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IT ACCEPTABLE USE POLICY

Section	People and Organisation Development		
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Next Review	22.08.2019	Responsibility	Chief Operating Officer
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PURPOSE

To define acceptable use of NMIT's IT services and infrastructure by employees and access account holders (referred to collectively in this policy as 'users').

To ensure that the Institute's Business Information Systems and IT network is protected from misuse and damage.

To clarify responsibilities and reduce potential liability for the Institute and all users in using all NMIT's IT services.

To protect personal information that NMIT collects and stores in the course of its business activities including learning and teaching.

SCOPE

Any person permitted to access, attempt to access or make use of NMIT's IT network and associated systems (henceforth referred to as 'users'). This includes all employees, Contract for Service (CFS) individuals, contractors, sub-contractors, consultants and visitors to NMIT.

Use of any IT systems, devices or infrastructure owned, controlled or operated by NMIT.

All material, including any form of electronic message sent or received internally or externally (including any attachments) created in the course of NMIT's business activities on any device.

DEFINITIONS

The **NMIT Academic Statute - Section 2: Definitions** lists the academic terminology used throughout this Policy. The definitions of specialist terms relevant to this Policy are listed in [Appendix one](#).

RESPONSIBILITIES

All users are responsible for ensuring that the intellectual and physical assets of the Institute are protected by adopting accepted computer security practices.

All users are personally accountable for the security of activities and files under their login account, and must not share their login with anyone.

Managers are responsible for approving appropriate access to IT services and ensuring that training needs for NMIT employees and CFS individuals in the use of NMIT computer systems are identified and provided.

POLICY

NMIT computer devices, services and systems are provided to assist users with their work.

Records, including electronic data, files and documents created in the normal course of NMIT business are the property of NMIT.

NMIT will not accept liability arising from personal use of the Institute's IT Network. The Institute's IT network may not be used for personal financial gain or for private business purposes.

Reasonable personal use of the internet is permitted but should be kept to minimum and should not interfere with work responsibilities or encroach on working hours.

Users must comply with the terms of any licence agreement between NMIT and any third party that governs the use of software or online resources.

Sites classified* as criminal or undesirable are blocked. All site visits, including attempted visits to blocked sites, are recorded down to individual user level.

Accessing or using offensive, obscene, discriminatory, pornographic or otherwise inappropriate material through the internet or on the computer system is not permitted.

A user's access may be withdrawn if that user is found to be knowingly accessing, receiving, possessing or sending objectionable or inappropriate material using the NMIT IT system.

Inappropriate use of the IT system can result in disciplinary action.

* The classifications are adopted by NMIT by subscription to an external service.

SECURITY

All users must:

- Select a 'strong' (difficult to guess) password or passphrase, keep it secure, and not let any other individual operate under their account login. All users are responsible for all activity under their account.
- Report any security breach (or potential breach) or suspected unauthorised access to confidential information, including the loss of any mobile devices containing NMIT records to the IT Service Desk.
- Not knowingly introduce a virus to the NMIT network or circulate one.
- Be aware of what constitutes suspicious emails, attachments, website links etc. and exercise caution interacting with these.
- Ensure that the Institute computer security systems are supported and not overridden or ignored.
- Not do anything to unnecessarily delay the application of security patches.
- Only connect devices authorised by ITCS to the NMIT network and ensure that hardware or software is not modified, added or removed without their prior authorisation.
- Ensure that they do not disclose any personal information about other employees or students without consulting the NMIT Privacy Officer (The Privacy Officer for NMIT is the Chief Executive).

- Ensure any personal devices or NMIT-owned devices that are connected to the NMIT computer systems have security protection.
- Ensure access to data is kept secure by always correctly exiting their sessions as soon as finished, and always locking their device before leaving it if logged in but unattended for any length of time.

EMAIL

Users must exercise discretion in the content as email messages may be accessed by users other than the intended recipients.

Email messages sent or received using the Institute's facilities are the Institute's property. NMIT reserves the right to monitor, access and to disclose email messages.

Email messages are business records and must be appropriately worded. Where email messages record business decisions or document a part of the business process these messages should not be deleted in order to meet records retention and disposal criteria.

TEXT MESSAGING

Text messaging from ebs is limited to short, one-way broadcasts to individuals or course groups who have consented to receive texts.

