

LENOIR-RHYNE UNIVERSITY

Policy and Procedure

Title: Computer and Network User Policy

Division/Department: Administration and Finance/Information Technology

Purpose

Lenoir-Rhyne University strives to maintain access for its students, faculty, and staff to local, national, and international sources of information and to provide an atmosphere that encourages the sharing of knowledge, the creative process and collaborative efforts within the University's educational, research and public service programs.

Policy

Access to electronic information systems at Lenoir-Rhyne University is a privilege, not a right, and must be treated as such by all users of these systems. With this privilege come the following responsibilities:

- All users must act honestly and responsibly.
- Every user is responsible for the integrity of these information resources.
- Users are responsible for protecting their accounts from access by others and shall keep private their passwords and ID's.
- All users must respect the rights of other computer users.
- All users must respect the integrity of the physical facilities and controls.
- All users must respect the pertinent license and contractual agreements related to University information systems.
- Users who incur access or user charges for services provided by off-campus services (such as commercial databases, processing time, etc.) are responsible for full payment of such charges.
- All users must act in accordance with relevant local, state, and federal laws and regulations.
- All users must abide by all federal copyright laws and the Digital Millennium Copyright Act (DMCA).

Lenoir-Rhyne University is a provider of a means to access the vast and growing amount of information available through electronic information resources. Lenoir-Rhyne University is not a regulator of the content of that information and takes no responsibility for the content of information, except for that information the University itself, and those authorized to act on its behalf, create. Any person accessing

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information through Lenoir-Rhyne University information systems must determine for him/herself whether any source is appropriate for viewing and use.

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Scope of Policy

Any person accepting an account and/or using Lenoir-Rhyne University's information systems shall constitute an agreement on behalf of the user to abide and be bound by the provisions of this policy. This includes any person using a privately owned machine on the University's network. This policy shall not impinge upon academic freedom with regards to research.

Definitions

- "University" shall mean Lenoir-Rhyne University.
- "Electronic communications" shall mean and include the use of information systems in the communicating or posting of information or material by way of electronic mail, bulletin boards, World Wide Web (Internet), or other such electronic tools.
- "Information Systems" shall mean and include computers, networks, servers and other similar devices that are administered by the University and for which the University is responsible.
- "Networks" shall mean and include video, voice and data networks, routers and storage devices.
- "Obscene" with respect to obscene material shall mean (1) an average person applying contemporary community standards would find that the material taken as a whole predominantly appeals to the prurient interest, (2) the material taken as a whole lacks serious literary, artistic, political, or scientific value.
- "Phishing" shall mean a form of chain letter that requests recipients to send money or some other item of value to people on a list.

Restriction of Use

The University may restrict or prohibit the use of its information systems in response to complaints presenting evidence of violations of University policies and/or local, state or federal laws. Such complaints shall be addressed through established investigative and disciplinary procedures. Should it be determined that a violation has occurred, the University may restrict or prohibit access to its information systems, as well as any other disciplinary sanction deemed appropriate.

Permitted Use by Employees

University information systems are to be used predominantly for University-related business. Limited personal use by employees is permitted as long as:

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- It conforms to this policy.
- It does not interfere with University operations or performance of one's duties as an employee.
- It does not result in additional costs to the University.
- It does not require an inordinate amount of information systems resources.

Obscene Material

University information systems may not be used to access, download, print, store, forward, transmit or distribute obscene material.

Unauthorized Access

Unauthorized access to information systems is prohibited. This includes, but is not limited to:

- Use of another's password or ID.
- Trying to guess another's password or ID.
- Any attempt to circumvent system security.
- When any user terminates his/her relationship with the University, his/her password and ID shall be denied further access to University computing resources.

Misuse of Information Systems

Misuse of University information systems are prohibited and shall include, but not be limited to:

- Attempting to modify or remove computer equipment, software, or peripherals without proper authorization.
- Accessing without proper authorization computers, software, information or networks to which the University belongs, regardless of whether the resource accessed is owned by the University or the abuse takes place from a non-University site.
- Taking actions, without authorization, which interfere with the access of others to information systems.
- Circumventing, or attempting to circumvent, logon or other security measures.
- Using information systems for any illegal or unauthorized purpose.
- Personal use of information systems or electronic communications for non-University consulting, business or employment. Any exception must be approved by the appropriate division Vice President or Dean and notification sent to the Chief Information Officer.

