Information

Voice Mail

Effective

March 4, 2011

Number

ISO-021 v2.1

Applicability

This policy applies to all University workforce, faculty and student members (including, but not limited to: faculty, staff, students, temps, trainees, volunteers, and other persons as deemed appropriate) while conducting/performing work, teaching, research or study activity using University resources and includes all facilities, property, data and equipment owned, leased and/or maintained by the University or affiliates.

Administrative Authority

Executive Vice President and University Provost

Responsible Unit

Information Technology
Miller IT Center 109, Louisville, KY 40292
IT Helpdesk Phone: 502-852-7997
IT Helpdesk ServiceNow or Live Chat: https://louisville.edu/it/helpdesk

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History

This policy is subject to change or termination by the University at any time. This policy SUPERSEDES all prior policies, procedures or advisories pertaining to the

same subject.

This policy will be reviewed annually to determine if the policy addresses University risk exposure and is in compliance with the applicable security regulations and University direction. In the event that significant regulatory changes occur, this policy will be reviewed and updated as needed per the Policy Management process.

Approved March 4, 2011 by the Strategic Technology Executive Committee

Revision Date(s):

1.0 / March 4, 2011 / Original Publication

1.1 / January 29, 2013 / Update Enforcement and Review

1.2 / September 30, 2014 / Content Review

2.0 / March 8, 2016 / Content update of Responsibilities to IT, update to new template

2.1 / November 18, 2025 / Update to technical standards based on new voice mail system

Reviewed Date(s): September 30, 2014; March 8, 2016; June 15, 2017; November 18, 2025

Categories

Reason for Policy:

The purpose of this policy is to promote the appropriate and effective use of University of Louisville's voice mail system.

The Acceptable Use Policy serves as the foundation for this policy and addresses issues related to privacy and disclosure.

Statement:

The University provides voice mail messaging to its faculty, students and staff for educational, research, and internal business purposes.

Responsibilities:

Policy Authority/Enforcement: Enterprise Information Technology Management is responsible for the development, publication, modification and oversight of this policies and standards. Information Technology will work in conjunction with University Leadership, Information Security, Audit Services and others for development, monitoring and enforcement of this policy and standards.

Policy Compliance: Failure to comply with these policies and standards and/or any related information security and/or information technology policy, standard or procedure may result in disciplinary action up to and including termination of employment, services or relationship with the University and/or action in accordance with local ordinances, state or federal laws.