Text messaging to and from NMIT authorised mobile devices must be primarily business related, with reasonable use of personal communications.

EMPLOYEE/CONTRACTOR/CFS ACCOUNTS

Once a contract has been signed, and entered onto the HRIS system by People and Organisation Development team, users have an individual computer network login automatically generated inside DirSync/Active Directory, usually within 24 hours. This account automatically provides access to the following services:

- Staff ID card
- Login to any networked PC
- Wireless network
- Internet
- Intranet
- Staff Email account
- Individual file store
- Staff Portal (off campus web services)

Users must change their default password at first login and then are forced to by the system every 3 months thereafter. Passwords must adhere to the 'strong' protocol (enforced by the system).

On termination of a contract within the HR system, the account is automatically expired (closed but not deleted) within 24 hours, usually overnight. The account is kept closed for one year, with access available to the Line Manager on request, after which it, and all of its contents, are completely deleted.

TEMPORARY/GENERIC ACCOUNTS AND VISITOR ACCESS

The creation of temporary/generic accounts is permitted for uses such as exams and assessments, or external hire, and must be logged to a responsible owner from elsewhere in NMIT, not ITCS. Every account must have an owner recorded, along with an automated account expiry enforced, not exceeding one year.

NMIT provides a Guest Wifi service for visitors wishing to connect non-NMIT devices to the internet and externally provided NMIT services. Connection will be granted for the duration of the specific event or task requiring such access, and subject to provisions in this policy.

ACCESS TO SYSTEMS OFF-CAMPUS

When accessing NMIT systems off campus (e.g. from home) security of information and user vigilance must be maintained (e.g. locking computer when unattended, protecting with a PIN/password/passcode at all times).

Most systems are accessible off-campus via secure web services i.e. the Staff Portal on the NMIT website.

VPN access to certain services on the main network will only be granted after confidentiality forms have been signed by nominated individuals for the following circumstances:

- System Administrators whose system is not available via the Staff Portal
- Users working primarily offsite whose system is not available via the Staff Portal
- 3rd party technical departments supporting core systems

FILE STORAGE

Electronic files and data used in the line of NMIT business must only be stored in NMIT-approved file stores, and personal content on NMIT-approved file stores must be kept to a minimum.

NMIT-approved file stores include:	Non-approved file stores include:
Network shares	Portable storage devices such as USBs, memory sticks, external hard drives
Intranet	Privately owned computers and mobile devices
Office 365	Cloud file stores accessed via an individual's own non NMIT account
NMIT-owned mobile devices	Any external stores not approved by ITCS
Corporate databases and information systems	

Non-approved file stores are deemed insecure due to limited or unknown ability to restrict access to authorised NMIT account holders only. Therefore no NMIT line of business content should be saved to them. This includes copying or syncing of data from NMIT-approved stores.

Despite the fact all NMIT-approved stores are easily accessible on or off campus, in some circumstances, e.g. approved Bring Your Own Device arrangements, NMIT staff may temporarily need to use non-approved NMIT file stores, but should **never** store the following types of records on such:

- Employee records, including information/data that can be used to identify specific employees
- Student records, including any information/data that can be used to identify individual students
- Files containing highly sensitive or confidential data

Regardless of the ownership of the devices, any records, messages, files and documents created in the normal course of NMIT business created in or uploaded to these devices are the property of NMIT. Users must adhere to this Policy when managing the devices and the NMIT business information they hold.

NMIT data or software must not be passed on to a non-approved NMIT file store or non-NMIT approved user, except in approved cases e.g. external technical support personnel.

SOFTWARE INSTALLATION & LICENSING

Whether a user has the ability or not to install software on a device, licensing and approval remains the responsibility of ITCS. Users should always check the validity of software installs with ITCS prior, in order to avoid potential duplication, performance, operation or legal issues.

If software is for the use of more than one individual, whether 'on premise' or cloud based, ITCS must be consulted at the earliest possible stage to ensure a good fit for all NMIT requirements and platforms.

MOBILE DEVICES [MOBILE PHONES AND LAPTOPS]

The following covers **additional** and **unique** policies relating to **mobile devices**, categorised as follows:

Privately owned but containing NMIT content

- The device must have a PIN and/or passcode operational at all times. It is the responsibility of the user to ensure this is enabled.

