

## UAIR Policy on Dynamic Agents

### Background

UAccess Analytics, the University of Arizona's reporting system of record, is maintained by the **University Analytics & Institutional Research (UAIR)** department.

UAccess Analytics users can use an Analytics tool called an **agent** to automatically generate a scheduled report and disseminate that report to their own and other Analytics users' home pages or email addresses. A more advanced agent, called a **dynamic agent**, can independently determine the list of people to whom the report will be sent based on the contents of the report, then automatically send the report to those users' home pages or email addresses.

It is possible to limit access to creating agents and to further limit access to creating dynamic agents.

### Risks

The list of recipients of a report generated by a dynamic agent would ideally be restricted to some small number of recipients – members of a particular department or other relatively small organization. It is possible, however, that an Analytics user could inadvertently create an agent that will deliver a report to every Analytics user – currently more than 2,000 people. The Agent system itself does not give UAIR the ability to restrict the number of recipients of an agent-generated email or the contents of those emails.

To limit the potential for harm or embarrassment to the University, UAIR, or University employees, and to ensure the credibility and integrity of the UAccess Analytics system, we would ideally want to restrict agents from targeting too many recipients at any one time. We would also want agent-generated emails to contain information about how the email was generated, who authored the agent, and whom to contact with questions, concerns, or requests to stop receiving the emails.

### Policy

Therefore, to ensure best practices are followed by those Analytics users who create dynamic agents, UAIR has implemented the following policy.

1. Analytics users can request the ability to create dynamic agents by contacting the University Analytics & Institutional Research (UAIR) department.
2. Before the ability to create dynamic agents is granted, Analytics users must agree to adhere to the following requirements:

- a. Reports designed to be generated and sent by dynamic agents must be saved in the agent owner's department or college folder. Agent owners must not use reports directly from University-level shared folders or dashboards.
  - b. Reports designed to be generated and sent by dynamic agents must be filtered to restrict the list of potential recipients to the smallest group possible as required by the agent owner.
  - c. Dynamic agents would ideally be set up to send the report via email as an attachment. The report may also be sent to the various users' home pages, but email must be the main delivery tool.  
If the report is not sent as an attachment, the required text stipulated in paragraphs d – f below must be incorporated into the report itself. The report should also be designed to distribute the text in situations where no results are available.
  - d. The agent-generated email or the analysis itself must explicitly state: "This email was generated by an Agent running in UAccess Analytics."
  - e. The name of the agent owner must be included in the email or in the analysis: "The Agent Owner is (agent owner name)."
  - f. Contact information for the agent owner must also be included in the email or in the analysis: "Please contact (agent owner name) at (phone number or email address) with questions, or to be removed from this agent's email list." This specific requirement does not apply to University-required notices. Text specified in paragraphs d and e still applies.
3. UAIR will conduct periodic reviews of the email contents of dynamic agents to ensure the above requirements are being met.
  4. Dynamic agents that generate emails which do not contain the required text, or that are sending what amounts to broadcast emails to large groups of people, or for which complaints have been received, will be disabled by UAIR until the issues can be resolved by the agent owner. The agent owner will be contacted about any such disabling of agents.
  5. UAIR reserves the right to revoke the ability to create dynamic agents for the specific agent owners involved in any of the situations described in paragraph (4) above until the situation is resolved and the agent owner has received remedial information, instructions, or training.