

**ARTICLE IX INFORMATION TECHNOLOGY SERVICES**  
**APPROVED: 7/17/01**

9. **General** - The Community College of Allegheny County provides computing and networking services to members of the College community and specified clients external to the College. Access to and use of computing and networking resources are privileges limited to authorized users and for approved purposes only. Approved purposes are those consistent with both the mission and goals of the College and the user's relationship with the College. It is incumbent upon each individual to use these resources in a responsible, ethical, and lawful manner. Computing and networking facilities are not to be used for commercial purposes or non-College related activities.
- 9.1 **Authorized Use** – A system shall be established for authorizing access to College resources in order to protect its integrity of physical and information assets and to prevent unauthorized or improper usage. Procedures and guidelines for securing these environments shall be documented in a security document to be maintained by the Department of Information Technology Services.
- 9.2 **Acceptable Use** - Acceptable use and behavior in using computing and networking resources shall be defined in an appropriate code(s) of conduct to be maintained in the Department of Information Technology Services.
- 9.3 **Electronic Information Privacy** - The College employs adequate controls and safeguards to ensure that information protection, confidentiality, and integrity are achieved. Because computing and networking resources can never be totally secure, the College cannot guarantee privacy. While the College does not routinely monitor individual usage of these resources, normal operations and maintenance of resources necessitate monitoring general use patterns, backing-up and storing information and other such activities to render services. The College may access specific accounts for reasons of compliance with College policies and state and federal laws.
- 9.4 **Use of the Network** - The College maintains a networked environment for the transmission of data, voice, and video information. Only authenticated users may have access to these networks. The infrastructure is designed with sufficient redundancy, protection, and bandwidth to secure assets and perform the functions in support of the institution's mission and goals. Servers residing on the network and devices connected to the network must meet standards and be approved by the Information Technology Services Department. Access and update capabilities/restrictions will apply to those employees whose responsibility it is to maintain this equipment. Connecting a separate network via simulating a bridge or router or using an actual bridge or router is not permitted without the approval of the Information Technology Services Department. Measures and a protocol are in place to resolve environmental conditions that may adversely affect the functionality and usability of the network.
- 9.5 **Desktop Management** - Personal computers and peripheral devices purchased or leased by the College through regular budgets or grants must meet standards set forth by the

Department of Information Technology Services. While Information Technology Services staff will assist employees in data disaster recovery, it is the responsibility of each user to safeguard the data residing on their desktop through regular back-up methods.

**9.6 Software and Copyright** - College owned or leased software is available for use on computers and servers that are owned or leased by the College for employees and students and is subject to the following.

- ❖ Protected by licensing agreements and as such cannot be reproduced or copied unless permitted by the license.
- ❖ Can only be used on College-owned equipment unless otherwise indicated by the license
- ❖ Protected by federal copyright laws.

Software or computer programs that are not owned or licensed by the College cannot be installed or introduced to the desktop or networked environment without appropriate copyright clearance and must meet the standards and compatibility guidelines set forth by the Information Technology Services Department. In these instances, it is the user's responsibility to ensure the legality and compatibility of the software.

For further guidance on copyright, refer to the EDUCAUSE document entitled "USING SOFTWARE: A Guide To The Ethical And Legal Use Of Software For Members Of The Academic" Community adopted by the College and which is available on the Information Technology Services web site.

**9.7 Electronic Mail** - Electronic mail services are provided on college owned computing and networking systems to further the college's mission. Use of the electronic mail system for other than the express purpose of conducting college business is unauthorized. Reference to activities that constitute unacceptable use can be found in the College's Electronic Mail Policies and Guidelines document. The College will periodically disseminate these guidelines to all employees and post guidelines in student computer labs. Electronic mail is provided primarily as a communication medium and should not be considered a mechanism for archiving information.

**9.8 Voice Communications** - Voice communications is offered as a vehicle for conducting college business. Use of the voice communication system for other than this expressed purpose is unauthorized. Voice communication is provided primarily as a communication medium and should not be considered a mechanism for archiving information.

**9.9 Internet** - Access to resources on the Internet is made available to all students and faculty for teaching and learning activities as well as to all employees in administering the College. Web pages may be created and posted to College servers in support of instruction and to conduct College business. Policies, procedures, and guidelines to link Web pages to the College web site can be found in these online documents: Web Development Policy at CCAC, Web Development Guidelines and Standards and CCAC Public Site Web Publishing.

The content of Web pages and their compliance with state and federal law, applicable College policies, standards, and guidelines is the sole responsibility of the author. State and federal laws governing such include copyright, pornography and materials that constitute libel or harassment.

**9.11 Video Conferencing** - Video conferencing facilities are available to College employees to conduct college-sponsored classes, training sessions, seminars, and meetings. External agencies may use these facilities with appropriate administrative approval.