NMIT-owned mobile devices

GENERAL USAGE

- Mobile devices should always be with the owner during work hours.
- The NMIT-issued device and **all** its contents remain the property of NMIT.
- Usage is monitored and needs to comply with all aspects of this policy
- Users are not to make or receive business calls on a mobile phone of any kind while operating a vehicle, unless an approved hands free device is fitted

SECURITY & CONTENT

- The user to whom the mobile device has been assigned is responsible for its safekeeping and for all activity with it.
- The device must have a PIN and/or passcode operational at all times. It is the responsibility of the user to ensure this is enabled.
- The device is solely for use by contractors for services of NMIT.
- Personally acquired apps may be installed providing they do not compromise the functioning of the device.
- NMIT reserves the right to directly and indirectly manage the device at any time, including remote wiping where necessary.
- Where the system update process is not fully automated, the user is responsible for timely actioning of prompts to apply updates.
- Lost, broken or malfunctioning units should be reported to ITCS immediately.
- Factory reset (full wipe) can often be the solution to resolving problems. NMIT has no liability for any personal content or apps lost that were stored on the device, nor any responsibility to recover such.

SUPPORT & TRAINING

- ITCS will only provide training and support on approved NMIT applications e.g. Office 365 email, Skype for Business. All other app installations are considered personal.
- Personal apps, especially free ones, may cause performance issues or incur unforeseen costs. Users should research and consider possible impacts carefully before installing. ITCS does not support any issues arising from such, and may return the device to base image if considered to be adversely impacting on its ability to function.
- Users must make themselves available for training on the mobile device when advertised.

COST MANAGEMENT MOBILE PHONES

- Usage costs are monitored and if they frequently or significantly exceed the normal contractual average and are attributable to non-NMIT activity, costs may be recovered from the individual.
- Whilst all phones come with a monthly quota of data, calls, texts etc included, users should always have the default setting as 'connect to free wifi' rather than mobile data networks wherever possible.

The owner has responsibility for recognising and understanding when they are incurring costs i.e. knowing when on mobile data or wifi networks, using mobile data within or over contract limits.

- For international travel, mobile data roaming should be turned off, (use free wifi wherever possible). Data packs should be obtained for specific countries beforehand, (7 days notice). When overseas, personal calls should be kept to a minimum.
- Whilst mobile phones are provided to assist team members in fulfilling NMIT business, NMIT recognises that team members may need to use the phone for personal use from time to time. Reasonable use for personal communication is allowed as long as it does not interfere with the team member's performance. Devices are never to be used for individual "business" or private matters relating to income-generating activities.

REFERENCES

INTERNAL

Staff Misconduct Procedure
Records Management Policy
Harassment (Prevention and Management)
Staff Social Media policy
Copyright
Employee Involvement in Consulting and Outside Business Activities

EXTERNAL

Privacy Act, 1993
Public Records Act 2005
Human Rights Act, 1993
Harassment Act 1997
Films, Videos and Publications Act 1993

APPENDICES

APPENDIX ONE – Definitions
APPENDIX TWO – Access to business information systems

DEFINITIONS

Account	Login assigned to an individual user permitting access to various systems.
ActionPlan+	Software for recording NMIT's self-assessment activities
Active Directory	List of accounts permitted to use NMIT IT services
Business Information System	Any database storing information as a structured record e.g. Student Management System
CCTV	Closed-circuit television is a TV system in which signals are not publicly distributed but are monitored, primarily for surveillance and security purposes.
CFS	Contract for Service. An individual who is not an NMIT employee but who provides a service to the institute based on a business need.
Computer systems	See IT Network
DeskPro	Enquiries & FAQ Workflow system for student customers
DirSync	Software used for student and employee /contractor login creation and management of account access services on the NMIT IT network.
ebs central	Student Management System currently in use by NMIT.
ebs ontrack	Staff portal of the Student Management System primarily for use by tutors.
ebs Shape	Room Timetabling module of the Student Management System
ebs ontrack txt	Texts from the Student Management System will be one-way only, i.e. sent out from but recipient is not able to reply
Elcom Intranet	Corporate Information Portal of Liaison & Learning (POLLY) – internal website
FLIT	NMIT's Flexible Learning Team
HRIS	Human Resources Information System (Leader/HR Kiosk)
IT	<p>All information and communications technology hardware and software, data and associated infrastructure and devices that are owned, controlled or operated by NMIT, and/or are connected to the NMIT IT network.</p> <p>IT may include, but is not limited to: computers (including desktops and mobile devices), computer systems, PSDs, cameras, (such as video, digital, webcams), video and audio players/receivers and telecommunication equipment, networks, software, cloud services, databases and any similar technologies as they come into use.</p>

