

## Document Management Guidelines

The purpose of these guidelines is to assist our community in selecting an appropriate solution<sup>1</sup> when managing University documents. If you are unsure which tool to use for a project or team collaboration, please consult with your supervisor.


These guidelines must be used in combination with [Northeastern's Data Classification Guidelines](#).

In tandem with any use of an AI application you must consult the [Policy on the Use of Artificial Intelligence Systems](#) and the related [FAQ from the AI Review Committee](#).

**Non-university cloud storage (e.g., Dropbox, Box, etc.) are not allowed and should not be used to support University business.**

Legend	
✓	Allowed to use
⊘	Not allowed to use
[*]	Requires approval from the <a href="#">Office of Information Security</a>
[**]	Please consult the <a href="#">Policy on the Use of AI Systems</a>
[1]	Preferred for individual storage
[2]	Preferred when sharing internally
[3]	Preferred when sharing externally

### Commonly Used Applications and Services

Tool	Lock 2 (Limited Risk) 	Lock 3 (High Risk)	Lock 4 (Critical Risk)
Amazon Web Services	✓	✓ [*]	✓ [*]
Claude	✓	✓ [**]	⊘ [**]
Co-Pilot	✓	✓ [**]	⊘ [**]
Google Drive	✓	⊘	⊘
Library Digital Repository Service	✓	⊘	⊘
Microsoft Azure	✓	✓ [*]	✓ [*]
Microsoft OneDrive	✓ [1, 2, 3]	✓ [1, 2, 3*]	✓ [1, 2, 3*]
Microsoft Outlook	✓	✓	✓
Microsoft SharePoint	✓ [2, 3]	✓ [2, 3*]	✓ [2, 3*]
Microsoft Teams	✓ [2, 3]	✓ [2, 3*]	✓ [2, 3*]
Personal or Non-University Service	⊘	⊘	⊘
Q: Drive / University Network Storage	✓ [1, 2]	✓	✓
Qualtrics	✓	✓	✓
Zoom	✓	✓	⊘
Zoom (HIPAA Approved)	✓	✓	✓

### Research Related Applications and Services

Tool	Lock 2 (Limited Risk) 	Lock 3 (High Risk)	Lock 4 (Critical Risk)
Globus	✓	✓	✓
Research Computing HPCC	✓	✓ [*]	⊘

<sup>1</sup> These guidelines do not apply to University systems with integrated document management such as Salesforce, Banner Document Management (BDMS), or PowerFAIDS.

# Frequently Asked Questions (FAQ)

## **Can I use non-Northeastern cloud storage solutions such as Dropbox or Box?**

No. Only storage locations approved by Northeastern should be used to support University business. Without a contractual relationship with these providers, Northeastern cannot assure minimum security requirements are met. Use of these systems for University business is in violation of the [Policy on Appropriate Use of Computer and Network Resources](#) and [Policy on Confidentiality of University Records and Information](#).

## **How can I share documents with external users?**

To the extent possible, avoid sharing Lock 3 and Lock 4 data externally. When necessary, choose a method that gives you the most control over access and security, such as Microsoft Teams or OneDrive. Never post sensitive documents publicly.

## **What will happen to my documents when I leave the University?**

Documents on OneDrive and Google Drive will be removed upon termination. As part of offboarding, all documentation should be transferred to your supervisor. Documents on SharePoint will not be removed.

## **How do I share files using OneDrive?**

[Visit the ITS Knowledge Base](#) for instructions on sharing files with OneDrive.

## **How do I set up a Q Share (Departmental Network Share Storage)?**

[Visit the ITS Knowledge Base](#) for instructions on requesting network storage (Q: Drive).

## **How do I use NU Affiliated Google Docs?**

Minimal Google Drive support is provided to active Faculty and Staff. We highly recommend using OneDrive or SharePoint instead. [Visit the ITS Knowledge Base](#) for instructions on moving files from Google Drive to OneDrive.

## **How do I request a SharePoint site?**

[Visit the ITS Knowledge Base](#) for instructions on requesting a SharePoint site.

## **How do I obtain approval prior to sharing or collaborating with external users?**

Consult with the [Data Classification Guidelines](#) on recommended practices. For Lock 4 data, the Office of Information Security must grant an exception. For Lock 3 data, individuals sharing this data must have authorization from their manager and/or relevant offices as necessary (e.g., Registrar, Human Subject Research Protection, Office of Information Security).

## **How can I set up workflow to share documents?**

[Request a consultation with the ITS Digital Solutions team](#) to discuss your needs and find the best solution.