Wayamba University of Sri Lanka

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) SERVICES AND RESOURCES POLICY 2018

On the recommendation of the Senate, the Council of the Wayamba University of Sri Lanka, as the governing authority of the Wayamba University of Sri Lanka, by resolution adopts the following policy.

Dated: 28.06.2018

Last amended: Not applicable

Signature: Signed

Position: Vice Chancellor, Wayamba University of Sri Lanka

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PART 1 – PRELIMINARY

1   Name of policy

This is the Information & Communication Technology Services and Systems Policy 2018.

2   Commencement

This policy commences on 01.10.2018.

3   Policy is binding

This policy binds the University, staff, students and affiliates.

4   Statement of intent

Wayamba University of Sri Lanka (WUSL) Information and Communication Technology (ICT) resources have been provided to support University vision and mission. These facilities are expected to be used for educational, instructional, research, professional development and administrative activities of the University. The use of these resources is a privilege that is extended to qualified members of the community.

Access to computers, computing systems and networks owned by the University imposes certain responsibilities and obligations and subject to university policies and codes and the Sri Lankan local laws. It is important that these ICT resources are used for the purpose for which they are intended.

There needs to be commitment to protect faculty, students, staff, management, contractors, affiliates and visitors of WUSL from illegal or damaging action through the use of ICT resources by individuals, either knowingly or unknowingly. Inappropriate use of these ICT resources exposes WUSL to risks including virus attacks, compromise of network systems and services, and legal issues. It is the University's Policy to assure availability of all anticipated ICT services/systems at any workplace in the university, and, for selected services, to locations outside the University through Common Network Services.
All users of these resources must comply with specific policies and guidelines governing their use, and act responsibly while using shared computing and network resources. The University expects users to use the ICT facilities in an appropriate and responsible manner in accordance with this policy.

Anyone who abuses the privilege of the ICT resources, either directly by promoting inappropriate activities and by misusing or indirectly by inadvertently allowing unauthorized users to access for personal and professional purposes will be subject to disciplinary and/or sanctions and/or legal action.

5   Application

This policy applies to the all users of ICT resources in the University.

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6   Definitions

ICT Resources	All of the University's Information and Communication Technology resources and facilities including, but not limited to: mail, IP phones, email, Learning Management System (LMS), e-library resources, the intranet, e-Services, student and staff access login names, computers, printers, scanners, access labs or other facilities that the University owns, leases or uses under Licence or by agreement, any off campus computers and associated peripherals and equipment provided for the purpose of University work or associated activities, or any connection to the University's network, or use of any part of the University's network to access other networks
User/s	All employees, including casual employees, any person enrolled in an award course of study at the University and any person registered to attend short courses, seminars or workshops in any unit of the University, as well as all other persons including members of the general public, who have been granted access to, and use of, the University's ICT Resources. A member of the public reading public University web pages from outside the University is not by virtue of that activity alone considered to be a User.

PART 2 – PRINCIPLES

1. University makes necessary steps to improve both the efficiency and effectiveness of educational, administrative and management operations, processes and services through the promotion and implementation of an integrated ICT services and facilities.
2. University ensures that all students, academic staff, administrative and support staff, and managerial staff are trained on a continuous basis to equip them with the requisite skills to fully exploit the ICT environment in their different functions.
3. University assures availability of user-level Data Communication Services such as Email, Access-to-Internet, and Intranet services.
4. University promotes office computing in all offices.
5. The University's ICT resources exist and are maintained to support the work of the organisation. The University reserves the right to monitor the use of its ICT resources and to deal appropriately with users who use its ICT resources in ways contrary to the conditions of use set out in this policy.
6. Materials produced using the University's ICT resources are to be generated subject to the relevant University policies (e.g. privacy and record keeping).
7. The University accepts no responsibility for loss or damage, consequential loss or damage, or loss of data arising from the use of its ICT Resources.
8. University ensures sustainable management of the university's ICT services and resources through the creation of appropriate policy, advisory management and operational committees that will cater for the broad interests of all users.
9. University provides for the growth and sustainability of its ICT resources through data security, data availability and reliability with appropriate funding and operational mechanisms considering as a high priority.
10. Violation of ICT policies and inappropriate and criminal activities committed using the university ICT infrastructures shall be investigated and appropriate

disciplinary actions and punishments are imposed according to the university By-laws and relevant laws of the country.

