

**TITLE:**                   **ACCEPTABLE COMPUTING USE**

**EFFECTIVE DATE:**       **September 1, 2004**

**AUTHORITY:**           **Provost**

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**Purpose**

The purpose of this policy is to clearly establish rules and regulations outlining the usage of computers, computing and network resources and the facilities in which they reside at the University of Winnipeg.

**Scope**

This policy pertains to all employees, students and authorized external parties (the “University community”) who have been granted access to use the University of Winnipeg computer and networking facilities and resources.

**Responsibility**

The Provost is responsible for the maintenance of this policy. The Technology Solutions Centre is responsible for the communication and administration of this policy. The Vice Presidents shall be responsible for authorizing the usage of computer and networking resources that do not fall under the provisions of this policy. The Technology Solutions Centre is responsible for updates to the Procedures in this policy.

**POLICY**

**General Principles**

In pursuit of its academic mission, the University of Winnipeg offers computing resources and related technologies for use by the University community. These resources are in place to provide a positive learning environment, and aid the University community in their academic, research, instructional and administrative functions and activities.

The University community is free to use these resources to their fullest potential, under the provision that they are used ethically, responsibly and within the guidelines set by this policy.

## **Policy Compliance**

All members of the University community are expected to understand and comply with this policy. Violators will be subject to disciplinary procedures outlined in the University of Winnipeg Collective Agreements, Discipline and Dismissal Policy, or the Student Academic Misconduct Policy Manual.

## **Related Policies**

Network Security Policy – in process

Electronic Mail Usage Policy – in process

Password Policy – in process

UofW Computing Best Practices Guideline:

[http://www.uwinnipeg.ca/faculty/admin/tsc/policies/best\\_practices.html](http://www.uwinnipeg.ca/faculty/admin/tsc/policies/best_practices.html)

## **Policy Review**

This policy is to be reviewed by the Technology Solutions Centre at yearly intervals, and necessary adjustments are to be made to reflect changes in computing technology, University procedures and processes.

## **Responsibility of the University Community**

Computing on campus carries with it certain ethical and general usage responsibilities. These responsibilities apply to all individuals who receive or are granted access to University services. These responsibilities include:

- Respect University owned and operated computer and networking equipment, and the facilities in which they are housed
- Respect computing services and use them for their intended purpose.
- Respect the privacy of one's immediate computing environment, personal data files and information.
- Obtain adequate permission before accessing, copying or modifying another person's personal data files and information.
- Respect all governmental laws as they pertain to personal, corporate and third party copyrights, licenses and trademarks.
- Respect the policies of external networks and remote sites to which you have been granted access.
- Respect all other computing related policies and guidelines set forth by this University and its respective departments.
- Ensure the proper protection and maintenance of computer/network accounts and passwords.
- Maintain and ensure the confidentiality of personal data saved locally to campus computer systems.

- Ensure that any pre-approved third party software packages installed on computer systems have the appropriate licensing.
- Log out of computers and critical University services when no longer used.
- Report any instances of asset theft, misuse, abuse, or potential threats to computers, network and computing facilities.

### **Responsibility of Department Chairs/Heads and Facility Supervisors**

It is the responsibility of all department chairs/heads and supervisors of computing facilities to take appropriate and reasonable steps to ensure that this policy is followed by users of their facilities.

### **Responsibility of Technology Solutions Centre (TSC)**

As it pertains to the context of this policy, TSC is responsible for deployment and management of University-owned computers, networking equipment and computing services and facilities. This includes:

- Server rooms and wiring closets
- University Internet Protocol (IP) address spaces used on the campus network
- Network communications including routing and firewall services
- Core authentication, directory, DNS, and network printing services
- University approved desktop operating systems and supported work productivity and groupware applications
- Computer, network and information security

## **PROCEDURES**

### **Types of Computer and Network Accounts**

Within the context of this policy, TSC provides computer and network accounts that can be used in areas such as computing labs and administrative or faculty offices. These accounts can be broken down into the following core services:

- Network authentication (Novell)
- Electronic mail (GroupWise)
- Web mail (GroupWise and NetMail)
- Web portal (MyUWinnipeg)
- UNIX shell accounts (Io)
- Dial-up accounts (Io)

Labs and computing areas that do not fall under direct TSC management, or are governed by other departments may require separate account setups. Contact the supervisor of that facility to request a computer access account.

