



Policies and Procedures Manual

Title: Use of Information Technology Services
Policy Administrator: Chair, Information Technology Policy Committee
Effective Date: Nov-01-2005
Approved by: Director of Information Technology Services

Purpose:

College information technology resources are provided to enable faculty, staff and students to advance the mission of the College in their academic and administrative activities. Information technology resources are to be accessed and utilized in an ethical manner that does not compromise the integrity of the system. All users of information technology are to adhere to high moral, legal and professional standards, and to act in the best interests of the College.

In addition, all users of information technology resources are responsible for protecting the proprietary rights of the College and maintaining the accuracy, integrity and confidentiality of the information to which they have access. Resources are not to be abused or employed in such a way as to interfere with, or cause harm or damage to, another person, institution or company within or outside the College community. While the College encourages the exploration of educational and scholarly interests through the use of its information technology resources, respect for the rights and privacy of others must be observed. Community members and their guests may not access the files or communications of others without authorization. Those who are authorized to access confidential files must respect the privacy rights of others and use data only for legitimate academic or administrative purposes.

The College is committed to providing accessibility to information technology resources for all members of the community. The College acknowledges its responsibility to all faculty, staff and students to provide a safe environment for work and study.

All users of information technology are to comply with the following policies, procedures and security controls. The director of Information Technology Services (ITS) is charged with the responsibility of implementing, monitoring and revising the provisions of this Policy.

Definition:

- **Information technology resources** are the computer equipment and facilities that comprise the College network and all electronic information and communication contained on the network.
- A **network** is the electronic infrastructure that allows a user's computer to be connected to other information technology resources.
- **Users** are all members of the College community, including but not limited to students, faculty and staff who have an account on the College network.
- A **network identifier** is a unique pre-formatted code assigned to the user that is the property of the College.

- A **network password** is a 14 or more character alphanumeric code created by the user to access the College network.
- A **network file** is any personal, academic or administrative record stored electronically on the College network.

Policy:

1.0 Access

Most of the information technology resources of the College are accessible to members of the College community. Some resources are also accessible to the public. Access to certain resources may require authorization by an academic or administrative department head who will also provide adequate orientation and training for the appropriate use of such resources. Users are not to attempt to access, search or copy information without the proper authorization.

A user's network identifier and password provide access to information technology resources. In some cases, this includes authorized access to restricted information. A user's network password is not to be shared with anyone, and its confidentiality is to be strictly maintained. Users will be held accountable for all actions performed under their network identifier, including those performed by other individuals as a result of user negligence in protecting their network password. If a user's password is compromised, the user must change the password immediately. Students are required to change their passwords every 180 days; faculty and staff are required to change their passwords every 90 days.

No one is to use the information technology resources through another individual's network identifier, either with or without permission. Active sessions are not to be left unattended. Providing false or misleading information in order to gain access to information technology resources is prohibited.

2.0 Confidentiality

Academic, financial and personnel records of the College are considered confidential whether or not they exist in computerized form. Every effort will be made to limit access to those records only to authorized individuals. The College may be compelled to release confidential records to comply with legal obligations.

All users with access to confidential data are to safeguard the accuracy, integrity and confidentiality of that data by taking all necessary precautions and following established office procedures to ensure that no unauthorized disclosure of confidential data occurs. For information regarding the confidentiality of student educational records, please refer to http://www.holycross.edu/general_counsel/legal_information/.

3.0 Privacy

The College conducts monitoring of information technology resources in order to protect the confidentiality, integrity, and availability of these resources, as well as to comply with laws, industry regulations, and licensing requirements. The College will not conduct targeted monitoring of an individual's electronic data, software and communications as a routine matter, however, the College reserves the right to monitor, access and to disclose the contents of an individual's electronic data, software and communications when a legitimate need exists. The reasons for such monitoring, access and disclosure include, but are not limited to, investigations of serious violations of College policies or unlawful activities. Users should note that all network files are regularly copied to backups and stored for indefinite periods in off-site locations. In such instances, user deletion of an electronic file, such as an e-mail message, may not delete a network copy of that file.

It is a violation of College policy for authorized users to access confidential files of others without a legitimate academic or administrative purpose.

4.0 Copyright

Copyright is a form of protection the law provides to the authors of “original works of authorship” for their intellectual works that are “fixed in any tangible medium of expression,” both published and unpublished (Title 17, United States Code). It is illegal to violate any of the rights provided by the law to the owner of a copyright. The College respects the ownership of intellectual material governed by copyright laws. All members of the College community are to comply with the copyright laws and the provisions of the licensing agreements that apply to software, printed and electronic materials, graphics, photographs, multimedia, and all other information technology resources licensed and/or purchased by the College or accessible over network resources provided by the College. Individual author, publisher, patent holder and manufacturer agreements are to be reviewed for specific stipulations.

5.0 Web Use

A significant portion of the College’s information technology resources is its Web site. Faculty, staff and students authorized to publish on the Web must comply with the Holy Cross Web Policy.

6.0 System Integrity and Protection

The integrity and protection of the College’s information technology resources are integral to an efficient and high-performance network. Any activity that compromises the integrity or protection of the system is prohibited. Such activities include but are not limited to:

- Creation, importation or exportation of destructive code, such as a virus
- Degradation of system performance, including the creation of unnecessary processes or excessive printing
- Unauthorized use of mass e-mail
- Propagation of chain e-mail
- Failure to provide adequate physical security for information technology resources

7.0 Prohibited Uses of Information Technology Resources

Faculty, staff and students are encouraged to make full use of the College’s information technology resources. Such use, however, is not without limitations. Any activity that violates College policy or any local, state or federal law is prohibited. The following uses are also proscribed:

- Soliciting sales, advertising or managing a private business
- Impersonating other individuals or concealing one’s identity in electronic communication
- Viewing offensive or objectionable material at publicly accessible stations
- Posting offensive or objectionable material on the College Web site

Communications from members of the College community are to reflect mutual respect and civility. Obscene or intolerant language, as well as offensive images, clearly violate these standards and are considered inappropriate for electronic and all other forms of discourse among members of the College community. The determination of what is obscene, offensive or intolerant is within the sole discretion of the College. Users should note that College information technology resources may be accessed by minors.

8.0 Reporting Suspected Violations

Suspected violations of this policy are to be reported to the director of Information Technology Services. Depending on the nature of the violation, the ITS director may refer the matter to the relevant academic or administrative vice president. If a suspected violation is reported instead to a supervisor, chairperson, director, dean or other responsible person, that person is to report the instance to the ITS director.

The College will consider the intent, effect, and seriousness of the incident in levying sanctions for violations of this policy. Any person who engages in any prohibited activity as described above may be subject to disciplinary action, including the loss of computer privileges and/or dismissal from the College, and to criminal prosecution under the applicable state and/or federal laws.

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Forms:

Title
Title

Related Information:

Holy Cross Web Policy http://www.holycross.edu/web/web_policy.html
Email Use Policy http://www.holycross.edu/its/it_policies/email_use_policy/
Title 17, US Code http://www.copyright.gov/title17/

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