1998

INFORMATION TECHNOLOGY POLICIES

Revision Approved by T.O.C.C. Board of Trustees
August 11th, 2005

Tohono O'odham Community College
Information Technology Policies

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EMPLOYEE ACKNOWLEDGEMENT FORM

(Tohono O'odham Community College Information Technology Policies)

Tohono O'odham Community College (T.O.C.C.) is happy to provide you with the revised approved IT Policies. These revised policies were approved by Tohono O'odham Community College's Board of Trustees August 11th, 2005.

The IT Policies should be kept nearby for easy reference. Any future updates or revisions will be distributed to you for inclusion.

None of these policies may be amended or altered in any way by oral statements. Only written amendments by authorized management officials will constitute changes to statements to this policy.

Fill out the form below and return it to your supervisor or Human Resources.

This is to acknowledge that I have received a copy of the revised Tohono O'odham Community College's Information Technology Policies (TOCC BOT approved 8/11/05). I will immediately familiarize myself with the information in this policy.

If I have questions or there are parts in these policies I don't understand, I will seek clarification from my supervisor or Human Resources.

_____

EMPLOYEE'S SIGNATURE

_____

DATE

Introduction

The purpose of this document is to maximize availability of the TOCC Computing System. This document will apply to all TOCC Employees. Included in this document are three sections.

The first section, "Computer Use Policies," will cover appropriate use of the TOCC Computing System. The content covered in this section will ensure that the computing system is safe, reliable, and secure.

The second section, "Internet Usage Policy," will discuss proper use of Internet Services. It will also offer some warnings concerning Internet use.

The third section, "Procedures," contains instructions on how to initiate support and service requests from the TOCC IT Department. It will be necessary to follow these procedures in order to receive IT services. By using the processes discussed, actions will be documented and validated.

SECTION I: COMPUTER POLICIES

A.   Accounts

Accounts require a username and a password to access various resources on the computer network and on computers. These accounts will remain active for as long as the user is employed by TOCC.

The following practices are to be used to secure account information:

1.   Do not store passwords in unsecured locations.
2.   Accounts with extensive privileges to the TOCC computer system shall choose passwords that are sufficient, meaning a mixture of letters and numbers of no less than eight characters. The use of symbols are also recommended.
3.   Computers must be left at a point that requires a password whenever employees leave their work area.
4.   Passwords are required when available. No passwords are to be left blank.
5.   Do not share usernames and passwords. If usernames and passwords are shared, the IT Department must be notified. Under certain circumstances, an exception may be approved by the TOCC IT Department.

Accounts with extensive permissions to the TOCC computing system or access to confidential information through the TOCC computing system are to be used only in performance of job duties.

Interception, theft, and/or decryption of system or user passwords is prohibited

B.   E-mail

These accounts are not to be considered totally private. Authorized IT personnel may see the contents of the e-mail while troubleshooting or performing maintenance work on the e-mail system.

When using TOCC e-mail accounts, you are acting as a representative for the college. Therefore, all e-mail sent from TOCC e-mail accounts must:

1.   Clearly and rightfully identify the user who sent it.
2.   Be conducted in a professional manner. The e-mail system is not to be used to send rude, obscene, harassing, or illegal materials.
3.   Not be mass mailed unless it is used for business or TOCC student activities. Chain letters and other types of non-business mailings are not allowed.
4.   Not be used for broadcasting unsolicited messages.

IMPORTANT: Never give out personal or business account information that has been requested by e-mail. A number of attempts are known to have been made by informing a user that their financial account information needs to be "updated". This e-mail is an attempt to steal information and should be deleted immediately.

C.   Individual Responsibilities

The following list contains responsibilities that TOCC users shall be held responsible for. These responsibilities help to ensure computing security, efficiency, and respect of other TOCC Employees.

Responsibilities:

1. Respect the privacy and personal rights of others. Accessing files, directories, or e-mail of others without authorization is prohibited.
2. Respect the needs of others and only use your fair share of computing resources.
3. Use printing resources responsibly. If copies are needed, use a copier.
4. Users shall report any violations of the computer use policy to the TOCC Information Technology Department.
5. Floppy disks, CD-ROMs, or other media with Confidential Information must be in a secured location.
6. Floppy disks, CD-ROMs, or other media that once contained confidential information must be properly erased or destroyed so that the information cannot be recovered by others.
7. Screens must be oriented to prevent unauthorized people from reading sensitive information when possible.
8. Users are responsible for data stored to the local machine. Backups should be made regularly. If data is vital to TOCC, the data should be saved to a network drive where the IT department can make regular backups of the data. Contact the IT Department for more information.
9. Users are to use caution when using computers not designated for the TOCC office. Other computers used to access sensitive data are to meet the following minimum criteria:
   a. Have antivirus program installed and updated virus definitions. The antivirus program must be active.
   b. For those that use wireless connections, a secured connection is required.
   c. The remember password feature must be turned off. If prompted to save password, refuse the offer.
10. Notebook computer users are responsible for keeping virus definitions updated. Contact the TOCC IT Department if you are unsure of how to do this or to make other arrangements.

