with someone for support or remedies without making an official report to the university, email advocate@austin.utexas.edu. For more info about reporting options and resources, visit [the campus resources page](#) or e-mail the Title IX Office at titleix@austin.utexas.edu.

Use of E-mail for Official Correspondence to Students

All students should become familiar with the University's official e-mail student notification policy. It is the student's responsibility to keep the University informed as to changes in his or her e-mail address. Students are expected to check e-mail on a frequent and regular basis in order to stay current with University-related communications, recognizing that certain communications may be time-critical. It is recommended that e-mail be checked daily, but at a minimum, twice per week. The complete text of this policy and instructions for updating your e-mail address are available at <https://it.utexas.edu>