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- Sending any fraudulent, harassing, threatening, or obscene electronic communication.
- Violating any software license or copyright, including copying or redistributing copyrighted software, without the written authorization of the copyright owner.
- Using electronic communications to violate the property rights of authors and copyright owners. Users should be especially aware of potential copyright infringement through the use of email.
- Using electronic communications to disclose proprietary information without the explicit permission of the owner.
- Using electronic communications to send chain letters or to initiate or perpetuate Phishing.
- Reading or accessing other users' information or files without permission.
- Academic dishonesty, including but not limited to plagiarism (see Student Handbook).
- Forging, fraudulently altering or falsifying, or otherwise misusing University or non-University records (including computerized records, permits, identification cards, or other documents or property).
- Using electronic communications to hoard, damage, or otherwise interfere with academic resources available electronically.
- Launching a computer worm, computer virus, or other rogue program.
- Downloading or posting illegal, obscene, proprietary or damaging material to a University computer or network.
- Transporting illegal, obscene, proprietary or damaging material across a University network.
- Use of any University information system to access, download, print, store, forward, transmit, or distribute obscene material.
- Violating any local, state or federal law or regulation in connection with use of any information system.
- Installing software not approved for use by the University on any University computer, network, or server.

Use of Private Machines

Use of privately owned equipment is the responsibility of the owner of the equipment. The University will provide support for such equipment based on the standard support policies. Use of the University network is subject to all of the University policies herein. The University is not responsible for any access to or damage of privately owned equipment, its software, or its files connected to the University's network. The owner is also responsible for any damage or compromise to the University's systems and/or equipment.

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Support Policies

There are multitudes of hardware and software choices on the market, and people naturally prefer to use those that suit their individual preferences. Many computer users rely on the Office of Information Technology (OIT) staff for support and it is impossible for the available staff to become experts on all hardware and software products. Therefore, hardware and software campus standards are necessary to make support activities as efficient as possible. Standards allow staff expertise and effort to concentrate on a limited set of essential applications and hardware systems that are widely used on campus. Concentration on standards allows support staff to build expertise in a manageable number of areas. It also focuses support services such as the Help Desk to benefit the greatest number of clients.

Standards also help clients make decisions about hardware and software that are consistent with OIT staff expertise and support programs. Standards, however, are not available for all possible applications that individuals or departments may need to use. In addition, some clients have needs for which the standard hardware or software is not ideal. In cases where non-standard hardware or software for desktop applications are selected, OIT must limit the resources available to solve problems in order to meet our obligations for support of standards. Therefore, clients using non-standard products must assume a greater burden for self-reliance and independence. The following policy explains the support that OIT will provide for various combinations of hardware and software.

Whenever standards have been set for hardware or software products, University policy requires purchase of the standard hardware and software be directed to the Chief Information Officer.

Definitions:

- **Campus Standard Hardware** - Brands and models of hardware that have been tested and found to be reliable and compatible with existing standards. All other hardware is non-standard. Examples of hardware include CPUs, external drives, input devices, network cards, modems, printers, etc. Please see the University OIT website for the list of current hardware standards for more information. Network connectivity is assured for systems where both hardware and software meet University standards.
- **Campus Standard Software** - The University direction for particular types of software in wide campus use that have been tested and found to be reliable and compatible with existing standards. Examples of software include operating systems, networking software, word processors.

The University may announce the direction the campus will take for a particular application prior to the application becoming a standard. Support for the software will begin when the software is designated as a Campus Standard.

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OIT provides all standard computer hardware and software. Additional hardware and software for the standard office computer may be purchased by the department with approval from the Chief Information Officer. Any non-standard computer hardware or software purchased with university funds must abide by this policy and will be classified as a Support Level 3. (See below).

Support Levels:

- **Level 1 - Full Support** (Provided for all Campus Standard hardware and software)

OIT provides support (including Help Desk, troubleshooting, and when appropriate, training and documentation) for standard software and guarantees to the extent possible that the various standards will operate correctly together. OIT will make every effort to get standard hardware or software working and bring in expertise as needed until the problem is solved or is found to be unsolvable. In such a case, OIT will work to provide an alternate solution. However, if a software or hardware problem appears to be related to a conflict with non-standard or unapproved component(s), support will drop to Level 3 (see below). Please see the list of Campus Standard hardware and software that receives Level 1 support.

Some combinations of standard hardware and software will not be supported because these combinations do not operate well together.

