

Policy on the Use of IT Facilities

<b>Approved by</b>	Strategic Planning and Resources Group (SPARG)		
<b>Date approved</b>	26/02/2015	<b>Status</b>	Approved
<b>Policy owner</b>	Andrew McCreath	<b>Impact assessed</b>	Yes
<b>Version</b>	Issue 1-0	<b>Date of next review</b>	June 2016

# Policy for the use of IT Facilities at the Robert Gordon University (RGU)

The aim of this policy is to help ensure that RGU's IT facilities are used safely, lawfully and equitably.

The issues covered by this policy are complex and you will find it helpful to also read the accompanying guidance document, available at <http://www.rgu.ac.uk/about/planning-and-policy/policies>.

## 1 Scope

This policy applies to anyone using the IT facilities (hardware, software, data, network access, third party services, online services or *IT credentials*) provided or arranged by RGU.

## 2 Governance

When using IT, it is expected that your conduct is lawful, please note that you remain subject to the same laws and regulations as in the physical world.

When accessing services from another country, you must abide by all relevant local laws, as well as those applicable in the UK.

You are bound by RGU's other policies and regulations when using the IT facilities, available at <http://www.rgu.ac.uk/about/planning-and-policy/policies>.

You must also abide by the regulations applicable to:

- any other organisation whose services you access,
- the place or institution where you are accessing the services, if you are accessing them remotely
- the software that you are using

Breach of any applicable law or third party regulation will be regarded as a breach of this IT Policy.

## 3 Authority

This policy is issued under the authority of the Strategic Planning and Resources Group (SPARG). The Executive Director (IT and Communication) is responsible for its interpretation and enforcement, and may also delegate this authority to other people.

You must not use the IT facilities unless you have been provided with IT credentials (normally a username and password).

You must comply with any reasonable written or verbal instructions issued by IT Services in support of this policy. If you feel that any such instructions are unreasonable or are not in support of this policy, you may appeal to the Executive Director (IT and Communication).

Students and other users may in addition raise a complaint through the complaints handling procedure which can be found at <http://www.rgu.ac.uk/footer/complaints>.

## 4 Intended use

The IT facilities are provided for use in furtherance of the mission of RGU, for example to support a course of study, research or in connection with your employment by the institution.

They are provided for staff, students, contractors, visitors and partner organisations where there is an agreement for the use of IT facilities.

Use of these facilities for personal activities (provided that it does not infringe any other aspect of this policy, and does not interfere with others' valid use) is permitted, but this is a privilege that may be withdrawn in the future.

Use of these IT facilities for non-institutional commercial purposes, or for personal gain, is not permitted.

Use of certain licences is only permitted for academic use and may be subject to the code of conduct published by the Combined Higher Education Software Team (CHEST).

<http://www.eduserv.ac.uk/services/Chest-Agreements>. See the accompanying guidance for further details.

## 5 Identity

You must take all reasonable precautions to safeguard any *IT credentials* (for example, a username and password, email address, smart card or other identity hardware) issued to you.

You must not allow anyone else to use your IT credentials. Nobody has the authority to ask you for your password and you must not disclose it to anyone.

You must not attempt to obtain or use anyone else's credentials.

You must not impersonate someone else or otherwise disguise your identity when using the IT facilities.

You must not leave your computer logged on when unattended – either lock it with a password or log off.

## 6 Infrastructure

You must not do anything to jeopardise the integrity of the IT infrastructure by, for example, doing any of the following without approval:

- Damaging, reconfiguring or moving equipment;
- Loading software on RGU's equipment other than in approved circumstances;
- Reconfiguring or connecting equipment to the network other than by approved methods;
- Setting up servers or services on the network;
- Deliberately or recklessly introducing malware;
- Attempting to disrupt or circumvent IT security measures.

## 7 Information

If you handle personal, confidential or sensitive information, you must take all reasonable steps to safeguard it and must observe RGU's Data Protection and Information Security policies and guidance, available at <https://you.rgu.ac.uk/org/ig/SitePages/Home.aspx> , particularly with regard to removable media, mobile and privately owned devices.

You must not infringe copyright, or break the terms of licences for software or other material. Advice on copyright can be found at <https://www.rgu.ac.uk/current-students/library/library-home/library-policies/policy-on-copyright>.

You must not attempt to access, delete, modify or disclose information belonging to other people without their permission. Where such access may be required in relation to an investigation, or when a member of staff is unexpectedly absent, there are procedures and safeguards in place to allow this. Any request should be passed to the Head of IT Operations and Support who will arrange all necessary permissions.

You must not create, download, store or transmit unlawful material, or material that is indecent, offensive, threatening or discriminatory. RGU has procedures to approve and manage valid activities involving such material, and any requests for this should be passed to the IT Help Desk.

## 8 Behaviour

Standards of behaviour in the physical world apply online and on social networking platforms, such as Facebook, Blogger and Twitter.

You must not cause offence, concern or annoyance to others.

You must also adhere to RGU's guidelines on social media available at <http://www.rgu.ac.uk/staff/rightclick-reloaded>.

You must not send spam (unsolicited bulk email).

You must not deliberately or recklessly consume excessive IT resources such as processing power, bandwidth or consumables.

You must not use the IT facilities in a way that interferes with others' valid use of them.

## 9 Monitoring

Users should be aware that RGU monitors and records the overall use of its IT facilities for the purposes of:

- The effective and efficient planning and operation of the IT facilities;
- Detection and prevention of infringement of these regulations;
- Investigation of alleged misconduct;

Monitoring of individual use, and accessing data in individual user accounts, will only be undertaken by specific members of staff as a recognised part of their normal duties. Any such activity will be:

- Approved by the Executive Director of IT & Communication, or another member of RGU's Strategic Planning and Resources Group
- For legitimate business reasons
- Justifiable
- Fair
- Proportionate

- Not unnecessarily intrusive
- Compliant with all applicable UK legislation such as the Data Protection, and Human Rights Acts

RGU will comply with lawful requests for information from government and law enforcement agencies.

You must not attempt yourself to monitor the use of the IT facilities.

## 10 .Infringement

Infringing this policy may result in sanctions under RGU's relevant disciplinary processes. For staff, this is the Disciplinary Policy and Procedure. For students, this is the Academic Regulations in particular A3, Section 2 (Student Misconduct Procedure). Links to these procedures can be found at <http://www.rgu.ac.uk/about/planning-and-policy/policies>.

Sanctions may be imposed if the disciplinary process finds that you have breached this policy, for example, imposition of restrictions on your use of IT facilities or removal of services. For contractors or third party organisations, breach of this policy may lead to sanctions as defined under the particular partnership agreement or contract.

Offending material will be taken down.

Information about infringement may be passed to appropriate law enforcement agencies, and any other organisations whose regulations have been breached.

RGU reserves the right to recover from you any costs incurred as a result of your infringement. You must inform your line manager (for staff) or your course tutor (for students) if you become aware of any infringement of this policy. Alternatively, for serious infringements or if you are uncertain who to contact, you should inform the Executive Director (IT and Communication).

## Acknowledgements

This policy is based on the UCISA Model Regulations published at:  
<http://www.ucisa.ac.uk/modelregs>.