UNIVERSITY
OF
CALIFORNIA

*UCOP
ITS
Systemwide CISO Office
Systemwide IT Policy*

UC Availability Level Classification Guide

Revision History

Date:	By:	Contact Information:	Description:
08/16/17	Robert Smith	robert.smith@ucop.edu	Approved by the CISOs for consideration by ITLC and shared governance. Interim until approved by ITLC.
5/29/18	Robert Smith	robert.smith@ucop.edu	Administrative update – added title, page of pages in the footer.
10/3/19	Robert Smith	robert.smith@ucop.edu	Approved by ITLC.

Classification Guide: Availability Levels for Institutional Information and IT Resources

UC's Institutional Information and IT Resource Classification Standard specifies that all UC Institutional Information and IT Resources must be assigned one of four Availability Levels based on the level of business impact that their loss of availability or service would have on UC, with A4 causing the highest level of impact and A1 causing a minimal level of impact.

Proprietors, with the support of their Security Subject Matter Experts (SMEs) and Unit Information Security Leads (UISLs), are responsible for determining the Availability Level for Institutional Information and IT Resources under their area of responsibility.

Proprietors may use the chart below to appropriately classify Availability Levels. If the Institutional Information or IT Resource in question is not included in this chart, Proprietors should consult their Chief Information Security Officer (CISO), Privacy Officer or Compliance Officer for guidance.

AVAILABILITY LEVEL 4

IT RESOURCE / INSTITUTIONAL INFORMATION	JUSTIFICATION
Building access system.	Safety
Building management system – access, HVAC, lighting, elevators.	Safety
Directory Services – single sign-on (SSO).	Critical IT Infrastructure may require special protections that go beyond A4 and P4 controls.
Domain name servers (DNS).	Critical IT Infrastructure may require special protections that go beyond A4 and P4 controls.
Email.	Operations
Medical devices.	Patient care and safety, HIPAA
Medical records system.	Patient care and safety, HIPAA
Financial, accounting and payroll systems.	Operational mission
UC Path human resources management systems.	Operational mission
Network (core services).	Operational mission
Supporting IT infrastructure that A4 systems rely upon for operation.	Operational mission

AVAILABILITY LEVEL 3

IT RESOURCE / INSTITUTIONAL INFORMATION	JUSTIFICATION
Building management system – other.	Operational mission
Clinical trial management system.	Research
Event ticketing systems.	Operational mission
Point-of-sale (POS) systems.	Operational mission
Public website.	Operational mission
Ticketing or work management system (help desks, maintenance, etc.).	Operational mission
Time reporting system.	Operational mission
Version management system.	Operational mission
File servers supporting business operations.	Operational mission

AVAILABILITY LEVEL 2

IT RESOURCE / INSTITUTIONAL INFORMATION	JUSTIFICATION
Department website.	Operational mission
Electronic sign board system.	Operational mission
Front desk sign-in system.	Operational mission
Student life management system.	Operational mission
General file servers.	Operational mission

AVAILABILITY LEVEL 1

IT RESOURCE / INSTITUTIONAL INFORMATION	JUSTIFICATION
Streaming systems (music and video).	Operational mission
Workstations.	Operational mission
Laptops.	Operational mission