Proposed UNCW Policy Update

07.200.00

RESPONSIBLE MANAGEMENT OF INFORMATION
TECHNOLOGY RESOURCES

Summary:

The 07.200.00 policy has been updated to reflect requirements of the new UNC System Office Policy Manual, chapter 1400 “Information Technology” requirement for reporting to the UNCW Board of Trustees. In addition updates to department names, titles, and definitions were made to make the policy current with university organization and IT terminology.

Key changes in addition to the above:

- Header - Source of Authority updated to be new UNC System Office policies
- Header - Authority changed from Chancellor to Board of Trustees
- Section II - Added definition of “Information technology resources” based on UNC System Office policies
- Section III - UNCW Board of Trustees charges CIO to maintain polices in accordance with UNC System Office Policy Manual
- Section III - CIO will provide regular updates to the Board of Trustees ARC Committee
- Section IV - Added “Enforcement / Addressing Concerns” from 07.100.00
- Section V - Added “Review and Disclaimer” from 07.100.00
- Removed redundant section “Principles and Guidelines”
- All – updated department names and titles

Final version:
Attached

Redline version:
Attached
I. Purpose

A. This document states the overarching policies and guidelines for the responsible management and administration of the University of North Carolina Wilmington's information technology resources. This is not a comprehensive document covering all aspects of responsible management, but instead focuses on a select set of core resources vital to the campus community. These policies are intended to establish a framework of principles and operational procedures to ensure the efficient management of IT resources consistent with the mission and goals of the university.

B. These policies reinforce the essential role that information technology plays in the academic and administrative functions of the institution. These policies also complement the mission framing the university's IT strategy:

   Information Technology Services is an innovative organization committed to providing a technologically progressive environment for students, faculty and staff. We are dedicated to lead, to collaborate and to support with cost effective services that promote the mission of our university.

II. Scope

The 07.200 series of policies applies to every user of the university’s information technology resources including, but not limited to, students, faculty, staff and visitors.

“Information technology resources” means information owned or possessed by the university, or related to business of the university, regardless of form or location, and the hardware and software resources used to electronically store, process or transmit that information owned, leased or used by the university and its partners.

III. Policy
A. General Statement

The information technologies and support services of the University of North Carolina Wilmington are powerful resources, shared among all members of the campus community. These resources are valued by the campus community only to the degree that they support the teaching, learning, instructional, research, administrative, and service activities of the university. These resources are used by and accessible to a large number of authorized individuals and provide services integral to the mission of the university. It is essential, therefore, that these resources be managed effectively to ensure maximum availability, accessibility and operational efficiency. The chancellor delegates to the CIO the authority to develop appropriate and necessary policies and procedures. The CIO is charged with managing and administering the processes that lead to the strategic alignment and integration of campus IT resources.

The UNCW Board of Trustees charges the UNCW CIO to maintain UNCW ITS policies in accordance with requirements set forth in the UNC System Office Policy Manual, chapter 1400 “Information Technology.”

The UNCW CIO will provide, on a regular basis at scheduled meetings, an IT governance update to the UNCW Board of Trustees Audit, Risk & Compliance Committee.

B. The 07.200 series of policies are designed to:

1. Ensure the allocation and prioritization of technology and support resources consistent with the mission and programmatic goals of the university.

2. Establish baseline standards for technology-related products which facilitate collaboration and allow for information sharing through a common set of compatible products and protocols.

3. Maximize the impact of university resources through effective and efficient use of staffing.

4. Establish practices and processes which enhance the productivity, efficiency and programmatic effectiveness of the university's information technology support personnel.

5. Maintain optimum security and integrity of systems, accounts and data.

6. Leverage the purchasing power of the university for information technology resources through negotiated volume discounts for hardware, software, Network products, contract services and maintenance agreements.

7. Ensure disaster recovery capabilities of core campus IT systems and services.

8. Preserve and protect data and the electronic computing and communication systems of core campus IT systems and services.

