IT Services
Personal Acceptable Use Policy

Document Number: ITS-PL0002
Document Classification: Public

Document Control

Version	Date	Author	Action/Comments
Draft	03/10/2013	Richard Rees-Proud	Initial Draft
Draft	10/10/2013	Richard Rees-Proud	Reworked
Draft	11/11/2013	Richard Rees-Proud	Reworked
Draft v1.4	21/01/2014	Gillian Hitchenes	Reworked
Draft v1.5	11/01/2014	Gillian Hitchenes	Reworked
Draft v1.6	21/02/2014	Gillian Hitchenes	Reworked
Final v1.7	31/03/2014	Gillian Hitchenes	Web link updated

24 HOURS IT SERVICE DESK - OPEN 24 HOURS, 365 DAYS A YEAR

Email servicedesk@northumbria.ac.uk

Phone 0191 227 4242

Chat northumbria.ac.uk/itchat

Introduction

Information is at the heart of our daily activities at Northumbria University and this policy exists to enable effective and lawful use of information and protect students, staff and the University from risks associated with the use of technology when handling different types of information.

This policy should be read in conjunction with a range of University policies and regulations which are listed at the end of this document.

If you have any queries or feedback regarding this policy or its implications you can contact your Student Union representative, tutor, line manager or the IT Services Helpline by phone on 0191 227 4242 or email servicedesk@northumbria.ac.uk.

All perceived breaches of policy will be investigated in accordance with either the University Staff Management procedures, Student Regulations or by external bodies as appropriate. University procedure may result in actions being taken to address the breach and to prevent recurrence. Sanctions may include removing access temporarily or permanently, disciplinary actions and legal action for more serious criminal activities. Intervention to protect University Systems or data will usually be authorised by the IT Services Director and or a Representative of Human Resources.

Any breaches or suspected breaches may be reported via a number of routes depending on the nature of the breach. This may include:
- IT Service Desk by phone on 0191 227 4242 or email servicedesk@northumbria.ac.uk
- Campus Services Security by phone on 0191 227 3999 or email crsecurityteams@northumbria.ac.uk. In accordance with the University Reportable Incidents Policy.

Information Assurance

Although this policy concerns the use of IT Resources, all students and staff are reminded of their obligations when handling any information.

- You may use information and material for personal study or research purposes within the terms of copyright and these are displayed in prominent places.
- All information should be used and secured appropriately for the purposes intended such as study, research or University operations.
- Sensitive personal information which is made available to you must be used only for the purposes intended and must be appropriately secured.
- Disclosure, copying or sharing of sensitive personal information is prohibited without the approval of a faculty/department head who may take advice from the Data Protection Officer. Only share what is needed. Assurances must be sought from those with whom information will be shared to maintain appropriate security and information in transit should be on encrypted devices.

If you are uncertain about your use of information you should contact your Student Union representative, Tutor, Line Manager or as appropriate the Data Protection Officer for guidance.

IT Resources

IT Resources include:
- Service Access Devices such as Desktop or laptop PCs, portable devices;
- Peripherals such as printers, scanners, digitisers and other specialist IT equipment;
- Storage Devices such as file servers and SANs;
- Wired and wireless networks including internet access via JANET;
- Telephony services;
- Information Systems (e.g. Intranet, Blackboard, Turnitin, SAP, SITS).

Authorised Use

You may only access the University's IT Resources if you are authorised and this will normally mean that you are a student, a member of staff, an approved guest or other IT account holder s (e.g. retired employees) and have been provided with an individual University user name and password (User Credentials).

Continued access to the University's IT Resources depends on compliance with this policy.

You should use IT Resources as directed by your tutor or line manager and, at all times, in a reasonable way with information security and privacy in mind.

You must not damage or attempt to disassemble computer equipment or the network.

Personal Use

The University's IT Resources may be used for reasonable and lawful personal use. Reasonable means that personal use does not disrupt normal learning or working patterns or, in some other way, unduly interfere with the quality of service to other users or generate additional cost to the University.

Examples of reasonable personal use include (this list is not exhaustive):
- Accessing personal email accounts to deal with urgent mail items;
- Occasional use of the internet to:
  - search for information for personal use;
  - access and use of social media services; or,
  - Purchase items online.

Examples of unreasonable personal use include (this list is not exhaustive):
- Persistent internet browsing or use of social media sites over long periods during lecture periods or working times and or where this use is disruptive to other users;
- Denying other users access to IT resources; or,
- Frequent downloading or uploading of very large files to personal devices (since this activity uses excessive resources).

Conduct & Behaviour

IT expects Students and Staff to conduct themselves appropriately and actions that breach acceptable standards or are illegal will be considered under the relevant University disciplinary procedure.

Specifically, you must not use University IT Resources with the intent to:
- Be defamatory, indecent, obscene, offensive or harass others;
- Commit or promote any unlawful act;
- Gamble;
- Access or distribute pornography;
- Corrupt, destroy or misuse information for purposes other than intended;
- Promote discrimination on the basis of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation, or any other inappropriate or irrelevant criteria or distinction;
- Operate commercial ventures not authorised by the University;
- Damage the reputation of the University, its students or staff;
- Infringe copyright or distribute copyrighted materials or to access licensed products for which you are not authorised;
- Deny or disrupt access to IT Resources for other University users;

Modifications to Systems

You must not install any software which is either unlicensed or has not been approved by IT Services on any IT Resource.

You must not remove any IT Resource from the University without permission from appropriate University Senior Management.

You must not attempt to circumvent any security measures for example disabling anti-virus software, removing password protections etc.
You must not damage or modify the hardware configuration of any IT Resource.

Right to Monitor

The University reserves the right to monitor and record IT Resource usage where permitted under the Regulation of Investigatory Powers Act 2000 for the purposes of:
- Ensuring effective system operation;
- Investigation or detection of unauthorised use of the University's IT Resources;
- Prevention or detection of criminal activities;
- Reporting problems and breaches; and
- Complying with regulatory or self-regulatory practices, procedures and standards.

Related Documentation

The University of Northumbria's external network connection is governed by the Joint Academic Network (JANET) policies: http://www.ja.net/development/legal-and-regulatory/policy/index.html

A number of laws govern aspects of IT use notably:

- Computer Misuse Act 1990
- Copyright, Designs and Patents Act 1988
- Data Protection Act 1998
- Defamation Act 2013
- Freedom of Information Act 2000
- Regulation of Investigatory Powers Act 2000
- The Communications Act 2003
- The Human Rights Act 1998
- Data Protection

Glossary

- SANS – Storage area network
- JANET- UK Educational & Research Network
- SAP – Enterprise software to manage business operations
- SITS- Student administration system

Student Union contact details

Sabbatical officers: http://mynsu.northumbria.ac.uk/aboutyourunion/sabbaticals/

Faculty representatives: http://mynsu.northumbria.ac.uk/adviceandrepresentation/academic_reps/facultyreps/

University Policies, Procedures and Schemes

Human Resources: https://intranet.northumbria.ac.uk/facultiesandservices/hri/guidance/azpolicy/

Reportable Incidents Policy: http://www.northumbria.ac.uk/static/5007/uso/repincidents.pdf

Handbook of Student Regulations: http://www.northumbria.ac.uk/vc/leservteam/stud_reg_handbk/