UIS IT POLICIES, PROCEDURES & GUIDELINES

ACCEPTABLE USE OF **INFORMATION TECHNOLOGY RESOURCES**

The primary purpose of information technology resources at the University of Illinois Springfield is to enhance and support the educational mission of the University. Use of University IT resources for purposes unrelated to University activities is strictly prohibited. Students, faculty, staff, and approved guests. These resources include hardware, software, computer accounts, local area networks, and access to the Internet. Use of these resources implies an intent to use the Internet. Everyone using these resources is responsible for using them in an appropriate, ethical and legal manner.

All users must refrain from the following activities:

- Using computing resources to violate any university policy or regulation, or federal, state or local law
- Using university computing resources for personal gain or personal commercial purposes
- Entering, without authorization, into any account to use, read, transfer or change the contents in any way
- Using computing resources to harass, intimidate, threaten, stalk, or engage in harassing messages
- Using the resources for activities not directly related to academic or research endeavors in such a way that it causes disruption to other users
- Installing or using unauthorized copyrighted materials or licensed software
- Using computing resources to violate other users' personal or university computing systems and connected networks including, but not limited to, introducing viruses, flooding the network with messages, sending chain letters, or utterly monopolizing resources to the detriment of other users
- Sharing or downloading copyrighted material without permission is illegal and as such is against university policy. If you share copyrighted files without the permission of the copyright holder, you are violating the law and may face civil and/or criminal prosecution. In addition to university discipline. There are many legal alternatives to illegal downloading of copyrighted media. The EDUCAUSE site maintains a list of legal alternatives. Click Here to Continue Learning!

Intentional failure to comply with this policy may result in action that may include suspension of user privileges or other disciplinary action.

USER ACCOUNT **LIFECYCLE FOR NETTIDS**

ITS provides students and employees with a campus user account (NetID) which allows access to campus services such as mail and Canvas, as well as to cloud services such as Box, Google Apps, and Office 365.

Accounts are not for life and will not be discontinued upon meeting the conditions described below. Graduates of UIS may retain in Email Forwarding for life, which allows UIS graduates to opt-in and provide a personal email address that all messages sent to their NetID@uis.edu will be forwarded to.

User account de-provisioning is the process of removing the user accounts that are no longer eligible for access to UIS services. Students and employees are responsible for transferring any data they want to keep from the campus account before their account is de-provisioned. Instructions are available on the ITS Knowledge Base for user account de-provisioning for students and employees.

For Students

After the start of each semester, any student account that has not been enrolled in classes in the last 3 semesters will be flagged for de-provisioning. Students will get an email notifying them that they have 30 days to clean out their accounts. At the end of the 30 days, the user account will be de-provisioned and all data associated with the account will be deleted.

Exceptions: OPT Optional Practical Training students should sign up for Email Forwarding for life so that they can continue to receive campus email. Students who are in the process of completing their degree requirements should contact the Registrar's Office to request an exception to the de-provisioning process. Students who are in their nine month extension period for Optional Practical Training and Immigration Services (ICE) is slow for at most one year or a student has towards getting practical training to complement their field of studies. It is therefore an exception to the 3 months of inactivity training.

For Employees

An employee's account is de-provisioned when their relationship with the University is terminated (as reflected in Banner). Please note that the date of termination may be retroactive. Employees who are rehired within 90 days of their termination date, will have their access needs re-assessed the de-provisioning of a former employee's account, they can put in request to ITS. ITS can re-activate the account until the employee leaves the University.

Exceptions: Retirees and emeriti faculty are eligible to keep their UIS accounts for life. Their accounts will not be de-provisioned unless requested by their request.

Note: Each user is also assigned an Enterprise account. Enterprise accounts are never de-provisioned. They allow students to view their transcripts, financial information, and other personal information. Enterprise accounts do not provide access to UIS campus services such as email, Canvas, or cloud services.

UNIVERSITY OF ILLINOIS **INFORMATION SECURITY POLICY**

- University of Illinois Information Security Policy

GUIDELINES FOR **USING COMPUTER LABS**

The primary purpose of computer lab resources is for academic research, study, and doing class assignments. Lab users have a right to expect a quiet, calm academic environment. These guidelines are intended to clarify the expectations of lab users towards this end.

- Activities not qualifying for "Acceptable Use of Information Technology Resources"
- Use of the lab is restricted to the current students, faculty, staff, and authorized university guests. Lab Attendants have the right to request to see student ID cards.
- Children are not permitted in the computer labs unless they are with a parent who is a student.
- Loud conversations are not permitted in the labs, as it is a disturbance to other users. This also includes listening to music with the earphone volume turned high enough that others can hear it. Loud, disruptive conversations in the lab are prohibited.
- Users are responsible for saving their documents on their own removable media or cloud storage.
- Other at computers are not permitted to use the computers in the lab for extended periods of time.
- While you have the freedom to view varying types of materials, please remember that others in the lab may, and can, see what you are viewing. Please be considerate of others in the lab and refrain from viewing material that may be offensive to others or that violates the law.

