

 <b>Policies &amp; Procedures Manual</b>	<b># Pages:</b> Page 1 of 4	<b>Procedure Number:</b> IT-01-01
	<b>Approved by:</b> President's Council	
<b>Section:</b> <b>INFORMATION TECHNOLOGY - General</b>	<b>Effective Date:</b> June 17, 2019	
<b>Title:</b> Acceptable Use of Computer and Communication Resources	<b>Replaces:</b> IT-01-01 (September 18, 2013)	

## POLICY STATEMENT

University College of the North (UCN) information technology resources will be used to support the administrative, teaching, learning, research and community services goals of UCN.

Users of information technology resources will act responsibly and must respect the rights of other users, the integrity of the system and related physical resources. They must observe all relevant UCN Policy, Federal and Provincial law, regulations and contractual obligations.

UCN has a social responsibility to provide leadership and follow community standards with respect to the distribution and use of offensive materials. UCN has a zero tolerance for these inappropriate activities.

There should be no presumption of privacy while using UCN information technology resources.

## PURPOSE

UCN strives to be recognized as a leader through the innovative use of technologies. Information Technology (IT) will make a positive contribution to meet the goals of the UCN community by working collaboratively with the community to deliver quality service and solutions that meet the current needs and changing requirements of UCN.

The use of UCN information technology resources imposes responsibilities and obligations on the users of these resources. Users must maintain an environment in which access to all information technology resources is shared fairly among users and is conducive to teaching and learning. IT will ensure that all assets, including information technology resources are protected, adequately maintained and not subject to unnecessary risk.

## DEFINITIONS

1.1 Information Technology (IT) resources are defined as, but not limited to:

- a) computer equipment, VoIP telephone and computer facilities
- b) networks, including wired and wireless, networking and communications equipment, cabling infrastructure, access to and usage of UCN networks
- c) User accounts, passwords, usage and information access privileges
- d) data files, data storage devices and servers
- e) computer applications, software and services

- f) internet access and usage
- g) email access and usage
- h) data records, computer software, documentation and media

1.2 Users are students, staff and external clients with whom UCN maintains a business relationship. This also includes the general public, in public access locations.

## **PROCEDURES**

2.1 By accepting a UCN information technology account, users accept the responsibilities of this policy and the consequences of failure to comply. Users must read, sign and abide by the intent and content of this policy. Their acceptance is implicit by the use of their account.

### **Breach of Policy**

- 2.2 Instructors and supervisors will provide a warning to students or staff of a breach of this policy.
- 2.3 Repeated or serious violations by staff are to be reported in writing to the individual's supervisor and to the Director of Information Technology.
- 2.4 Repeated or serious violations by a student are to be reported in writing to the student's Dean and to the Director of Information Technology.
- 2.5 UCN Security and authorities outside the UCN may report in writing suspicious, harassing or other unacceptable use of IT resources to the Director of Information Technology.
- 2.6 IT will investigate all reports. This investigation may include, but is not limited to, such methods as tracking of network activity, review of email transactions and review of the contents of all data storage devices that are attached to or part of UCN owned equipment. The investigation will be documented as appropriate.
- 2.7 Based upon initial findings, the Director of Information Technology or the Supervisor may authorize immediate suspension of the individual's access privileges.

### **Unacceptable Use**

- 2.8 The following examples include, but are not limited to, activities that are specifically prohibited under this policy:
  - a) Using or accessing another user's system, files, email or other data without authorization.
  - b) Attempting to circumvent security facilities on any system or network or failing to keep security current on UCN owned equipment.
  - c) Attempting to compromise the integrity of any IT resources including the placement of any destructive or nuisance programs such as viruses or worms.
  - d) Engaging in any activity that may be harmful to any IT resources.
  - e) Unauthorized monitoring of network transmissions and general network traffic on UCN networks.
  - f) Sending fraudulent, harassing, threatening or obscene messages, or sending unauthorized bulk (spam) email.

