IT: ACCEPTABLE USE POLICY

Policy Type:	Institution	Initially Approved:	April 24, 2018
Policy Sponsor:	VP Administration	Last Revised:	August 11, 2020
Primary Contact:	Computing & Technical Services (CTS)	Review Scheduled:	August 2025
Approver:	President and CEO		

A. INTENT

This policy establishes, controls, and manages the appropriate use of Alberta University of the Arts information assets.

B. SCOPE

This policy shall apply to all authorized users of AUArts information assets regardless of the location or mode of access.

C. POLICY STATEMENT

1. General Asset Provision and Use

1.1 AUArts will provide the equipment and information assets necessary for the satisfactory completion of the duties and/or responsibilities of authorized users.

1.2 AUArts information assets shall only be used for authorized activities and purposes related to Authorized Users' legitimate functions and in an appropriate manner.

1.3 Eligible AUArts Community members are permitted use of AUArts information assets:
   a. When registered in a program of study
   b. When employed
   c. When fulfilling a contract, or
   d. As an authorized guest user

2. Authorized User Acknowledgement

2.1 Acknowledgement and acceptance of this policy and associated policies and procedures as identified under the references is a condition of employment or enrollment for authorized users. This policy must be read and acknowledged by all authorized users.

3. Conditions of use

3.1 All provided equipment remains the property of AUArts and authorized users may be requested to either produce the equipment for inspection or return the equipment at any time without notice.

3.2 Unauthorized use of information assets and equipment is prohibited as it may increase AUArts' risk of exposure to loss, virus attacks, network disruptions, services interruptions, and legal or regulatory compliance issues.

4. Acceptable Use

4.1 Users shall:
   a. Comply with AUArts policies, procedures and guidelines regarding the use of AUArts information assets as applies to user access, social media use, and appropriate website use
   b. Be aware that the files created on AUArts information assets remain the property of AUArts and that the Intellectual Property of the data is subject to all AUArts policies, procedures and guidelines related to Intellectual Property
   c. Store University data on the network where it can be backed up as part of the regular backup procedure
   d. Use Information Assets in the way they were intended
   e. Ensure personal use does not compromise the business objectives of AUArts

4.2 AUArts reserves the right to monitor Information Assets to ensure system integrity and compliance with policies and procedures

5. Unacceptable Use

5.1 Users shall not use AUArts Information Assets to:
   a. Create a negative impact on AUArts
   b. Violate any laws, participate in a crime, commit fraud, or conduct unlawful activities including copyright infringement
   c. Cause harm or disruption to AUArts Information Assets
   d. Alter or modify any operating system, software, hardware, or system configurations that compromise security or safety
   e. Initiate actions that defeat or circumvent AUArts security measures and restrictions
   f. Execute any form of network monitoring that will intercept data not intended for you
   g. Create or introduce malware harmful to the operation of any Information System
   h. Install or distribute unlicensed software products
   i. Gain unauthorized access to systems
   j. Interfere with, or disable, another user's access
   k. Reveal account passwords to others, or allow the use of your account by others
   l. Actively engage in procuring or transmitting material that is in violation of sexual harassment or workplace laws
   m. Violate the Respectful Workplace Policy
   n. Distribute to internal or external parties any product or Information Asset without appropriate authorization

o. Copy or share 'Confidential' or 'Internal Use – Protected' data without authorization

Note: personal phones, tablets and laptops are allowed guest Wi-Fi access. Devices infected with malware will be disconnected immediately upon detection.

6. Enforcement

6.1 AUArts administration shall communicate the Acceptable Use Policy to all authorized users of AUArts information assets

6.2 If there is evidence to show that these provisions have been violated, progressive remedial action may be taken under the direction of C+TS (See Appendix I)

Roles and Responsibilities

7. Authorized Users

7.1 Understand and acknowledge the Acceptable Use Policy and related documents

8. Computing and Technical Services (C+TS) Staff

8.1 Maintain current records of all authorized users, their account information and access privileges

8.2 Grant access privileges only as required to fulfill business functions

8.3 Monitor network performance, traffic flow and resource utilization

8.4 Investigate violations of the Acceptable Use Policy and take corrective actions

8.5 Maintain evidence of noncompliance with this policy in order to implement remedial action as required

9. Information Technology Steering Committee (ITSC)

9.1 Review violations to the policy and recommend corrective action

9.2 Regularly review and update the policy as required

D.   DEFINITIONS

Authorized Users:	Students, staff, faculty, employees and third-party users such as contractors, consultants, temporary or guest users, suppliers and service providers
Information:	AUArts data in any form or media, including databases and computer files, which is collected, transmitted, stored or maintained on AUArts' information systems or elsewhere
Information Systems:	AUArts' Information Technology (IT) networks, systems and applications
Information Assets:	Information and information systems

E.   RELATED POLICIES AND PROCEDURES

- Code of Conduct Policy
- Respectful Workplace Policy
- Student Conduct
- Copyright Policy
- Access to Information and Protection of Privacy Policy
- User Access Procedure
- Social Media Procedure
- Website Procedure

F.   RELATED LEGISLATION

G.   REVISION HISTORY

Date (mm/dd/yyyy)	Description of Change	Sections	Person who Entered Revision (Position Title)	Person who Authorized Revision (Position Title)
07/31/2020	Template Update and Content Revisions		Director, CTS	

Appendix I: Remedial Action Pathway

To maintain an efficient and effective computing environment, C+TS will take corrective action when necessary.

1. Remedial Actions

1.1 Clear Expectations
a. Expectations of authorized users utilizing AUArts Information Assets is documented in the Acceptable Use Policy and related documents
b. All authorized users are expected to be aware of their responsibilities as documented in these procedures
c. The AUArts Helpdesk is available for consultation and clarification, if required

1.2 Training
a. Hiring Managers are expected to be familiar with the Acceptable Use Policy and its related documents, as well as ensure their staff are aware of the policy and related documents
b. Additional training and consultation is available for all authorized users who require further understanding
c. The AUArts Helpdesk is available for training and consultation

1.3 Coaching
a. Authorized users will receive coaching from members of the AUArts Helpdesk to discuss any unacceptable use or behaviors that persist
b. Coaching may include a review of typical actions taken by a user, an explanation of alerts from network monitoring systems, and preventative or corrective actions that can be taken while completing daily work

1.4 Corrective Action
a. May involve a written warning, account suspension and/or account cancellation
b. Will be provided in conjunction with supervisors (for staff) or Student Affairs (for students) as necessary

1.5 Disciplinary Action
a. Will be taken by the supervisor, in consultation with Human Resources

TABLE 1

Remedial Actions Performed by C+TS

Clear expectations
Policies, Procedures, Guidelines

    Training

        Coaching

Corrective Action Facilitated by C+TS

Least Severe	**Written Warning**	→	**Suspension of Account**	→	**Cancellation of Account**	*Most Severe*

Disciplinary Action facilitated by HR