

Thursday, June 20, 2024 at 09:19:50 Pacific Daylight Time

Subject: Re: ServiceHub Service Request #1689582 (Download Request)
Date: Thursday, June 20, 2024 at 9:19:39 AM Pacific Daylight Saving Time
From: Ernest Soares
To: Joanne Kienholz, Bryan Sales
CC: Steve MacGregor
Attachments: image001.png, image002.png

Hi Joanne,

Thanks for the email and the completed Pre-Assessment Questionnaire for the [Zotero](#) program.

Based on the answers provided it doesn't appear that there are any privacy related issues with this program. Especially given that you are using it for your own research and not using its AI features. However, as it is to be installed onto your computer it may be worthwhile having Steve Macgregor, copied herein, have a look at it to see if there are any security concerns.

Please find below confirmation of a completed PIA for this program:

I confirm that we have conducted a privacy impact assessment in accordance with the Minister of Citizens' Services Direction 2-21, with respect to your initiative.

You have confirmed that your initiative does not collect personal information. You will reduce the risk of unintentionally collecting personal information through the initiative by regularly reviewing the contractor's privacy notice for software updates, ensuring no changes to collection are taking place upon license renewal.

Should you discover that personal information has been collected through the initiative, please contact me or another member of the Access and Privacy Program right away as this may constitute a privacy breach.

Should you seek to significantly change the initiative, or change the initiative in such a way that personal information will be collected, SFU must conduct a new privacy impact assessment.

In accordance with the Minister of Citizens' Services Direction 2-21, your role, Joanne Kienholz, as Senior Advisor Institutional Strategic Awards has been designated accountable for the privacy impact assessment and privacy risks of the initiative.

Feel free to contact me should you have any queries or comments.

Kind regards,

Ernest Soares

Legal Counsel
Office of the General Counsel
Simon Fraser University
Strand Hall, Rm 3214



I respectfully acknowledge that SFU is located on the traditional unceded territories of the Musqueam, Squamish and Tsleil-Waututh Nations.

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From: Joanne Kienholz <joanne_kienholz@sfu.ca>
Date: Wednesday, June 19, 2024 at 12:08 PM
To: Bryan Sales <bsales@sfu.ca>
Cc: Ernest Soares <ernest_soares@sfu.ca>
Subject: Re: ServiceHub Service Request #1689582 (Download Request)

Hi Bryan and Ernest,

See attached. Please let me know if there's anything else you need.

With gratitude,

Joanne

From: Bryan Sales <bsales@sfu.ca>
Date: Wednesday, June 19, 2024 at 11:58 AM
To: Joanne Kienholz <joanne_kienholz@sfu.ca>
Cc: Ernest Soares <ernest_soares@sfu.ca>
Subject: Fw: ServiceHub Service Request #1689582 (Download Request)

Hi Joanne,

This questionnaire needs to be filled out to Ernest Soares in Legal. I sent it through the ticket system but it looks like you didn't get it so I'm sending it directly to you here.

The rationale is because of a new instance of the software being used so a new assessment needs to be done.

Regards,
Bryan

Bryan Sales
Information Technology Practitioner, Desktop Support | IT Services
Simon Fraser University | ASB 10929
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T: 778.782.5412 | sfu.ca/itservices

Twitter: @sfu_it



From: ServiceHub - IT <servicehub_reply@sfu.ca>
Sent: Wednesday, June 19, 2024 11:46 AM
To: Bryan Sales <bsales@sfu.ca>
Subject: ServiceHub Service Request #1689582 (Download Request)



Comment Added on #1689582

This service request has been updated by 'Joanne Kienholz' as follows:

Hi Bryan,

I'm not sure what you mean? I haven't heard anything since I sent in my request. Is there anything else you need from me?

Thank you!

Joanne

Original Service Request Details:

Requestor: Joanne Kienholz
Service: Desktop and Mobile Computing / Desktop Services
Responsible Group: ITS Desktop Support Services (BBY)
Title: Download Request
Description: Hi there,

I would like to download Zotero (the citation management software recommended by SFU Library), as well as Zotero Connector onto my Managed Mac laptop. Can you drop them in my Managed Software Centre? If there's anything else you need from me, please let me know.

With gratitude,

S.15(1)(l)

Joanne Kienholz



To view full service request details, select one of the following:


[Ticketing App](#)


[Client Portal](#)


[Mobile](#)

To comment on this item, reply to this email.

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