# CLOUD BEST PRACTICES

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Per WAC 434-615-020, offices and departments at the UW 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. UW Records Management Services created this resource 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

W **RECORDS MANAGEMENT SERVICES**
UNIVERSITY *of* WASHINGTON

http://finance.uw.edu/recmgt
206.685.7810
recmgt@uw.edu