11. Laptops and other computer related items that are checked out from the library are to be cared for and returned on time. Any problems encountered or damage to the checked out items must be reported to the library staff. Installation of programs on library computers must be approved before it can be installed (contact library staff).

D.   Rules

The following is a listing of rules that TOCC users must follow:

1. Theft of Computer Equipment, media, software, or data is prohibited.
2. The act of deliberately attempting to degrade performance of the Computing system, damage it, or steal information is prohibited.
3. Printers are to be used for College use only.
4. All computers on the TOCC network must conform to the computer use policy.
5. Remote Access is prohibited unless approved by the IT department Supervisor.
6. Use of TOCC computing system is to be used for institutional related work. Unauthorized personal use of software purchased by TOCC is prohibited unless otherwise stated by the IT Department.
7. Users shall not develop programs or use any other means to alter, conceal, or misinform their true identity.
8. Use of TOCC computing resources to obtain unauthorized access or intent to damage or disturb external computing systems or networks is prohibited.
9. Downloads from untrustworthy sources are prohibited. This includes "Freeware" such as games, organizer utilities, clock utilities, etc. If these programs are found on the computer of an employee, they will be removed by the IT Department. Only programs needed for productivity will be supported (see supported software section).
10. The TOCC IT Department and Tohono O'odham Nation Help Desk are the only groups authorized to repair computer problems.

E.   Copyright

All employees must abide by all applicable copyright laws and licenses. If an employee is in possession of software, he/she must take steps to secure it from being pirated. This includes securing product keys which are needed for most installations.

F.   Restricted Access

Unauthorized Employees shall refrain from entering restricted areas where vital computing systems exist. Only those responsible for computer operations and maintenance shall be authorized to enter this area. These areas include:

- The server room, and
- Places where switches, routers, etc. exist if possible.

Access to these locations shall only be allowed if authorized by the Systems Technician.

G. IT Department

1.   Responsibilities:

The responsibility of the IT Department includes but is no limited to:

a. Maintaining and repairing computer systems to ensure business productivity in a timely manner.
b. Securing information systems.
c. Respecting the confidentiality of information.
d. Using Administrative system passwords on computers designated by the System Technician.
e. Keeping doors locked to restricted areas.
f. Accessing information only if it is necessary to resolve an issue, or investigate violations of the computer use policy.
g. Reporting criminal activity to the appropriate authorities.
h. Notifying users when making system changes that affect them. This will be done in a manner where the users have time to prepare and voice any concerns about the changes.
i. Approving all potential TOCC software before purchase to insure compatibility.
j. Keeping an inventory of the following list of components. This is in addition and is not to replace the inventory kept by the bookstore.
    1. Computers
    2. Monitors
    3. Printers
    4. Scanners
    5. Proxima
    6. External Drives
    7. Extra computer components (used to replace failed components)
    8. Software
    9. Computer Accessories
k. Preparation of a disaster recovery plan.
l. Implementation of a disaster recovery plan when data cannot be retrieved from servers.

2.   Rights of IT

In order to perform these duties, the TOCC IT Department reserves the right to the following:

a. IT may routinely monitor and log computer traffic on the network as well as inspect files of specific users on their computers for evidence of violation of policy or law.
b. IT has the right to control or refuse access to anyone who violates the computer use policies.
c. IT has the right to remove programs not supported.

3.   Server Equipment and use

a. Servers are only to be used for troubleshooting and maintenance purposes only.
b. Servers should be located in physically secure areas.

H.   Third Party Vendors

Third party vendors are only allowed access to production data to resolve problems with their own software or hardware. These parties are subject to the TOCC computer use policies where applicable.

I.   Supported software

The following software will be supported by the TOCC IT Department.

Windows 9x – Windows XP
Office 2000 – Office 2003
Jenzabar
Power Faids
HR Manager
Quick Books Pro 2004
Library Solutions Catalog Software
Plato
Discus
Adobe Acrobat
Authorized Educational Support Software

SECTION II: INTERNET USAGE POLICY

It should be noted that Internet usage is a privilege and not a right. Employees using TOCC computers and networks are acting as representatives of the college. Employees should act appropriately as not to damage the reputation of TOCC.

