Acceptable Use of ICT Procedures

1. Purpose and Scope

These College-wide procedures support the [Acceptable use of ICT resources policy](#) and [Summary: Acceptable use of ICT resources policy](#) and clarify some of the specific responsibilities which apply to

- all authorised users of ICT resources at ALC—including (but not limited to): staff (including casuals), students, emeriti, residential students, consultants and contractors, third parties, visitors to the College
- the use of ALC ICT and ICT resources
- anyone connecting personally-owned equipment to the ALC network.

2. Procedures

2.1 Provision of ICT resources

- ALC will provide staff, students, and other authorised users with access to the ICT resources required to perform their work, research or studies, according to need and available resources
- Computers and ICT resources are provided for legitimate ALC activities and all usage must be consistent with this purpose. Limited, incidental personal use is allowed subject to the conditions outlined below, under the section **Limited incidental personal use**.
- ALC will make every reasonable effort to ensure the availability and integrity of its ICT resources. However, ALC cannot guarantee that these will *always* be available, and/or free of any defects, including malicious software (e.g. computer viruses and malware). Users should take this into account when accessing ALC ICT resources.

2.2 Legal, ethical, and responsible use of ICT resources

- ALC requires all users of its ICT resources do so in a legal, ethical, and responsible manner. Actions performed using ALC's computer and network resources, regardless of any disclaimers that might be made, ultimately reflect on ALC, and the wider communities of the Lutheran Church of Australia, and ALC's accrediting bodies.

Respect for intellectual property and copyright
- The internet allows access to information, images, musical recordings, films, videos, software, and other intellectual property, but it does not mean these things are therefore freely available to copy or download. Much material is accessible on the internet without the copyright owner's permission.
    - ALC ICT resources must not be used to copy, download, store, or transmit material which infringes copyright.
    - Users of ICT resources at ALC are responsible for complying with copyright law.
- Users will respect the copyright and intellectual property rights of others, including by:
    - using only appropriately licensed and ALC-authorised computer software programs
    - complying with the terms of any license signed by ALC for online databases, software programs, online publisher packages, etc

o ensuring copyright material is only copied or used with the permission of the copyright owner, under the terms of a copyright licensing agreement, or as permitted by law.

Examples of inappropriate use include (but are not limited to):
o Making/using illegal copies of licensed computer software
o Downloading, copying, storing, or transmitting material such as music, video, or movie files without the express permission of the copyright holder or as permitted by law
o Downloading material unrelated to learning, teaching, or research, which incurs significant additional cost to ALC

Use ICT resources efficiently and professionally
− Computing resources are finite and must be shared by many—users should ensure they are efficient and professional in their use of network resources, services, and applications.

Examples of efficient and professional use include:
o Communication of work-related information (e.g. email) is expressed with the same professional care and courtesy given to a signed letter or memo
o Users complete appropriate training in the applications they are required to use in their daily work
o Users ensure that personal incidental use of ICT resources is kept to a reasonable minimum (see below for examples of acceptable personal use)

Examples of inappropriate use include (but are not limited to):
o Downloading large files without permission ('hogging bandwidth').
o Excessive printing using a shared facility.
o Excessive personal use of ICT resources.
o Eating, drinking, or making undue or excessive noise in a shared computing area where this is not permitted.

Use ICT in a legal and ethical manner
− Use of ALC's ICT resources is subject to the full range of State and Federal legislation, as well as with ALC policy. Users need to ensure that their use of ICT resources is legal and ethical at all times.