- g) Transmitting commercial advertisement, solicitations or promotions for any other commercial purposes not authorized by UCN.
- h) Displaying, transmitting, distributing or making information available that expresses or implies discrimination or an intention to discriminate.
- i) Intentionally accessing, downloading or collecting obscene material in which the dominant characteristic is the undue exploitation of sex, or of sex and any one or more of the following subjects, namely, crime, horror, cruelty and violence.
- j) Permitting another user to use one's UCN information technology accounts and passwords.
- k) Intentionally breaching the terms and conditions of a software licensing agreement.
- l) Attaching unauthorized equipment to the UCN network including, but not limited to, personal router, switches, hubs, or wireless access points.
- m) Unauthorized voice communications equipment (telephone system) or voice mail use must be immediately reported to the Director of Information Technology or designate. Erroneous communications charges must be immediately reported to the Director of Information Technology or designate and immediately investigated.
- n) Unprofessional and inappropriate use of voice mail including but not limited to the use of disparaging, discourteous, insulting, ethnic, harassing, or abusive language, or slanderous, defamatory, coercive, extortive content is strictly prohibited.

### **Non-University College Related Use of Information Technology Resources**

- 2.9 Users may use their computers and network accounts for non-UCN matters except where such use would be prohibited by this or other UCN Policy or where such use interferes with administrative and academic uses, job performance and operations. To ensure information technology policies are being adhered to IT will monitor UCN owned systems and hardware. There should be no presumption of privacy while using UCN IT resources.
- 2.10 Use of IT resources for commercial and business purposes is prohibited except for those activities sponsored or sanctioned by UCN.

### **RESPONSIBILITIES**

- 3.1 Information Technology has the right and the responsibility to monitor the use of IT resources and traffic across the network. They have the responsibility to manage, and possibly restrict, such use as required to ensure acceptable use as defined in this policy. Information Technology is also responsible for:
  - a) The safety, integrity and security of UCN's IT resources.
  - b) Coordinating the investigation of alleged unauthorized use of UCN's IT resources under the authority of the Director of Human Resources or designate.
  - c) Providing current security information and anti-virus updates to the UCN community and automatically installing those updates where possible.
  - d) Periodically informing the UCN community of current procedures to be followed to ensure the integrity of UCN IT resources.
- 3.2 Users of IT resources provided by UCN are fully responsible for their use of these resources and for the information they willfully or knowingly transmit, receive or store. Users of UCN IT resources are also responsible for:

- a) Using resources for authorized purposes as defined by this policy.
- b) Protecting their user account and password from unauthorized use.
- c) Selecting and maintaining strong and effective passwords.
- d) All activities performed by their user account that originate from their system with their knowledge.
- e) Accessing only information that is their own, that is publicly available, or to which they have been explicitly granted access by UCN for the purpose of performing their job or assignment.
- f) Using legally licensed versions of copyrighted software or copies of documents and media in compliance with the terms and conditions of any vendor licensing agreement, copyright, or sales terms and conditions.
- g) Engaging in ethical and respectful behavior in the use of IT resources.
- h) Voice communications and voice mail content must be professional in nature.
- i) Prudent use of UCN voice communications equipment is expected; excessive or reckless charges may result in a loss of privileges or more severe disciplinary action.
- j) Voice communications equipment and voice mail systems are UCN assets and must not be considered private. UCN reserves the right to monitor their use and review the content of all messages and files on the voice mail system. Any dissemination, unauthorized use or benefit as a result of this access may result in disciplinary action and/or legal action taken.
- k) Voice mail information is subject to review by law enforcement or government agencies; this information may be provided as a result of an investigative request.

3.3 UCN faculty and instructors are responsible to enforce compliance with this policy in the classroom. Faculty and instructors have the responsibility to report serious or repeated breaches of this policy to their Dean and to the Director of Information Technology in writing.

## CONSEQUENCES

Persons who violate this or other related policy may be subject to disciplinary action up to and including dismissal or expulsion as outlined in University College of the North(UCN) policy and the Collective Agreement. Unacceptable use may result in the immediate loss of account privileges and access to IT resources. Additionally, dependent on circumstances, they may face civil action and/or criminal prosecution. Disciplinary action may be appealed under appropriate UCN policy and/or the Collective Agreement.

## WAIVER

When restrictions in this policy interfere with the research, educational or service missions of University College of the North, members of the UCN community may request a written waiver from the Chair of the Research and Scholarship Committee and the Vice President Academic and Research by completing a Request to Initiate Research Project which is contained within AC-04-04, Principles and Frameworks Guiding Research and Innovation.

## EMPLOYEE DECLARATION

I have read and understand the Acceptable Use of Computer and Communication Resources policy, and agree to adhere to the rules outlined therein.

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User Signature

Date

Print Name: \_\_\_\_\_