

Intranet Governance and Use Policy

Policy Version: 1.0

Revision Of: N/A

Effective date: Aug. 1, 2026

I. Purpose

The Feinberg Hub is a SharePoint-based intranet that serves as a central portal for administrative information, resources, and processes specific to Northwestern University Feinberg School of Medicine. The Hub also connects users to unit-based SharePoint sites.

This policy establishes requirements for the governance, ownership, maintenance, security, accessibility, and appropriate use of the Hub and its affiliated sites.

II. Policy Statement

The Feinberg Hub is the authoritative internal portal for Feinberg administrative information and must be governed, maintained, and used in accordance with applicable Northwestern University and Feinberg policies and standards.

Feinberg Dean's Administration serves as the business owner of the Hub and has final authority over its purpose, organization, and administrative use, and continued affiliation of sites connected to the Hub.

The Hub is intended for broad access by individuals with an active Northwestern NetID. Information requiring more restrictive access must be stored in an appropriately secured affiliated site, document library, or other approved system. Affiliation with or linking from the Hub does not modify the permissions of the linked site, document, or resource.

All content published on, stored in, collected through, or linked from the Hub must:

- Support a legitimate Feinberg purpose
- Have a designated content owner
- Be accurate, current, accessible, and appropriate for the intended audience
- Use access controls appropriate to the sensitivity of the information
- Comply with applicable organizational policies, regulatory, and contractual requirements
- Be periodically reviewed and updated, archived, or removed as appropriate

Only authorized individuals may create, edit, or administer content for the Hub or connect applications, workflows, chatbots, AI agents, or other automated tools to the Hub.

Restricted or regulated information may not be stored, displayed, collected, linked, or processed through the Hub or an affiliated site unless the specific use has been formally approved and appropriate safeguards are in place.

Affiliated sites that do not comply with this policy may be removed by administrators from Hub navigation, search, branding, or other forms of affiliation until the identified concerns have been resolved.

III. Scope

This policy applies to:

- The primary Feinberg Hub
- Content, documents, forms, workflows, applications, integrations, and automated tools hosted within or connected to the Hub
- Individuals who own, manage, support, edit, or contribute content to these resources

IV. Roles and Responsibilities

Feinberg Dean's Administration

Feinberg Dean's Administration is responsible for:

- Establishing the Hub's purpose, administrative direction, and governance requirements
- Approving significant changes to the Hub's organization or use
- Approving the affiliation of unit-based SharePoint sites

Dean's Administration is accountable for ensuring the ownership and maintenance of administrative content within areas of the Hub including:

- Finance
- Research
- Staff Experience
- Faculty Affairs
- Feinberg IT
- Space and Events

Feinberg Office of Communications

The Feinberg Office of Communications is responsible for:

- Maintaining the Hub homepage, navigation, information architecture, branding, and visual presentation
- General training and documentation for page editors

- Maintaining communications- and branding-related pages on the Hub and all affiliated branding websites
- Maintaining a roster of Hub page editors

Feinberg IT

Feinberg IT is responsible for:

- Supporting the technical operation and configuration of the Hub
- Implementing centrally available security controls when available and appropriate
- Coordinating permissions and approving user requests

Page Editors

Page editors are individuals authorized to update and maintain assigned pages or content within the Hub.

Page editors are responsible for:

- Making authorized updates to assigned content
- Following applicable accessibility, security, privacy, branding, and content requirements
- Completing and maintaining required training

Page editors may not approve substantive changes outside the authority delegated by the applicable content owner.

V. Information Protection, Accessibility, and Technology

Restricted and Regulated Information

Restricted and regulated information, including Protected Health Information (PHI) and payment card information, may not be collected, stored, displayed, linked, or processed through the Hub or an affiliated site.

Accessibility

Content published through the Hub must comply with Northwestern University's [Digital Accessibility Policy](#) and other applicable accessibility requirements.

Content that presents a significant accessibility barrier may be corrected, unpublished, or removed until the issue has been resolved.

Applications, Workflows, Chatbots, and AI Agents

Applications, forms, workflows, integrations, connectors, chatbots, AI agents, and other automated tools connected to the Hub or an affiliated site must:

- Have a designated business owner
- Support a legitimate Feinberg purpose
- Be approved before connection to the Hub or an affiliated site

AI-assisted or AI-generated content must be reviewed by an authorized individual in Communications or the Dean's Administration before publication. A designated human content owner remains accountable for the accuracy, accessibility, appropriateness, and compliance of the published content.

Restricted, regulated, confidential, or otherwise sensitive information may not be entered into a tool that has not been approved for that type of information.

VI. Affiliated Sites, External Links, Branding, and Non-Endorsement

An affiliated site is a SharePoint site included in the Hub's navigation, search, or administrative structure, or a Feinberg-owned SharePoint site that self-affiliates with the Hub. Site owners of Hub-affiliated sites are responsible for maintaining accurate content related to Feinberg business. Sites with inaccurate or outdated content will be disaffiliated by a site administrator until compliance is achieved.

All Feinberg SharePoint sites, including those that are not affiliated with the Hub, remain subject to applicable Northwestern University policies and standards but are not governed by this Hub-specific policy.

External links must support Feinberg or Northwestern University business and direct users to appropriate, authoritative, and trustworthy resources.

A hyperlink to an external website, University resource, or independently managed SharePoint site does not, by itself, make that resource an affiliated site.

External links must not:

- Create or imply an unauthorized endorsement
- Be provided in exchange for payment, sponsorship, or promotional benefit
- Expose restricted or regulated information

Where another University office or organization maintains the authoritative version of information, the Hub should link to that source rather than create an independent copy that may become outdated.

Externally managed collaborative content, including externally editable documents (e.g., Google Docs) or wikis, may not be used as the authoritative source for Feinberg administration information.

Use of logos and marks owned by Feinberg, Northwestern University, Northwestern Medicine, or a third party must comply with applicable branding, trademark, copyright, and permission requirements.

Northwestern University and Feinberg do not endorse or appear to endorse third-party organizations, products, or services unless formally authorized by the Office of Communications via email to medcommunications@northwestern.edu. Inclusion of third-party organizations, products, or services in a checklist, template, document, resource list, or link does not constitute endorsement.

VII. Maintenance and Affiliation

Individuals with edit access to the primary Hub must be full-time or part-time Feinberg faculty or staff members with an active NetID.

If an affiliated site is reported to contain incorrect or outdated information, that site's affiliation will be removed from the Hub by a site administrator.

VIII. Exceptions and Enforcement

Exceptions to this policy must have a documented business justification. Failure to comply with this policy may result in correction, restriction, unpublishing, or removal of content, including removal of a site from Hub navigation, branding, search, or other forms of affiliation.

IX. Policy Update Schedule

This policy will be reviewed one year from its effective date and at least once every three years thereafter.

X. Revision History

N/A

XI. Relevant References

- [Website Development Policy](#)

- [Digital Accessibility Policy](#)

XII. Appendix A: Hub Content Update Procedure

Submission and Routing of Requests

Requests to update centrally managed Hub content should be submitted to the Feinberg Office of Communications at medcommunications@northwestern.edu.

The Office of Communications will route the request to the appropriate page editor or content owner.

Requests involving an affiliated site may be routed directly to the applicable affiliated-site owner, content owner, or page editor.