PART 3 - ICT RESOURCE DEVELOPMENT AND USAGE

1 Common Data Services

Data Communication forms an essential component of the WUSL ICT policy. It must assure availability of all anticipated ICT services/systems at any workplace in the university. The WUSL ICT Policy gives priority to the development and implementation of Data Communication Services:

(i) Common Network Services (Network Infrastructure) forming the collective data transport means for all current and future ICT services/systems. Common Network Services, mainly comprising physical and wireless network infrastructure (wiring, switches, routers, servers, etc.) and communication protocols (TCP/IP), are prerequisites for running Information Systems, and application level communication services, such as email and Internet access.

(ii) User-level Data Communication Services such as email, access to Internet, Internet/Intranet Services, which actually are major uses of the low-level network services.

(iii) Use of internal information systems such as LMS or any other common information system developed for WUSL.

2 Electronic Mail Services

(1) All staff members of WUSL should maintain and regularly use official email address provided by WUSL.

(2) Communications through the official WUSL email will come under the Electronic Transaction Act No.19 of 2006.

(3) The purpose of this policy is to ensure the Wayamba University's electronic messaging services are used in an appropriate and responsible manner. This is applicable to:
(i) All staff and postgraduate students
(ii) All University Associates.
(iii) All users of ICT equipment owned or leased by the University.
(iv) All equipment connected to University data and voice networks.

(4) A user's access to electronic messaging services shall be withdrawn:
(i) upon instruction by a Dean of a Faculty or Vice-Chancellor;
(ii) when a staff member's employment with the University ceases;
(iii) when a University Associate's association with the University ceases;
(iv) when a student ceases to be eligible as a result of a change of enrolment status;
(v) when a student graduates.

(5) Electronic mail is a public communication medium that uses a store-and-forward mechanism to pass each message through multiple servers owned by other organisations and via many communication links worldwide. It is subject to misuse by individuals and organisations worldwide, who send large numbers of unsolicited "spam" email messages to many email addresses. As a result, the University cannot guarantee:

(i)   the successful delivery of electronic messages travelling outside the University.

(ii)   the confidentiality of information contained in electronic messages travelling outside the University.

(iii)   that all "spam" email messages are blocked from entry to the University email system.

(6) Electronic messaging users shall act in a professional and ethical manner. For example, users shall:

(i)   maintain professional courtesies and considerations in electronic communication.

(ii)   not transmit abusive or defamatory messages.

(iii)   contravenes University policies.

(iv)   not cause interference to other users of electronic messaging services. Examples of interference include transmission of e-mail chain letters, widespread distribution of unsolicited e-mail, junk mail, pyramid mail and the repeated sending of the same message.

(v)   not give the impression that they are representing, giving opinion or making statements on behalf of the University, unless authorised to do so.

3   Conditions of use

(1) Use of the University's ICT Resources is restricted to legitimate University purposes only.

(2) For students this generally means academic coursework and research as approved by a supervisor. Staff usage will depend on the nature of their work.

(3) The use of University ICT Resources through non-University (including personally owned) equipment is also subject to this policy.

(4) Use of library e-resources is subject to the Library Policy and regulations.

(5) Examples of prohibited and permitted use provided below are indicative only.

(a) The University will not tolerate its ICT Resources being used in a manner that is harassing, discriminatory, abusive, rude, insulting, threatening, obscene or otherwise inappropriate. It is illegal to use any ICT Resource to harass, menace, defame, libel, vilify, or discriminate against any other person within or beyond the University.

(b) Users must not use the University's ICT Resources to collect, use or disclose personal information in ways that breach the privacy of a person.

(c) Users are forbidden to use ICT Resources to access, store or transmit pornographic material of any sort other than with specific written approval from an authorised University Officer for research related purposes.

(d) The use of ICT Resources for gambling purposes is forbidden.

(e) The University forbids the use of its ICT resources in a manner that constitutes an infringement of copyright. The law permits copying and/or printing only with the permission of the copyright owner, with a few very limited exceptions such as fair use for study or research purposes (this exception itself is subject to provisos and conditions in the Intellectual Property Act, No. 36 of 2003).