- **Level 2 – Partial Support**

OIT support for Approved Software may include making it work with standard hardware and software and/or making it available in our facilities. For example, academic departments may wish to have software available in Lab facilities for their students. In such cases, the professors are responsible for supporting the actual use of the program ("how do I use the quiz feature of the program?"), in conjunction with the manufacturer. OIT support is limited to attempting to make the program run and print on the network.

OIT will devote up to one hour attempting to connect non-standard hardware to the network. If the problem cannot be resolved during that time, OIT will not research or refer the problem. If campus standard network software and configuration settings or variations compatible with the network do not work, the hardware will not be connected to the network

- **Level 3 – No Support** (applies to software and hardware that is not standard or has not been approved for use on the campus network)

When time permits, a best-guess effort will be made to troubleshoot and correct problems that involve non-standard hardware or non-standard software. "Best guess" means that the OIT Help Desk will suggest solutions or steps toward resolution of problems based on their expertise and experience. In such a case, there will be no research on the problem, office visits or referral of the problem beyond the Help Desk for work by other OIT staff. Clients who purchase non-standard

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hardware and unsupported software assume an obligation for self-support. They should learn what support and assistance the vendor or manufacturer provides before making a decision to purchase.

Use of Computer Labs/Facilities

Users of computer labs are obligated to all policies herein and to any supplemental policies posted in that lab. Further regulations include but are not limited to:

- Food, drink, or tobacco use is not permitted in computer labs.
- Priority of use and hours of use is as posted in the specific lab.
- Users must exercise proper care of the equipment in the lab.
- Users shall not attempt to remove, repair, reconfigure, move, modify or attach any external device to the computer(s) or system other than usb drives.
- Users shall not attempt to add, delete, or modify data, files, or programs.
- Users shall not attempt to circumvent security measures of the University or other users.
- Primary use of all labs is for academic and educational purposes. Users must be respectful of this in behavior.
- Users shall report any malfunction, or concern to the Help Desk as posted in the lab.
- Users shall report any violation of policy to the Chief Information Officer.

Privacy

When University information systems are functioning properly, a user can expect the files and data he/she generates to be private information, unless the creator of the file or data takes action to reveal it to others. However, users should be aware that no information system is 100% secure. Persons within and outside of the University may find ways to access files. ACCORDINGLY, THE UNIVERSITY CANNOT AND DOES NOT GUARANTEE USER PRIVACY, and users should be continuously aware of this fact.

Users should be aware that on occasion duly authorized Information Technology personnel have authority to access individual user files or data in the process of performing repair or maintenance of computing equipment and systems. This may include the testing of systems in order to ensure adequate storage capacity and performance for University needs. Information Technology personnel performing repair or maintenance of computing equipment are prohibited by law from exceeding their authority of access for repair and maintenance purposes or from making any use of individual user files or data for any purpose other than repair or maintenance services performed by them.

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Email

All policies stated herein are applicable to email.

Users should never assume that no one other than the addressee would read the message(s). Users should also be cautious about attachments and broad publication of messages. Copyright laws and license agreements also apply to email.

Web Pages

All University web pages shall be designed in accordance with established regulations and guidelines as maintained by the Marketing Department.

Creators of all web pages using University information systems shall comply with University policies and are responsible for complying with all local, state and federal laws and regulations, including but not limited to, copyright, libel, slander and defamation laws.

Creators of a web page are responsible for the content of the page, including but not limited to accuracy of the information. Content should be reviewed on a timely basis to assure continued accuracy. Web pages should include a contact (phone number, address, or email) of the person to whom questions/comments may be addressed, as well as the most recent revision date. For further details, please contact the Marketing Department.

Modification and Notification

This policy may be modified at any time in accordance with existing University practice and policy.

Notification of this policy and any modification shall be through established University channels of policy information.

Logging on to the University's network constitutes acceptance of the policies, procedures, and sanctions herein.

Application and Enforcement

This policy applies to all administrative and educational areas of the University. This policy applies to all employees and students of the University. This policy applies to anyone including guests of the university who access the University's network (both wired and wireless) as well as any university owned computer.

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Enforcement of this policy shall be through normal enforcement of University policies.

Author of Policy:

Chief Information Officer

Individuals Affected:

All students and employees of the university

Any person utilizing university computer and/or network access

Reviewed By/Concurrence From

Chief Information Officer

VP for Finance and Administration

Approval



Chief Information Officer

Developed On: 10/02/2010

Modified On: 01/31/2011

January 31, 2011

Approval Date

Note: Please review the policies available online at <http://policies.lr.edu/> to confirm that this is the most recent version of the policy.