

Policy: Computer & Telephone Acceptable Use (Staff) 2010/2011

Scope: This Policy documents the College's approach to acceptable use of its IT hardware and software resources and also use of its telephone services by staff.

Introduction

The College provides telephones, computers and networked resources for use in teaching classrooms, offices and other resource areas, for example, the Library and Open Access Centres. As part of these facilities, telephone, Internet, e-mail and College-owned software are available on the basis that they provide relevant resources to assist users whilst they work and study. Assistance in using computer resources is available from the ILT Assistant team.

It is the policy of Solihull College to respect all computer software copyrights and adhere to the terms and conditions of any licence to which Solihull College is a party. The downloading and/or installation of unauthorised software and screensavers is expressly forbidden. This includes software downloads from the Internet and from email. Solihull College will not condone the use of any software that does not have a licence and any employee found to be using, or in possession of, unlicensed software will be the subject of disciplinary procedures.

Signed:

Principal, Solihull College.

Responsibilities

By using a computer and/or telephone belonging to Solihull College you are agreeing not only to follow the rules in this Policy, but are also agreeing to report any misuse of the College network and resources to the College's ICT Services department (x7207 or by email to itsupport@solihull.ac.uk). 'Misuse' means any violation of this Policy or any other use that is not included in the Policy and which has the effect of harming another individual or his or her property or breaking the law. Please note that you are required to agree to this Policy and named linked policies/procedures every time you log in to the College's network. These policies/procedures are reviewed annually prior to each academic year and it is your responsibility to keep up-to-date with any changes. Violation of these policies/procedures may result in disciplinary action being taken against you.

For those staff who are opted into privileged levels of Internet access at Solihull College, please note that you are required to observe the procedures and responsibility protocols documented in the policy named 'Privileged Access to the Internet', further details of which may be found on the Staff Intranet.

College IT and Telecomms Resources - Purpose and Use

The College provides access to its telephone services, computer hardware, networks and the Internet for educational and work-related purposes only. If you have any doubt about whether a contemplated activity is educational or work-related, you may consult with the College's ILT Assistant team or the ICT Services team to help you decide if a use is appropriate.

Policy: Computer & Telephone Acceptable Use (Staff) 2010/2011

Personal Use

The purpose of the provision of telephone services and ICT facilities is for use in connection with teaching, learning, research, and approved business activities of the College.

The College permits the use of its telephone services and ICT facilities (including the Internet) by staff for *some* personal use, subject to the following limitations:

- A level of use that is reasonable and not detrimental to the main purpose for which the facilities are provided. (Please note that Internet-only terminals are provided in the Adult Lounge specifically for personal use during authorised break periods.)
- Priority must be given to use of resources for the main purpose for which they are provided.
- Personal use must not be of a commercial or profit-making nature, or for any other form of personal financial gain.
- Personal use must not be connected with any use or application that conflicts with an employee's obligations to the College as their employer.
- Personal use must not be connected to any purpose or application that conflicts with the Colleges rules, regulations, policies and procedures.

Please note that abuse of these limitations may result in the withdrawal of access to ICT facilities, including the Internet.

Privacy & Data Protection

Telephone services, network and Internet access are provided as tools for your work and education. The College reserves the right to monitor, inspect, copy, review and store at any time and without prior notice any and all usage of the telephone and computer networks and Internet access and any and all information transmitted or received in connection with such usage. All such information files shall be and remain the property of the College and no user shall have any expectation of privacy regarding such materials.

The College holds and processes information about staff, students and other data subjects for academic, administrative and commercial purposes. When handling such information, staff or others who process or use any personal data, must comply with the College's Data Protection Policy available on the College intranet.

Copyright

Many of the resources you find on the Internet are copyright protected, including music and video. You may only use all or part of a copyrighted work if you have the copyright owner's permission or if your use of the work falls under a legal exemption. Check the documents you are viewing for appropriate statements indicating copyright ownership and usage. It is your responsibility to respect these rights including all copyrights.

N.B. The College carries out periodic scans for copyrighted material and reserves the right to remove copyrighted material from its systems.