## **Obtaining Computer and Network Accounts**

Employees: Requests for new computer and network accounts are normally initiated through Human Resources or the department head in which the employee works. Account requests are facilitated through the TSC Help Desk. Request forms for new account creation are available at the following web link:

[http://www.uwinnipeg.ca/faculty/admin/helpdesk/forms/facstaff\\_forms.shtml](http://www.uwinnipeg.ca/faculty/admin/helpdesk/forms/facstaff_forms.shtml)

Students: Registered students at the University automatically receive a computer and network account to aid in their studies. Computer accounts are not activated until students claim their account. Student accounts can be claimed electronically, in lab 2L13 or on-line at the following web link:

<https://claimid.uwinnipeg.ca/claimid/start.php>

Contractors and other authorized external parties: Computer and network accounts can be created on an ad hoc basis for individuals performing customized duties. Requests for account creation and activation must be placed by the department head/chair and facilitated through the TSC Help Desk. Where access to critical or confidential information is concerned, a non-disclosure agreement may be required. Requests for setting up ad hoc and contractor accounts can be placed at the following web link:

[http://www.uwinnipeg.ca/faculty/admin/helpdesk/forms/facstaff\\_forms.shtml](http://www.uwinnipeg.ca/faculty/admin/helpdesk/forms/facstaff_forms.shtml)

## **Account Terminations**

Employees: Computer and network account terminations are to be facilitated by the department head/chair and Human Resources. The facilitator is to promptly notify the respective facility supervisor and/or TSC (if the account is managed by TSC). TSC managed account terminations are to be handled through the TSC Help Desk (786-9149), or by filling out an on-line request form at the following web link:

[http://www.uwinnipeg.ca/faculty/admin/helpdesk/forms/facstaff\\_forms.shtml](http://www.uwinnipeg.ca/faculty/admin/helpdesk/forms/facstaff_forms.shtml)

Any data files, email and related information residing on TSC managed servers left by the employee are to be deleted.

Students: With the exception of the summer break, account terminations for students occur automatically once the student has completed their courses, or is no longer attending at the University. On a per semester basis, any data files, email and related information residing on TSC managed servers left by non-returning students are to be deleted.

Student accounts residing on other departmental servers are to be handled by the system administrator of that department.

Contractors and other authorized external parties: Termination of ad hoc accounts that

have not been configured to automatically expire should be facilitated by the department head/chair. If the account is managed by TSC, an on-line request form can be filled out at the following web link:

[http://www.uwinnipeg.ca/faculty/admin/helpdesk/forms/facstaff\\_forms.shtml](http://www.uwinnipeg.ca/faculty/admin/helpdesk/forms/facstaff_forms.shtml)

### **Deployment of Computer and Network Resources**

Faculty and department heads/chairs are asked to contact TSC before considering the deployment of any major computing or network resource on campus. Standards and recommended guidelines for planning computing and network resources are available at the following web links:

#### **TSC Desktop Solutions:**

[http://www.uwinnipeg.ca/faculty/admin/tsc/policies/desktop\\_guidelines](http://www.uwinnipeg.ca/faculty/admin/tsc/policies/desktop_guidelines)

#### **TSC Network Solutions:**

[http://www.uwinnipeg.ca/faculty/admin/tsc/policies/network\\_guidelines](http://www.uwinnipeg.ca/faculty/admin/tsc/policies/network_guidelines)

The TSC Help Desk will facilitate requests and deployments of computing and network services. Requests can be made by calling 786-9149 or by filling out an on-line request form at the following web link:

[http://www.uwinnipeg.ca/web/faculty/admin/helpdesk/forms/main\\_form.shtml](http://www.uwinnipeg.ca/web/faculty/admin/helpdesk/forms/main_form.shtml)

### **Incident Reporting and Handling**

Reporting of all computer and network incidents can be made directly to the supervisor of the computing facility, or by contacting the TSC Help Desk at 786-9149 or by email at [help.desk@uwinnipeg.ca](mailto:help.desk@uwinnipeg.ca)

All incidents reported to the Help Desk will be handled in the following fashion:

- Incidents involving direct TSC managed computer systems and network services will be handled by TSC directly. Computer and network accounts will be temporarily disabled and the issue investigated. Results will be passed to department heads/chairs and/or University management for further disciplinary action.
- Incidents that deal with outside departments or computing facilities that are not managed by TSC will be passed on to the system administrator or department head for that facility.
- Incidents involving theft or physical abuse of computing equipment will be handled by Security Services.
- Incidents pertaining to harassment will be handled in accordance with the Respectful Learning and Working Environment Policy.

Requests for reinstatement of disabled computer and network accounts must come from the department head, Dean or respective Vice President(s). These requests are to be facilitated through the TSC Help Desk.

APPROVED – VICE-PRESIDENTS

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