WorkZone: Quick guide for researchers

Responsibility

The following describes the general principles for when you as a researcher should save relevant documents in WorkZone. You are responsible for ensuring that all relevant material is filed, and the heads of department/centre directors are responsible for ensuring that their staff store materials in WorkZone.

What is a case?

A case is like a physical folder in which you have all the documents, emails, memos etc. you have to store to perform a task/project. A case should be created for each task/project.

When should a case be set up?

You are responsible for setting up a case and saving/filing material.

Heads of department/centre management teams decide whether someone should help you set up the case.

If you are in doubt, ask yourself, for example:
1. Have you decided to enter into an external collaboration with government agencies, businesses, interest groups or similar?
2. Are you performing public sector consultancy?
3. Are you preparing a research application or about to enter into a formal agreement?
4. Will you, or have you, advise(d) or act(ed) as an expert witness?
5. Have you entered into a contract-like relationship, e.g. in connection with procurement, lending equipment or analysis work?
6. Do you need to apply for a licence or approval from government agencies?

If you can answer 'yes' to one of the questions, a case will have to be set up.

What needs to be stored on the case in WorkZone?

All incoming and outgoing correspondence/emails as well as finished internal documents such as agendas and minutes from meetings, research applications, concluded contracts and formal agreements as well as significant documents or critical internal correspondence in this connection.

If you receive or provide information by word of mouth that is of crucial importance to the case, you have an obligation to record this, and you should therefore write a memo and store it in WorkZone (e.g. by sending an email to yourself and saving it on the case). Perhaps get comments on the memo from the person you spoke to, so you both agree on the content.

If you are working with **public sector consultancy and tasks covered by the Danish Environmental Information Act**, you must also file all project-related internal correspondence etc., e.g. internal comments on a project description, but not correspondence about the time of the meetings, catering, etc.

> If you are in doubt as to whether you need to store something, ask yourself:
>   1. Is this information relevant to the case?
>   2. Will I or a colleague need this information later?
>   3. Will this information be important if anyone requests right of access to documents?
>
> If you can answer 'yes' to one of the questions, you should store the document.

How often should I file?

AU has made a security decision that staff at AU may not **store sensitive and confidential personal data** for a longer period of time than is relevant for the case in question, and for a maximum of 30 days.

Emails should generally be saved as soon as possible after receipt/dispatch. This means that you should keep an ongoing record of your inbox and file emails when you send them. If you have a long email thread on the same topic with the same recipient, you need only file the last e-mail received/sent. NB! Think about attached files for each email in the correspondence, and decide whether they should be filed.

You should note that external parties with authorisation to inspect the documents can have access to read our emails, so think carefully about how you word your emails. Private messages should be sent so that they cannot be linked to cases in Workzone.

Who can see my cases in WorkZone?

When a case has been created in the WorkZone, in general it is open to everyone at AU. If necessary, the person who set up the case may restrict insight.

Note that it is only permitted to access cases that are relevant in a work-related context. All access to WorkZone is logged. If you read cases that are not relevant to your work, this will be considered as a breach of your responsibilities and may result in disciplinary action.

More information

In Danish only: Link to Guidelines for research collaborations with external parties at ST:
http://scitech.medarbejdere.au.dk/fileadmin/ingen_mappe_valgt/Retningslinjer_for_forskningssamarbejder_med_eksterne_parter_ved_ST_Aarhus_Universitet_ver.1.0_final.pdf

In Danish only: Link to ST's Click Guides:
http://scitech.medarbejdere.au.dk/medarbejderservice-paa-st/faelles-journaliseringspraksis-paa-st/

In Danish only: Link to HR IT's guidelines and descriptions of filing practice at departments and in connection with projects:
https://medarbejdere.au.dk/administration/hr/hr-systemer/esdh/vejledninger/

Link to AU's staff pages on data security: https://medarbejdere.au.dk/en/informationsecurity/tips/