Policy: Computer & Telephone Acceptable Use (Staff) 2010/2011

Network & Computer Etiquette

All users must abide by the rules of network, email and Internet etiquette, which include:

General Advice

1. Be polite. Use appropriate language in your electronic communications.
2. Be safe. In using the computer network and Internet, do not reveal personal information such as your home address or telephone number. Do not arrange a face-to-face meeting with someone you 'meet' on the computer network or Internet, if you are under 18, without parental permission, and regardless of age, in a secluded place or in a private setting.
3. Be careful. Do not jeopardise the security of user access and of the computer network or other networks on the Internet. For example, don't disclose or share your password with others or impersonate another user. Password changes for staff are forced every 28 days. The password must be at least 8 characters long and may contain letters or numbers, but no symbols or spaces. We recommend including numbers in your password as this further improves security.
4. Be mindful of viruses. All data files received as attachments MUST be checked for viruses and Trojan viruses before being opened or run on the network. Sophos (the College's chosen anti-virus software) appears as a light blue shield at the bottom right of the computer screen. Right-click on the shield to open Sophos. Select 'Set up a new scan', give the scan request a name then checkbox the folders or drives that need to be scanned. Complete the request by selecting 'Save and start'. If your College computer does not have a light blue shield in the bottom right of the screen then you do not have Sophos correctly installed on your machine. Please inform your tutor, an ILT Assistant or contact the IT Support Help Desk on x7207 or by email to itsupport@solihull.ac.uk.

Security & Accountability

1. Users are advised to update their personal contact and security details by double-clicking on the 'Update Your Details' shortcut on their PC desktop. Users will be asked security questions which will enable ICT Services to confirm their identity if network account changes are requested or account problems are reported.
2. Users should not use the services of the College Internet and/or e-mail to obtain or send such material which contravenes the law or published College policies (articles which are sexist, racist, obscene, or promote illegal behaviour).
3. Users are advised that the use of email to send personal data (e.g. about staff or students) to a third party is expressly forbidden unless prior approval by the College's Data Protection Officer is obtained.
4. Users are advised that all e-mail sent from an account is the responsibility of the individual account holder. To maintain consistency and clarity of contact information, users must only supply relevant contact information as part of e-mail signatures. The use of wallpaper, pictures, graphics or animations is prohibited.
5. Users are advised that the contents of a network account home directory (H: drive) are the responsibility of the individual account holder.

Policy: Computer & Telephone Acceptable Use (Staff) 2010/2011

Service Usage

1. Authorisation for global circulation by email must originate from the Principal's Office.
2. Users must not use chat or play games unless this is for specific authorised educational purposes.
3. Users must not tamper with the settings of the network or workstations. The connection of personal devices to the College network is not permitted.
4. Staff must not use gotomypc, gotoassist or other remote login/screen sharing services without the consent of the Network Manager.
5. Users are advised that computer-based audio services are provided for work-related purposes only.
6. When using sound outputs from applications or learning resources (including text readers) personal headsets should be used at all times in order to avoid inconveniencing other users, particularly when working in shared staff areas. Deliberately enabling sound outputs through screen speakers or other devices will be deemed a breach of the Acceptable Use Policy and will lead to disciplinary action being taken. External sound output can only be used by tutors as part of their mainstream delivery strategies or alternatively during tutor-controlled student presentation work.
7. Users are required to exit the system correctly.

Software Policies and Procedures

Solihull College does not allow users to install or use unauthorised software or copy or remove software from the College's PCs and/or network. It is the responsibility of all Solihull College employees and students to read, fully understand and agree to Solihull College's published software management policies and procedures. These policies and procedures are all available for reference purposes in the Policies and Procedures folder on the ICT Services page of the staff Intranet. This information is also available to students on the ICT Services Page of the student Intranet. When users log in to the network and College hardware they are required to agree to the terms of this Acceptable Use Policy and thereby the following College policies and procedures which specifically refer to software licensing:

- Policy: IT Equipment, Upgrades and Replacements
- Procedure: The Evaluation, Acquisition, Copying and Installation of Computer Software
- Procedure: Core and Systems Software

Solihull College is a corporate member of the Federation Against Software Theft and we are working with that organisation to ensure that we are managing software licensing compliance effectively.

Failure to Follow Policy and Breach of Agreement

A user who violates this Policy and breaches his/her agreement may have his or her access to telephone services, the computer network and the Internet terminated indefinitely. A user breaches his or her Agreement not only by affirmatively violating the Acceptable Use Policy, but also by failing to report any violations by other users that come to the attention of the user. Moreover, a user violates this Policy and Agreement if he or she permits another to use his or her account or password to access the computer network and Internet, including any user whose access has been denied or terminated. The College may take other disciplinary action in accordance with the Staff Disciplinary Procedure.

Policy: Computer & Telephone Acceptable Use (Staff) 2010/2011

Help and Assistance

If you have any questions regarding this Policy or require help using the college network, please ask a member of staff in any of the Open Access Centres or the Staff Resource Development Unit. If you notice someone using the network inappropriately, please let any of the ILT Assistants or ICT Services (x7207 or by email to itsupport@solihull.ac.uk) know. If you require assistance using the College's telephone services please contact the ICT Services help desk on x7207 or by email to itsupport@solihull.ac.uk.

Conclusion

This policy will be reviewed again in July 2011.