9. Ensure that IT management policies and standards established by the North Carolina
legislature, UNC Board of Governors, UNC President's Office and the UNCW Board of Trustees are fully implemented.

C. Members of the campus community are expected to be familiar with these policies and to conduct themselves and the operations of their academic and administrative units in accordance with them. The use of any of UNCW's information technologies or support services shall constitute an agreement on behalf of the user to abide by the provisions of this policy and the principles and guidelines contained herein. Failure to conduct oneself in compliance with appropriate policies may result in a reduction of services or a denial of access to information technologies and support services. It may also result in other actions in accordance with appropriate university rules and regulations.

IV. Enforcement / Addressing Concerns

A. The university reserves the right to place restrictions on the use of its information technology resources in response to evidence of violations of university policies, rules, regulations or codes, or local, state or federal laws and regulations. Actions that violate these policies can result in immediate disabling, suspension and/or revocation of the account owner's privileges pending review for further action. Such unauthorized or illegitimate use of information technology resources including computer accounts, resources or facilities may subject the violators to appropriate disciplinary, criminal and/or legal action, by the university and/or the state. If evidence is established, the university authorities responsible for overseeing these policies and codes will be consulted on the appropriateness of specific actions.

B. Individuals who have concerns about the conduct of a member of the university community or the propriety of a given situation or activity should notify their department chair, dean, director or an administrator in their supervisory chain at a level sufficient to allow objectivity in evaluating the subject of concern. If action is deemed warranted by this official, the matter shall be referred to the appropriate vice chancellor or senior officer. Prior to taking action, the vice chancellor or senior officer responsible for the situation or activity of concern shall consult with the CIO, who shall, as appropriate, consult with the university's general counsel.

C. When concern about a given situation or activity involves an imminent threat to individuals, systems or facilities, users are to immediately communicate the concern directly to the University Police.

D. Concerns involving gender-based discrimination, harassment or sexual misconduct must be reported in accordance with Policy 02.205 Unlawful Discrimination, Harassment, and Sexual Misconduct. Concerns involving minors must be reported immediately to the University Police.

V. Review and Disclaimer

A. This is not a comprehensive document covering all aspects of responsible use. It is not possible to anticipate all the conditions and circumstances associated with the use of these resources. This document and its policies seek to link established codes of conduct for the use of information technology resources by members of the university community.
B. This is a dynamic document that is continuously reviewed by Information Technology Services and the Information Technology Advisory Council.
I. Purpose

C. This document states the overarching policies and guidelines for the responsible management and administration of the University of North Carolina Wilmington's information technology resources. This is not a comprehensive document covering all aspects of responsible management, but instead focuses on a select set of core resources vital to the campus community. These policies are intended to establish a framework of principles and operational procedures to ensure the efficient management of IT resources consistent with the mission and goals of the university.

D. These policies and procedures reinforce the essential role that information technology plays in the academic and administrative functions of the institution. These policies also complement the mission framing the university's IT strategy:

   The Information Technology Systems Division Services is an innovative organization committed to providing a technologically progressive environment for students, faculty and staff. We are dedicated to lead, to collaborate; and to support with cost effective services that promote the mission of our university.

II. Scope

The 07.200 series of policies applies to every user of the university’s electronic information technology resources including, but not limited to, students, faculty, staff, students and visitors. Electronic resources include but are not limited to microcomputers, servers, telecommunications equipment, AV and multimedia equipment, the campus Network infrastructure, and the campus gateway to the Internet whether accessed from a university or privately owned device.

“Information technology resources” means information owned or possessed by the university, or
related to business of the university, regardless of form or location, and the hardware and software
resources used to electronically store, process or transmit that information owned, leased or used
by the university and its partners.

III. Policy

D. General Statement

The information technologies and support services of the University of North Carolina
Wilmington are powerful resources, shared among all members of the campus community.

