umDrive

Space Allocation: Standard Operating Procedure

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umTech & The Center for Teaching & Learning
I. Background and Purpose

The purpose of this document is to establish guidelines for determining appropriate allocation of space within umDrive. umDrive is a technology resource available to and shared by all students, faculty, and staff at The University of Memphis. Due to the finite amount of total storage space available for document storage on umDrive and the size of the user community, guidelines to determine space allocation are necessary.

II. Definitions

a. Group Directory - umDrive space assigned to an official University group with one owner and a variety of users.

b. Personal Directory - umDrive space assigned to an individual user.

c. umDrive - communal, web-based storage space hosted on a secure server and managed by the Information Technology Services (ITS).

III. Technical Parameters of umDrive

umDrive is designed and managed as a centralized, web-based storage system for providing access to and sharing of work in progress as well as serving as a simple web hosting solution for individuals and groups. umDrive is not a high capacity service and is not an ideal substitute for local file servers, especially if speed and storage space are primary requirements. A departmental or project file server with controlled access is still the best solution for bulk storage or achieving documents and data.

IV. Space Request Evaluation Procedure - Personal Directory

Each student, staff, and faculty is allotted 500MB for personal directories.

a. Student personal directories are restricted to 500MB each.

b. Faculty and staff may request a space allocation increase of 250MB by submitting a Service Desk ticket at umHelpdesk or calling 901.678.8888.

i. Before the request is approved, faculty and staff are asked to empty their umDrive Trash folder to ensure optimal usage of assigned space.
The existing quota is often sufficient once the personal directory’s trash folder is emptied and space is reclaimed.

ii. Subsequent request for personal directory space increases are made at the discretion of the umDrive service administrators and subject to approval by ITS.

V. Space Request Evaluation Procedure - Group Directory

a. Students may request a group directory for their University-sponsored Registered Student Organization by submitting a Service Desk Ticket at umHelpdesk or calling 901.678.8888.

i. Requests for student group directories are subject to approval by the Local Support Providers (LSP) for the Office of Student Activities.

ii. The LSPs for the Office of Student Activities are the owners of group directories for student organizations.

iii. Student group directories are restricted to 250MB of space.

b. Faculty and staff may request a group directory for collaborative work by submitting a Service Desk Ticket at umHelpdesk or calling 901.678.8888.

i. Faculty and staff group directories contain 500MB of space initially.

ii. Faculty and staff may request a space allocation increase of 250MB for a group directory by submitting a Service Desk Ticket at umHelpdesk or calling 901.678.8888.

iii. Before the request is approved, faculty and staff are asked to empty their umDrive Trash folder to ensure optimal usage of assigned space.

iv. Subsequent request for group directory space increases are made at the discretion of the umDrive service administrators and subject to approval by ITS.
Locating Help Resources

The Center for Teaching and Learning offers support to faculty, staff, and students. Upon completing the training covered in this course; faculty, staff and students are able to receive additional training help and resources. Such help can be located as follows:

**Service Desk Request**

**Submitting a Ticket**

- Login URL:
  - Here is a link to our service desk ticketing system
  - After logging in, choose the link **Request Help or Services**.
  - Choose Request Help or Services.

**Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)**

- The ITS Service Desk is available from 8:00 a.m. - 11:59 p.m., seven days a week (excluding some holidays). You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 12:00 a.m., please leave a message or submit a service request.

- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

**Important Links**

- Explore the umTech Website
- Center for Teaching and Learning (CTL) Website
- Search our Training and Documentation