Accordingly, the users must not download and/or store copyright material, post copyright material to University websites, transfer copyright material to others or burn copyright material to CD ROMs or other storage devices

using ICT Resources, unless the copyright material is appropriately licensed.

Copyright material includes software, files containing picture images, artistic works, live pictures or graphics, computer games, films and music (including MP3s) and video files.

(6) ICT Resources must not be used to cause embarrassment or loss of reputation to the University.
(7) The University does not permit the use of its ICT Resources for unauthorised profit making or commercial activities. Academic staff are referred to the University's financial regulations on consultancies and other income generating activities with regard to the use of University Resources for private professional practice.
(8) All internet content made available on the University's ICT Resources must comply with the University's Web Policy.
(9) Users must not use ICT Resources in inappropriate ways, which are likely to corrupt, damage or destroy data, software or hardware, either belonging to the University or to anyone else, whether inside or outside the network. They may only delete and alter data as required by their authorised University activities.

   Note: This does not apply to specially authorised University computing staff who may be required to secure, remove or delete data and software, and dispose of obsolete or redundant ICT Resources as part of their ICT Resource management duties.

(10) Users must not attempt to repair or interfere with, or add any devices (whether hardware or components) to, any ICT Resource, unless they are authorised and competent to do so. All faults or suspected faults must be reported to either the relevant departmental / Faculty computer services officer or ICT Centre.
(11) ICT Resources must not be used to distribute unsolicited advertising material from organisations having no connection with the University or involvement in its activities.
(12) University email lists generated for formal University communications must not be used for other than University business.
(13) Unless via a personally paid account, files may only be accessed or downloaded if they are work or study related. In any case, files may only be downloaded if it is legal to do so and steps have been taken to ensure that the files are free from viruses and other destructive codes.
(14) Files may only be attached to email messages if the sender believes they are free from viruses and has taken steps to ensure that they do not contain viruses or other destructive code.
(15) Users must not attempt to gain unauthorised access to any computer service. The use of another person's login, password or any other security device (e.g. digital signature or biometric identification) is not permitted.
(16) Users must not use ICT Resources for the purposes of subscribing to and accessing fee-based services that are for personal use only, unless the subscription or access is from a personally paid account and the Users personally pay the fees for the services and the services are legal.
(17) Users must not facilitate or permit the use of the University's ICT Resources by persons not authorised by the University.
(18) Limited minor and incidental personal use may be allowed, but it is a privilege and must not interfere with the operation of ICT resources, burden the University with incremental costs, interfere with the User's employment or other obligations to the University and is subject to compliance with University policies.

4   Monitoring

(1) Use of ICT Resources is not considered private. Users of ICT Resources should be aware that they do not have the same rights as they would using personally owned equipment through commercial service providers.

(2) The University's electronic communication systems generate detailed logs of all transactions and use. All Users should be aware that the University has the ability to access these records and any backups. In addition, system administrators have the ability to access the content of electronic communications and files sent and stored using the University's equipment.

(3) The University reserves the right to audit regularly and monitor the use of its ICT Resources to ensure compliance with this policy.

(4) The University also reserves the right to look at and copy any information, data or files (including non-University material) created, sent or received by Users using, or while connected to, the University's ICT Resources in the event of a suspected breach of this or other policies.

5   Response to Breaches

(1) The University reserves the right to withdraw, restrict or limit any User's access to its ICT Resources if a breach of these conditions is suspected. Any such suspected breach may also be investigated under other University processes and may result in disciplinary action being taken against the offender in accordance with those processes. This may include a request to reimburse costs (e.g. for unreasonable personal use), disciplinary action (including termination of employment/suspension of candidature) and /or criminal prosecution.

(2) Further the University reserves the right to remove or restrict access to any material within the University domain. Such decisions will be communicated to the appropriate supervisor and account holder.

NOTES

ICT Services & Resources Policy 2018

Date adopted: 28.06.2018
Date commenced: 01.10.2018
Review date: 30.09.2023
Administrator: Director(s) of ICT Centres
Rescinded documents: Not applicable
Related documents: Academic Honesty Policy; Web Policy; Intellectual Property
                       Policy; Library Policy

AMENDMENT HISTORY

Provision	Amendment	Commencing
	Not applicable	