

# Contact Type Definitions

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This page provides information about each contact type in the OHS Contacts System. Note that an individual may have more than one role in a department and an individual may be a contact for more than one department.

[Official role](#) contact types are indicated by the  icon.

## Accounting

Person responsible for managing the unit's accounts. Questions from the Office of Accounting about an account are directed to this person.

## Budget

Contact person in the department for the Budget Office.

## Business Officer

College, School, or Unit administrative leadership who, in collaboration with professors, administrators, and staff, champion administrative excellence in support of research and education. Contact the [sponsoring department](#) to update this contact type for a unit.

## Compliance Posters

Person(s) responsible for ensuring that the most up-to-date compliance posters are appropriately posted in their department.

## DocuSign Unit Contact

Person designated to manage policy requirements for the acceptable use of the DocuSign eSignature service for a unit. Contact the [sponsoring department](#) to update this contact type for a unit.

## Effort Contact

Contact person in the department for the Office of Sponsored Projects regarding effort certification.

## Executive Delegate

Employee(s) designated by the president, vice president, or dean to serve as his or her delegate(s) to view information on positions and incumbents in the portfolio. The executive delegate may also receive information of importance regarding positions and incumbents via e-mail.

## Facilities Update Contact

Person(s) knowledgeable regarding the location and use of rooms assigned to their organizational units. Facilities contacts can be administrative persons capable of answering questions related to the classification and use of rooms assigned to their organizations. They should be capable of reviewing a list of rooms and know, or be able to verify by inspection, whether information contained in the list is correct or needs changing. Facilities update contacts should have active UT EIDs and be familiar with computers and the Internet.

## Faculty Prior Approval Request Contact

Staff member(s) in each academic department or other academic unit responsible for processing Prior Approval Request (FMM) documents.

## Financial Contact

Employee(s) assigned to manage funding for their department, especially those accounts that fund employee positions.

### **HR Contact (formerly Department HR Contact)**

These individuals will receive communications from Human Resource Services regarding policies and compliance, and are expected to disseminate relevant information within their departments. HR Contacts may receive sensitive information such as periodic compliance reports and family medical leave approval. This designation gives the person authorization to process background checks, I-9s, Employee Information System updates for the assigned unit code, and any subunits within the assigned unit code.

### **HR Contact Delegate**

This designation gives the person authorization to process background checks, I-9s, Employee Information System updates for the assigned unit code, and any subunits within the assigned unit code. These individuals may receive communications from Human Resource Services regarding policies and compliance, but will not receive sensitive information such as periodic compliance reports or family medical leave approvals.

### **Inventory**

Person to whom inventory correspondence is sent.

### **IS Day 12 Contacts**

Administrative person(s), working within the structure of the departmental chair office, who are knowledgeable about:

- instructors and locations of organized courses
- keeping records that link students with instructors in individual instruction (conferences) courses

IS Day 12 contacts need to be accurate, quick to respond, and comfortable using computers.

### **IT Application Custodians**

Systems analysts or programmers; the holders of application source code and configurations, the individuals charged with implementing the application development and management controls specified by the owner or the university. These custodians are responsible for the processing of information. These custodians, including entities providing outsourced information resource services to the university, must:

- implement the application development and management controls specified by the owner or the University
- provide physical, virtual, and procedural safeguards, based on risk, for the application environment
- assist owners in evaluating the cost-effectiveness of services, controls, and monitoring
- assist in implementation of monitoring techniques and procedures for detecting, reporting, and investigating or troubleshooting application incidents

### **IT Networking Custodians**

Network managers or analysts; the holders of network configuration data, the agents charged with implementing the network controls and services specified by the owner or the university. They are responsible for the transfer of information. These custodians, including entities providing outsourced information resources services to the university, must:

- implement the network controls specified by the owner or the university
- provide physical and procedural safeguards for the network infrastructure
- assist owners in evaluating the cost-effectiveness of controls and monitoring
- implement the monitoring techniques and procedures for detecting, reporting, and investigating or troubleshooting network incidents

### **IT Owner Contacts**

The authoritative heads of the respective college, school, or unit. The owners are responsible for the function that is supported by the resource or for carrying out the program that uses the resources. The owners of a collection of information are the persons responsible for the business results of that system or the business use of the information. Where appropriate, ownership may be shared by managers of different departments. The owners or designated representatives are responsible for and authorized to:

- approve access and formally assign custody of an information resources asset
- determine the asset's value
- specify and establish data control requirements that provide security and convey them to users and custodians
- specify appropriate controls, based on risk assessment, to protect the state's information resources from unauthorized modification, deletion, or disclosure. Controls shall extend to information resources outsourced by the university
- confirm that controls are in place to ensure the accuracy, authenticity, and integrity of data
- confirm compliance with applicable controls
- assign custody of information resources assets and provide the appropriate authority to implement security controls and procedures
- review access to lists based on documented security risk management decisions

### **IT Security Custodians**

Guardians or liaisons to Information Security Office; the agents charged with implementing the security controls specified by the owner or the university. They are responsible for assuring the secure transfer, processing, and storage of information. These custodians, including entities providing outsourced information resources services to the university, must:

- assure the implementation of security controls specified by the owner or the university
- provide physical and procedural security safeguards for the information resources
- assist owners in evaluating the cost-effectiveness of controls and monitoring
- implement the monitoring techniques and procedures for detecting, reporting, and investigating security incidents

### **IT Systems Custodians**

System administrators or analysts; the holders of system data, the agents charged with implementing the systems controls specified by the owner or the university. They are responsible for the processing and storage of information. These custodians, including entities providing outsourced information resources services to the university, must:

- implement the system controls specified by the owner or the University
- provide physical and procedural safeguards for the information resources
- assist owners in evaluating the cost-effectiveness of controls and monitoring
- implement the monitoring techniques and procedures for analyzing, reporting, ' and investigating or troubleshooting system incidents

### **Ledger Sheet**

Person who is authorized to certify statements of account for the unit.

### **Notary Publics**

Public servants with statewide jurisdiction who are authorized to take acknowledgements, protest instruments permitted by law, administer oaths, take depositions, and certify copies of documents not recordable in the public records. See the [Handbook of Business Procedures](#) for more information.

### **Payroll**

Contact person in the department will receive correspondence from Payroll Services and is expected to disseminate relevant information to his or her departmental staff as needed. The Payroll Contact may also receive phone calls or email inquiries from Payroll Services related to departmental payroll documents, deadlines, and processing issues.

## Personnel Contact

Designated by departments, Personnel Contact(s) are persons who have the business need to obtain human resource information. Being listed as a Personnel Contact provides view access to HRMS data for positions and incumbents in his/her unit as well as any units that report to that unit. It also provides access to and authorization to update the HRMS Performance Review section.

## Records Management and Retention Contact

Each department at the university has a responsibility to preserve and protect all records that are under its control. The best way to do this is to understand the kinds of records that a department maintains and actively manages on a day-to-day basis. Each department also has the responsibility to follow the policies and procedures of good records management as set out in the [Records Management Services](#) Web site.

Records Management Contacts manage records and submit requests to dispose of state records. They are responsible for obtaining training and information regarding The University of Texas at Austin records management policy. Every department is required to designate a Records Management and Retention Contact.

## Space Coordinators

Space Coordinators are authorized to make changes to space information in the application WORQSpace.

## Space Reviewer

Space Reviewers are granted read-only access to the WORQSpace application in order to view space information.

## SSN Remediation Contact

Point persons managing the remediation of all business processes, electronic or manual, to eliminate the use of Social Security Numbers (SSNs) except as allowed by law.

## Telephone Services - General

Liaisons for all voice services. Note: This list will not be used for communication regarding billing issues.

Relevant services include:

- telephone instruments, lines, and wall-jacks
- long distance service
- voice mail and auto-attendant services
- Uniform Call Distribution (UCD)
- phone books (SBC only; for UT phone books, see Texas Student Publications)

## Travel

Person responsible for performing any of the following travel-related tasks:

- prepare travel arrangements for current and prospective employees, students, and non-employees
- process Request for Travel Authorizations (RTAs), Authorization for Individual Services (PBS), or Authorization of Professional Services (APS) or letter to authorize travel for students, faculty, staff, or non-employees
- forward prior approval of foreign travel on state funds to Travel Services
- make travel cash advance requests
- perform cash advance reconciliations
- request restricted region travel approval from the International Oversight Committee (IOC)

- set-up and process direct billing
- evaluate appropriate use of Travel Card, student health insurance, and Faculty Travel Grant account with review of taxable childcare expense reimbursement requests made for travel
- ensure reimbursement protocol is followed in accordance with University of Texas at Austin policies for students, faculty and staff
- verify that traveler's contact information (mail codes & addresses) and emergency contact information are current

### **WORQS Request Coordinator**

Person(s) who identify users that can submit electronic CRIB (Construct, Remodel, Install, and Build), Event, and Services requests. The paper version of these requests is known as the SR10 request.