SJSU Guidelines on the Use of Cloud Computing Services

Drop box–type cloud services provide Web access to file storage, file sharing, and file synchronization. There are several applications and companies who provide this service for little or no cost. For purposes of this guidance, we will refer to all of these services as 'drop box-type' services, while one such company is named Dropbox.com. Below is guidance about using drop box-type cloud services which are not provided by San Jose State University.

1. The responsibility for storing SJSU documents and files resides with the person who stores the data. Judgment is required about how and where SJSU data will be stored.

2. Different data has different regulations, laws, agreements and rules, requiring protection of that data and reporting when that data is released to unauthorized individuals.

   Some examples: If you're working with grades and student's academic records, there are federal laws (FERPA). If you're working with SSN, there are federal and state laws. If you're working with driver's license information there are CA laws. If you're working with credit card information there are credit card regulations (PCI). If you're working on grant sponsored research, that grant has specific rules. If you're collecting data for a book or creating intellectual property, this data may be solely yours.

3. Some questions to ask yourself as the person who wants to make a copy of or store SJSU data or information in a location which is additional to its source location follow.
   a. If the data is released to the public what is the risk to SJSU?
   b. If the data is unavailable to you when you need it, how bad would that be?
   c. Does the online file storage systems company agree to protect the confidentiality of the data? (you can read the license agreement on their Website before and after you get your account)
   d. Does the online file storage systems company use encryption?
   e. Do people depend on this data to do their job?
   f. Does the online file storage systems company indicate how available the data will be?

4. FAQ: Is it OK to store Level 1 data on dropbox-type servers?
   Response: Level 1 data may not be stored in online file storage systems. Online file storage systems generally do not agree to protect the confidentiality of the data.

5. FAQ: Is it OK to store Level 2 data on Dropbox-type servers
   Response: Level 2 data is everything between level 1 and public. The people who want to store data using online file storage systems need to review the CSU data classification standard and the SJSU data classification standard and use their judgment about storing the specific level 2 data they want to store.