



Policy Title: IT Policy and Guidelines
Issued by: Brescia/Western ITS
Approved by: Board of Trustees/College Council
Effective Date: November 27, 2012

Introduction

This policy governs all technology items used by Brescia employees to perform their jobs, including hardware, software, network infrastructure, and electronic data files. Hardware includes such items as desktop PCs, laptops, tablets, smartphones, and cell phones.

Purpose

The purpose of this policy is to provide guidance and ensure that all hardware, software, and data files are being appropriately accessed, used, and cared for. This policy is in addition to and complements any existing or future policies regarding the use of technology, computers, e-mail, and the Internet. Due to rapidly changing technology, this policy must and will continue to evolve.

Scope and General Policies

The following points cover all Staff hardware, software, and set-up needs. Faculty have their own IT budgets and are, therefore, responsible for their own hardware, software set-ups, and purchases. Faculty are provided with a computer account/e-mail address, and Internet access. For Internet access, Faculty and Staff must have current and updated anti-virus software installed and computers need to be registered with Brescia ITS.

1. **Computer Accounts** – All Brescia employees (Staff and Faculty) will receive a Western Personal Computer Account upon being hired. This computer account provides: access to the Internet while on campus; an e-mail account/address @uwo.ca; access to shared drives on the servers if necessary; wireless network access; and network printers.

Computer accounts are set up by Human Resources during the hiring process. As a condition of access to computing resources, a user agrees to use the computing resources solely for authorized academic purposes, administrative purposes, and/or incidental, non-commercial personal use and agrees to assume responsibility for any unauthorized use, misuse, or illegal use of these computing resources.

- 1.1 All users of Brescia University College computing resources are bound by the [Western Acceptable Use Agreement](#). It is the responsibility of the user to read this Agreement and its related Western policies.

- 1.2 Account Setup – Before using a computer account, the following set-up steps must be completed:
- Sign the **Western Acceptable Use Agreement** to activate the account.
 - Follow the set-up steps in [Western Identity Manager](#)
 - Change the password. Passwords must be eight characters long, with a combination of capital and small letters, at least one number and one special character, with no more than three letters or two numbers in a row.
[Password Policy](#)
- 1.3 Users found to have breached this Policy or the *Western Acceptable Use Agreement* (and its related policies) are subject to the full range of Brescia disciplinary procedures, including temporary or permanent loss of access privileges, and/or legal sanctions.
2. **E-mail** – Computer accounts are the same as e-mail addresses. Western's Convergence E-mail can be accessed through the web using the following link: <https://iwc.uwo.ca> E-mail can also be accessed by using Microsoft Outlook, which Brescia ITS can help Staff set up.

Convergence and Outlook are the only two e-mail formats supported by Brescia ITS.

- Western ITS provides each user with a default mail storage space of 250 Mb.
- The current maximum e-mail message size is set campus wide for 50 Mb.
- Blocked file types – Western has chosen to [block certain file types](#) for which windows operating systems have a built-in association to auto launch: .ade, .adp, .app, .asd, .asf, .asx, .bas, .bat, .bin, .chm, .cmd, .com, .cpl, .crt, .drv, .dll, .emf, .exe, .fxp, .hlp, .hta, .hto, .inf, .ini, .ins, .isp, .js, .jse, .lib, .lnk, .mdb, .mde, .msc, .msi, .msp, .mst, .ocx, .ovl, .pcd, .pif, .prg, .rar*, .reg, .scr, .sct, .sh, .shb, .shs, .sys, .url, .vb, .vbe, .vbs, .vcs, .vxd, .wmd, .wmf, .wms, .wmz, .wsc, .wsf, .wsh, .zip*.
 - o (*This restriction does not apply to messages being sent from Western. Members of the University community can send .rar and .zip attachment types to each other and to external recipients.)
- Spam Trap – Each account is automatically set up with Spam Trap, which catches large amounts of e-mail spam. The Spam Trap cannot be turned off but settings can be customized. To do so Faculty and Staff members must login at <http://spamtrap.uwo.ca>
- Shared calendars – Many staff departments like to share calendars and this can be done in either Convergence webmail or Outlook. To share calendars in Outlook, the Outlook Connector Add-in needs to be installed in Outlook. Staff may call Brescia ITS for help setting this up.

- Responsibilities of Users:
 - (i) All users have a responsibility to ensure that they conduct e-mail exchanges with professionalism and courtesy, and manage their e-mail responsibly;
 - (ii) Inappropriate or offensive e-mail, or e-mail that is fraudulent, harassing, or obscene, must not be sent or forwarded, except as requested in making a complaint of inappropriate offensive e-mail;
 - (iii) If a user receives harassing or threatening e-mail, she or he should refer to Brescia's *Harassment & Discrimination Policy* or *Workplace Violence Policy*;
 - (iv) Violation of this policy, or associated guidelines or standards established by Brescia, may result in the temporary or permanent loss of e-mail privileges as well as the full range of Brescia disciplinary procedures.
3. **Security** – is constantly changing and evolving, alongside the risks, which are also constantly growing.
- **Virus Scanner** – All Staff computers are loaded with Trend OfficeScan, which runs in the background at all times. All computers must have current Anti-Virus software before they are added to the Western network and this software cannot be disabled or removed for any reason. If at any time a Staff member suspects their computer has a virus, they should contact Brescia ITS right away to have it scanned.
 - **Remote Desktop Access** – This is only available through a Western service called ROAMS. Due to added security on Western's servers, only authorized users can log into their PCs from an off-campus site. Written authorization is required to gain ROAMS web access.
 - **Removable media** – This includes USB sticks, portable hard drives, and camera memory cards. These create two security risks to keep in mind: the loss of data, should the removable media be misplaced, lost, or stolen; and the fact that USB sticks and portable hard drives are highly susceptible to virus. Frequent scanning of these devices is recommended.
 - **Passwords** – Passwords are intended to keep things private so should not be shared and should be strong. More than one password should be created, as using one password for everything leaves the user vulnerable.
 - **E-mail scams** – An e-mail that requests name and password should not be answered. ITS does not ask for passwords to do network or server maintenance.
4. **Hardware** – Brescia University College will purchase and maintain all PC hardware for staff office use, according to the procurement policy. This hardware will be upgraded on a regularly-scheduled basis. Hardware includes desktop computers, laptops, netbooks, tablets, smartphones, and cellphones. All hardware requests must be approved before purchases can be made. Equipment purchased without consulting Brescia ITS may not work within our environment and will, therefore, not be supported by Brescia ITS.

5. **Software** – All Staff computers will be installed with the most currently tested and updated software available. This may not be the most recent version of the software, as testing and issues often arise with new versions, which make them incompatible with the Western servers or the current Operating Systems (Win XP or Win 7).
- Many departments have specialized software packages that may also be added to the systems.
 - No software is to be loaded without first consulting with Brescia ITS and ensuring proper licensing and compatibility with other installed software.
 - All software installs including betas and demos (even if they are free) must be done through Brescia ITS to ensure compatibility with existing infrastructure.