IT Network	All aspects of NMIT's communications networks on and between its campuses.
ITCS	NMIT Information Technology Customer Services team
Kiosk	Employee Portal into Human Resources Payroll and Information System
Leader	Human Resources Payroll and Information System
MIS	Management/Business Information Systems
Mobile device	For the purposes of this policy, mobile device refers to: A mobile phone, Smartphone , or similar highly portable device operating primarily on the mobile phone network or A portable laptop, tablet or combination unit thereof
Nmifi	NMIT's wireless network for personal mobile devices
Objectionable material	Includes all material which is objectionable as defined in the <i>Films, Videos and Publications Act 1993</i> and any material which could reasonably be described as unsuitable or offensive having regard to the circumstances in which, and the persons to whom, it becomes or may become available.
Office 365	Cloud-based productivity software also used for student & staff email
Outlook	User interface for NMIT's student and employee email & calendaring system
PSDs	Portable Storage Devices – including USB sticks, CDs, DVDs, memory cards, external hard drives [use of these is not supported by NMIT as usually not secure]
Silverstripe	Content Management System for the NMIT website
SMS	Student Management System. NMIT's current SMS is ebs .
Snaphire	e-Recruit system
System Administrator	NMIT Staff member with delegated responsibility for system control.
Technology One	NMIT Financial management software.
UniMarket	Software for managing NMIT purchasing.
User	Any individual having authorized access to the NMIT IT network or computer systems, whether internally or externally.
VPN	Virtual Private Network providing secure remote access to NMIT IT systems. Used only by 'high privilege' administrators, normal users go via web portals.
Web Apps	Applications that run primarily in a web browser over the internet, as opposed to being installed directly on a device.

ACCESS TO BUSINESS INFORMATION SYSTEMS

Information contained in specific business information systems is subject to additional security protocols, due to the personal and potentially confidential nature of the information. Access to the NMIT systems requires written authorisation both from the nominated System Administrator and Line Manager of the individual requiring access. Individuals are assigned to roles within the systems appropriate to their level of seniority/job role/expenditure levels, as determined by the two authorising parties and overseen by the Directorate.

Responsibilities for controlling user access to NMIT’s Business Information Systems and authentication are listed in the table below. This list covers all NMIT Information Systems in use at the time of this Policy update. This Policy also covers any new Information Systems subsequently introduced or utilised by NMIT.

The System Administrator is primarily responsible for determining which level of authentication/login is appropriate, advised by ITCS:

Business Information	Information System	Area responsible for System Administration
Student Management	ebs Client ebs Agent ebs Windows eTrack	ITCS (SMS Administrator))
Financials/Ordering	Technology One Unimarket	Finance (MIS Coordinator)
People and Organisation Development (POD)	Leader POD Kiosk Snaphire Office 365 OneNote P&RF	POD (HRIS System Administrator)
Online Learning	NMIT Moodle	FLiT (Flexible Learning Team Leader)
Employee email	Exchange/Outlook	ITCS (Network & Systems Manager)
Employee Intranet	Sharepoint/ElcomCMS	Corp Services (Intranet Manager)
Contracts Database	Agiloft	Corp Services (EA to COO)
ID Cards & Room Access	Cardax	Campus Services/ITCS (Campus Services Technician/Programmer)
NMIT Public Website	Silverstripe CMS – Public Silverstripe CMS – Admin	Marketing Systems Coordinator
NMIT Council Records	Diligent BoardBooks	CE Office
Enquiries Management	DeskPro	Marketing Systems Coordinator
Library	Liberty	Library (Digital Technologies Manager)
File Storage	Office 365 Windows Server	ITCS (Analyst/Programmer)
Project Management	Wrike	Marketing Systems Coordinator
Transport Booking	iJourney	Campus Services Team Leader
Asset Management	SMP	Campus Services Team Leader
CCTV	Milestone	Campus Services Team Leader