These resources are valued by the campus community only to the degree that they
support the teaching, learning, instructional, research, administrative, and service activities of
the university. These resources are used by and accessible to a large number of authorized
individuals and provide services integral to the mission of the university. It is essential,
therefore, that these resources be managed effectively to ensure maximum availability,
accessibility, and operational efficiency. The chancellor delegates to the Vice Chancellor for
Information Technology Systems Division the authority to develop appropriate and
necessary policies and procedures. The CIO is charged with managing and administering the processes that
lead to the strategic alignment and integration of campus IT resources.

These guidelines and

The UNCW Board of Trustees charges the UNCW CIO to maintain UNCW ITS policies in
accordance with requirements set forth in the UNC System Office Policy Manual, chapter
1400 “Information Technology.”

The UNCW CIO will provide, on a regular basis at scheduled meetings, an IT governance
update to the UNCW Board of Trustees Audit, Risk & Compliance Committee.

E. The 07.200 series of policies are designed to:

10. Ensure the allocation and prioritization of technology and support resources consistent
with the mission and programmatic goals of the university.

11. Establish baseline standards for technology-related products which facilitate
collaboration and allow for information sharing through a common set of compatible
products and protocols.

12. Maximize the impact of university resources through effective and efficient use of
staffing.

13. Establish practices and processes which enhance the productivity, efficiency, and
programmatic effectiveness of the university's information technology support personnel.

14. Maintain optimum security and integrity of systems, accounts, and data.
15. Leverage the purchasing power of the university for information technology resources through negotiated volume discounts for hardware, software, network products, contract services, and maintenance agreements.

16. Ensure disaster recovery capabilities of core campus IT systems and services.

17. Preserve and protect data and the electronic computing and communication systems of core campus IT systems and services.

18. Ensure that IT management policies and standards established by the North Carolina legislature, UNC Board of Governors, UNC President's Office, and the UNCW Board of Trustees are fully implemented.

F. Members of the campus community are expected to be familiar with these policies and guidelines and to conduct themselves and the operations of their academic and administrative units in accordance with them. The use of any of UNCW's information technologies or support services shall constitute an agreement on behalf of the user to abide by the provisions of this policy and the principles and guidelines contained herein. Failure to conduct oneself in compliance with appropriate policies and guidelines may result in a reduction of services or a denial of access to information technologies and support services and/or it may also result in other actions in accordance with appropriate university rules and regulations.

IV. Principles and Guidelines

A. UNCW has instituted policies and guidelines in a number of areas that address specific issues and concerns related to the management of information technology resources. As a matter of principle, members of the university community should familiarize themselves with these policies and act in accordance with the guidelines and provisions therein.

B. A listing of policies addressing the management of specific core ITSD resources can be found below:

1. ITS 07.200.01 – University-Owned Computing Technology and User Support Services

2. ITS 07.200.02 – Networked Systems and Servers Standards and Management

3. ITS 07.200.03 – Network Standards and Management

4. ITS 07.200.04 – Classroom Instructional Technology Baseline Standards

5. ITS 07.200.05 – Purchase, Inventory, Replacement Disposal-Surplus of IT Resources

6. ITS 07.200.06 – Communication Standards Practices
IV. Enforcement / Addressing Concerns

D. The university reserves the right to place restrictions on the use of its information technology resources in response to evidence of violations of university policies, rules, regulations or codes, or local, state or federal laws and regulations. Actions that violate these policies can result in immediate disabling, suspension and/or revocation of the account owner's privileges pending review for further action. Such unauthorized or illegitimate use of information technology resources including computer accounts, resources or facilities may subject the violators to appropriate disciplinary, criminal and/or legal action, by the university and/or the state. If evidence is established, the university authorities responsible for overseeing these policies and codes will be consulted on the appropriateness of specific actions.

E. Individuals who have concerns about the conduct of a member of the university community or the propriety of a given situation or activity should notify their department chair, dean, director or an administrator in their supervisory chain at a level sufficient to allow objectivity in evaluating the subject of concern. If action is deemed warranted by this official, the matter shall be referred to the appropriate vice chancellor or senior officer. Prior to taking action, the vice chancellor or senior officer responsible for the situation or activity of concern shall consult with the CIO, who shall, as appropriate, consult with the university's general counsel.

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