Examples of unlawful/inappropriate use of ALC ICT resources include (but are not limited to):
o Sending email under another person's name
o Using another's login or password, or allowing others to use yours
o Gaining unauthorised access to systems by any means, including port scans, 'hacking' and use of 'password sniffer' software
o Creating or forwarding electronic chain letters; unsolicited broadcast emails (Spam); obscene, abusive, fraudulent, threatening, or repetitive messages
o Using ALC ICT resources to attack or compromise any other system, whether on or off-campus, including circumventing system security or protection measures
o Knowingly propagating or installing computer viruses or malicious code

- o Using of ICT resources to harass, threaten, defame, vilify or discriminate against any group or individual
- o Causing intentional or irresponsible damage to ICT resources, or stealing equipment
- o Connecting a device to the ALC network that is configured to breach this policy

- It is acknowledged that access to potentially unlawful or inappropriate material may be required for legitimate research and teaching purposes. However, the following use remains inappropriate *unless* it has been authorised in writing by the Dean as legitimately required for teaching and/or research purposes (including ethics approval where appropriate) *and* access to the material is restricted to legitimate users:
  - o Access of webpages or material that is obscene, pornographic, paedophilic, discriminatory, defamatory, promotes illegal acts, or advocates violence.
  - o Use of ICT resources to obtain, store, display, copy, or transmit *potentially* unlawful or obscene material.

- *Under no circumstances* may ALC ICT resources be used for, or in relation to, corrupt conduct, unauthorised personal financial or commercial gain, or for the unauthorised financial or commercial gain of a third party.

Limited incidental personal use
- ALC ICT resources may be used for limited personal use, provided such use does not:
  - o interfere with the user's work or study performance
  - o hinder the use or access of others
  - o interfere with normal operations of the network
  - o damage the reputation or operations of ALC, the Lutheran Church of Australia, ALC stakeholders or accrediting bodies
  - o impose unreasonable additional costs on ALC.

  Examples of acceptable limited incidental personal use include:
  - o an online personal banking transaction
  - o an online airline schedule enquiry or booking

2.3 Monitoring

- Each person who uses ICT (e.g. desktop computers, laptops, thin client terminals, iPhones, iPads, or other tablet devices) and ICT resources (e.g. networks, hardware, software) should be aware that, in accordance with ALC policy, ALC monitors usage on a continuing and ongoing basis.
- The technology supporting ICT and ICT resources involves recording, back-up, and monitoring of all usage (including emails, internet, hard drives, networks) for technology and data security purposes (such as system back-up, network performance monitoring, software license monitoring, computer asset tracking).
- ALC may also monitor and access a user's individual records and usage where it has a reasonable basis to do so, provided that ALC will, at all times, comply with applicable legislation. Information obtained may include personal information of the individual, which will be managed in accordance with privacy legislation, including the *Workplace Privacy Bill (SA) 2004,* and the College's Website privacy policy.

2.4   Breaching conditions of use

- In the event of any breach of policy, ALC may take disciplinary action. In serious cases, this may include termination of employment, expulsion from ALC, termination or non-renewal of their appointment or contract. Use of or access to ICT and ICT resources may also be restricted or removed.
- If ALC becomes aware of any criminal conduct or an alleged breach of any Australian law, ALC may notify the police or other relevant government authority.

2.5   Staff exiting procedure

- When a staff member leaves ALC, line managers must ensure that all access to ALC administrative systems, networks, and email accounts is removed or amended as appropriate upon the staff member's departure.
- If there is a continuing relationship with ALC after exit (e.g. sessional, casual, emeriti appointment) then appropriate access to ICT resources can be allocated according to need.
- It may be necessary for a line manager to access work files or email accounts after an employee's departure from ALC in order to preserve continuity of work. In these circumstances, a departing employee will normally be given the opportunity to remove any personal files or email from ALC computers prior to their departure.

2.6   Support of ICT resources

The LCA IT Helpdesk supports ALC ICT and ICT resources. More detail can be obtained by contacting LCA IT Department directly.

Users are referred to the LCA's policy and supporting documents:
- ICT Policy
- ICT Guidelines
- ICT Standards and Protocols

3.   Implementation and review

- All unit managers will be responsible for the implementation of the policies and procedures in their respective areas of responsibility.
- This procedures document will be subject to periodic review, both in its own right and when changes occur with other impacting policies and/or legislation.

4.   Disclaimer

- It is acknowledged that it is not possible to anticipate every situation that will arise, and as a consequence staff will be required to make informed decisions within the guidance and general directions provided by the policy.