

Information and Technology Manager Complexity

OWNERSHIP. DECEASED STUDENT

Details At the student enquiries desk at Bryn McKenzie University, Anne Greer asked to see the person in charge, Hans Warnock¹. They told Warnock that their cousin, Colleen Chartier, had died. They are representing Chartier's mother, Mary Jonas and asked for all of Chartier's electronic mail and computer files. Aware that the University was known for being excessively controlling about the release of student information, Greer had brought notarized copies of the death certificate, letter of authority to act on behalf of Jonas, and Chartier's birth certificate.²

Satisfied³, Warnock instructed one of the systems administrators, Zhengxiang Springer, to give Greer everything that belonged to Chartier.

Springer said, "I can't do that. Legal needs to give their approval⁴."⁵

Again, Warnock instructed Springer to release the information. Springer pretended to comply and stalled by saying, "There is an assignment waiting to be submitted. Shall I send it on?" "Yes."

Lying, Springer then claimed that there was program code that could not be printed and deleted it before Warnock could instruct otherwise.⁶ In quick succession Springer deleted several other files one of which detailed the plans to hack and steal from an Insurance Broker.

Warnock then called Elsie Wei in Campus Security to have Springer escorted off the grounds by another guard, Teresa Tuikka.

Warnock recovered the deleted material from the overnight backup, printed out what they could, and gave everything to Greer.

Warnock apologised to Greer and promised to try to recover what Springer had deleted.

Before Tuikka arrived Wei called University Legal. Anne-Marie Torres-Coronas, a university legal advisor, instructed Wei to tell Warnock to detain Greer and immediately retrieve the files⁷ saying they had been given out in error. Wei relayed the message to Warnock and said to hold Greer until they got there.

Warnock did not detain Greer nor did Warnock attempt to recover the material.

Greer left with the printouts and a USB containing all the material.

Cast	Role
Colleen Chartier	Deceased student
Anne Greer	Chartier's cousin
Mary Jonas	Chartier's mother
Zhengxiang Springer	Systems administrator
Elise Wei	Campus security
Teresa Tuikka	Campus security
Anne-Marie Torres-Coronas	Legal advisor
Hans Warnock	Head, student enquiries desk

Table 1: I_3 Cast

¹ Warnock was on secondment from the IT help desk as part of an upskilling exercise. As such they were the acting person in charge of custodianship of student information.

² Since the mother is computer illiterate, she asked for hard copies of the files.

³ Warnock's reasons were: "When I was in the army and we had to send someone's effects back we opened their locker, threw away the drugs and dirty magazines, and sent the rest to the family." "The drones just boxed up their other stuff and sent it to the parents, We should do the same."

⁴ It was widely believed but not true that there was a directive from the university executive that the release of *any* material about students had to have the approval of the legal department: even to the student themselves!

⁵ What Springer was really objecting to was what they saw as an invasion of Chartier's privacy and their autonomy.

⁶ Springer did this because what they found was what they believed to be a suicide note and thought that they were protecting Chartier's mother from unnecessary pain.

⁷ Curiously even the Legal Department erroneously believed that they were the ultimate authority for the release of students's material. They won't turn over anything to anybody without a court order.