Any misuse may result in loss of Internet privileges.

A.   Internet Activity

All Internet activity must:

1. Be of a legal nature.
2. Not exceed reasonable use of computing resources.
3. Not interfere with staff productivity or any other business activities.
4. Not involve downloading, uploading, or transfer of illegal materials.
5. Comply with copyright laws.
6. Not intentionally disturb the activities of other individuals or organizations.
7. Not be used to access inappropriate content that contains illegal, obscene, or hateful content.
8. Not to be used for personal financial gain.
9. Not to be used to harass others.
10. Be approved by the Systems Technician before downloading and installing programs.

B.   Personal Use

Internet services generally must be used for business or college activities. Occasional personal use is permitted if it conforms to the Internet usage policy.

The following should be noted:

- The transfer of information through the Internet does not guarantee the privacy and confidentiality of that information.
- The Internet is an unregulated source of information. All information on the Internet is not to be considered valid and should be evaluated for accuracy.

SECTION III: PROCEDURES

A.   Request for Services

All requests for technical assistance must be phoned in to the DoIT Helpline (383-4357). You will be asked for the following:

- Name,
- Location,
- A phone number where you can be reached, and
- A brief description of the problem.

The Help Desk Technician will then attempt to resolve the problem over the phone. If a resolution cannot be reached over the phone, the Help Desk Technician will then contact the TOCC IT Department. It is recommended that you ask the Help Desk Technician for a work order number. This number can be referenced when you have a question about your work order.

If it is known that technical services will be needed, it is suggested that the request be made at least one day in advance. Although this will not guarantee service; it will help ensure that other arrangements be made if necessary.

A request for technical services can only be made by a TOCC employee. Visitors or students that need assistance will need to have a TOCC employee make a request for them. A check is done occasionally with the Human Resources Department to update a list of current TOCC employees. If the Human Resources Department cannot confirm employment, technical services will have to be put on hold until the matter is resolved.

B.   Requests for Additional Information

Additional paper work is required to access systems that hold sensitive information. (Appendix A) The following systems are considered as such:

QuickBooks
Jenzabar
InfoMaker
HR Manager
PowerFAIDS

The applicant must be approved by the following individuals:

1.   The Division Vice President responsible for the applicant.
2.   The Division Vice President responsible for the information (collecting and maintaining the information). In some cases where the applicant is part of the same division that is responsible for the information, only this signature is required.

If either or both of the signatures required cannot be obtained, the Tohono O'odham Community College President may override with his/her signature.

C.   Purchase of New Computer Equipment and Software

It is each division's responsibility to budget for new computer equipment and software that will be requested. The following are the steps for purchase:

1.   A request is made by the division by filling out a request form and submitting it to the TOCC IT Department. (Appendix B)
2.   The equipment to be added or replaced is evaluated by the IT Department.
3.   If Approval is given by the IT Department, a quote is obtained and charged to the division that requested the equipment. Price is based on equipment and programs requested.
4.   Once computer equipment is received by TOCC, it must be inventoried before the end user can receive the equipment. This includes Software.

Approval is based on the following factors:

      a. Hardware
         i. Equipment failure
        ii. Software Requirement failure

          iii. Age of equipment
          iv. Warranty status
     b. Software
          i. Software support termination
          ii. Failure to meet the operational needs of TOCC
          iii. Software inability to meet hardware or other software requirements

D.   Additional Equipment

In some cases, demand or success of operations may call for purchase of additional equipment. Other factors that shall be taken into account include:

1.   Additional Employee,
2.   Equipment for Operational Success of TOCC Employees,
3.   Equipment for Educational Success of TOCC Students and Faculty.

If any of these factors can be demonstrated, additional equipment may be approved for purchase by the IT Department.

E.   Third Party Support

Some third party vendors require that remote access be required for support services. In the situation that support is needed, a request form is to be filled out. (Appendix C) Once this form is submitted to the IT Department, the following steps will occur:

1.   The IT Department will confirm the request for support with the requester.
2.   The IT Department will turn on the remote services needed for support.
3.   The third party vendor will be contacted to inform of the availability of the remote service. A request is also made that the third party vendor will contact the IT Department when they are finished for the day or the problem is resolved. If the third party does not comply by 4:00 pm Mountain Standard Time, the remote service will be shut down at the end of the day (5:00 pm Mountain Standard Time).

APPENDIX