

TO: All MUNFA Members
FROM: The MUNFA Executive Committee
DATE: October 22, 2024
SUBJECT: ITS/Computer Issues and Policy Changes

Over the past several months, the MUNFA Executive has received a range of complaints, issues, and concerns from members pertaining to IT Services and computer issues including but not limited to the following:

- authenticator issues;
- administrator access denials;
- programming/software request denials;
- computer purchasing/budgeting issues;
- inability to get IT/computer issues resolved in a timely manner

The MUNFA Executive would also like to draw attention to consultations which are currently open and ongoing for a number of IT/computer relations policies -

<https://www.mun.ca/policy/policy-status/>

The following policies are currently being revised:

- [Appropriate Use of Computing University Resources \(revised\)](#)
- [Computer Standards \(revised\)](#)
- [Data Removal \(revised\)](#)
- [Electronic Data Security \(revised\)](#)
- [Information Management \(revised\)](#)
- [IT Investment and Governance \(revised\)](#)
- [Networks and Communications \(revised\)](#)

We encourage members to review these policies and provide feedback.

The MUNFA Executive will be meeting with the Chief Information Officer (CIO) in the coming weeks to discuss the above noted issues, concerns, and policies.

We are asking members to share their thoughts/experiences/issues on the above-noted items at the following online form - [HERE](#) or email munfa@mun.ca. Responses will remain anonymous. Please provide feedback by October 29, 2024. The feedback we receive will inform our discussions with the CIO.