Intentional failure to comply with these guidelines will result in action that may include suspension of user privileges.

POLICY FOR ACCEPTABLE **USE OF NETWORK RESOURCES**

Access to the UIS campus network is a privilege granted to employees, students, and guests who agree to comply with the provisions of this policy. Everyone using the network is responsible for using it in an appropriate, ethical and legal manner.

All users must comply with the following:

- Each computer must have an operating system plus program installed on it. The software must be configured to be automatically updated as new updates are made available. Employees and students may use the latest version of anti-virus software supplied by UIS Information Technology Services. Other operating systems and anti-virus software are supported on a best effort basis. Acceptable Use of Information Resources
- Is not supplied network equipment may be connected to the campus network. This includes network hubs, network switches, and other similar equipment. Wireless switches and routers of any kind are not permitted, even if not connected to the campus network.
- No attempt on the part of any user to monitor network traffic, to intercept network traffic, to masquerade as another user, or to deliberately overload network bandwidth. Technology Services to maintain and ensure a safe networking and computing environment.
- Students are responsible for the actions of their guests and agree to ensure that guests comply with this policy.

Email Distribution Lists

Electronic announcements are distributed to the university community through email distribution lists and myUIS portal. A distribution list is a list of email addresses. Email lists are to be distributed as received by all members of the list.

Guidelines

All uses of distribution lists must adhere to the UIS Acceptable Use Policy, as well as other practices related to specific distribution lists such as lists for departments, colleges, organizations, and other groups. Information posted through distribution lists are personally responsible for the message content. Distribution lists may only be used for university-related purposes and may not be used for private or personal use. When sending an email to a distribution list, it is helpful to consider the following questions:

- Does this email pertain to all individuals on the list or just a few?
- Is there a more informal method of distributing this information?
- Does using the list conflict with any aspects of the UIS Acceptable Use Policy?
- Is the information directly related to the group receiving it?

Distribution Lists Administrated by ITS

General Campus Announcements

Electronic announcements are sent to students, faculty and staff members of the campus community that be sent to the UIS Campus Announcements distribution list. All messages are carried to this list. Managers sent to this list will appear in the campus portal myUIS account. All emails sent to campus announcements are also posted to the myUIS portal. Campus Announcements is not personally responsible for the message content. Distribution lists may only be used for university-related purposes and may not be used for private or personal use. When sending an email to a distribution list, it is helpful to consider the following questions:

- Does this email pertain to all individuals on the list or just a few?
- Is there a more informal method of distributing this information?
- Does using the list conflict with any aspects of the UIS Acceptable Use Policy?
- Is the information directly related to the group receiving it?

Distribution Lists Administrated by the Campus Announcement System

The Campus Announcement system is automated. Any email sent to campusannouncements@uis.edu will automatically be included in the distribution subject line in your announcement emails. The subject forms the link people will see and base their decision on whether they want to read your message. Please use descriptive subject lines. Avoid exclamations and all-caps. Avoid Spam Filter trigger words. Spam filters scan for words and a subject line, only recognized acronyms will remain in all capital letters.

- Do not use words that are known to trigger spam filters. Avoid exclamation points, all-caps, and dollar signs. (TV, LIVE, BIRD) Additionally, most spam filters will block messages that have dollar signs in the subject line. Avoid words in the subject line that are known to trigger spam filters. Because of this, subject lines should NOT be submitted using all capital letters. For example, subject: ACADEMIC SUCCESS, IT'S AN ISSUE!!!!!!!!!! Instead, use: Academic Success, it's an issue!
- If coded for your announcement to be posted, you must have information on the subject line.
- The announcement system is capable exactly as submitted. Please ensure that the subject line is accurate and grammatically correct.
- The deadline for each day's announcements is 8:30am. Any announcement submitted after 8:30am will appear in the next day's announcements.
- Emails using Comic Sans font can be lost (depending on how each sort and view the email sent date – not the delivery date). It is best to use a font that is more standard such as Times New Roman, Arial, or Calibri.
- Do not use the campus announcement system for personal or commercial purposes. Distribution lists are personally responsible for the message content.
- Messages that are not appropriate for a university-related distribution list will be rejected. Messages that are not appropriate for a university-related distribution list will be rejected. Messages that are not appropriate for a university-related distribution list will be rejected.
- Do not use the campus announcement system for personal or commercial purposes. Distribution lists are personally responsible for the message content.
- If you add image graphics to your campus announcement make sure the images are either GIF or JPG files. All other image formats will not display correctly in the email digest and campus portal.

Official Employee Announcements

Official university announcements are sent to the UIS Employees – Official Information DL list. Only UIS employees is a member of this list and receives these official announcements from time to time. Due to the official nature of this distribution list, only certain University officials can send messages to this list.

Official Student Announcements

Official student announcements are sent to the UIS Student – Official Information DL. Every currently enrolled student is a member of this list and receives the official announcements in their email. Due to the official nature of this distribution list, only certain University officials can send messages to this list.

UIS Academic Professionals

Every UIS Academic Professional is a member of this list and receives messages in their email inbox. Members of this list along with University officials may send messages to this list. The UIS Academic Professional distribution list is provisioned automatically based upon data in a synchronized list in Banner and Active Directory.

UIS Civil Service Employees

Every UIS Civil Service Employee is a member of this list and receives messages in their email inbox. Members of this list along with University officials may send messages to this list. The UIS Civil Service Employee distribution list is provisioned automatically based upon data in a synchronized list in Banner and Active Directory.

Other Distribution Lists

In addition to the three main distributions lists discussed above there are a number of other important lists that serve large segments of the UIS community. The following lists are the most frequently used general distribution lists and the staff members that manage the lists:

- UIS Campus Managers DL – Annie Hayes
- UIS Deans, Directors and Department Heads – Kelly Weaver
- UIS Directors Faculty – Monica Kroll
- UIS Faculty All – Monica Kroll (Faculty only recipients) – Monica Kroll
- UIS Online – Carrie Leon
- UIS Part-Time Faculty – Monica Kroll
- UIS Academic Program Support Staff – Monica Kroll
- UIS Student Organizations Leaders – Cynthia Thompson
- UIS Student Organizations DL – Cynthia Thompson

Please use all other and distribution lists that appear in the UIS Acceptable Use Policy as well as other guidelines set by the list manager.

Campus departmental organizations can request new distribution lists by contacting the ITS Client Services Center. techsupport@uis.edu

Academic Forum Listserv

- academic forum listserv is available for full-time faculty to engage in faculty-related discussions and conversations.

DATA MIGRATION POLICY – **ON UNIVERSITY OWNED COMPUTERS**

Data migration is the process of moving data from one storage device upon available for your computer may be retrieved the hard drive. Reformatting the hard drive requires completely erasing all files and data on your computer and performing a clean install of the operating system.

In any instance where your computer is going to be reformatted by the ITS Client Services, we will migrate your university-related files on your hard drive (ex. ITS Client Services will not migrate personal files such as personal iTunes libraries). On Windows Computers, ITS Client Services will normally migrate the My Documents folder and all its subfolders. If you have files stored in other places on your computer you can place them in the My Documents folder prior to the migration. ITS Client Services will not migrate any files that are not in the My Documents folder. Files that are lost during a reformatting are not recoverable.

ITS Client Services is not able to migrate or otherwise back up any currently installed applications on system settings to the reformatted operating system. ITS Client Services will reinstall ITS supported software and preferences.

Files that ITS Client Services will migrate include but are not limited to:

- documents
- Microsoft Outlook
- Microsoft Office
- Microsoft Office
- Microsoft Office

Transfers from Surplus

- Contact Jason Gibson, Facility Scheduling and Services at 206-6379 or jgibs4@uis.edu to inquire about available surplus equipment. Departments will be given a tag number or description of the items. Use the tag number or description to complete an electronic version of the Surplus Equipment Retrieval Form. Send the form as an email attachment to obfsuafrproperty@uillinois.edu. UPAR will forward the approved form back to Jason who will arrange for delivery of the equipment. Once the equipment is delivered to the department the records will be updated in Banner by UPAR.
- If you have questions, please contact Janet Ayers at jayers2@uillinois.edu or 312-996-2858 or Jeff Weaver at jweaver2@uillinois.edu or 217-244-7978.

WORKSTATION **LOCKING**

The safety and security of our data is a top priority at UIS. In an effort to better protect your files, ITS implemented a computer security policy that will automatically lock office, classroom, and lab computers after 20 minutes of inactivity. This policy is based on a recommendation from The Office of University Audits.

ITS encourages you to lock your computer anytime you walk away from it, even for just a minute. To do so, press Ctrl+Alt+Del and then choose Lock this computer. Or press the Windows key and 'L'.

Locking workstations after a period of inactivity is an easy way to help make our data more secure and better protected. Additional information about this policy and applying this practice to Macs is available on the **Security Best Practices** webpage.

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