



**RESPONSIBLE MANAGEMENT OF INFORMATION TECHNOLOGY
RESOURCES
07.200.00**

Authority:	Chancellor
History:	Updated February 15, 2010; Reformatted June 6, 2005; supersedes policy ITS 2.00; effective September 11, 2002
Source of Authority:	Consolidated University of North Carolina Netstudy – Security Subcommittee Baseline Recommendations (Feb. 16, 2003); International Standard ISO 27002
Related Links:	07.100 and 07.300
Responsible Office:	Information Technology Systems Division

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 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 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

This policy applies to every user of the university's electronic resources including but not limited to 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.

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, however, 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 Vice Chancellor of the Information Technology Systems Division is charged with managing and administering the processes that lead to the strategic alignment and integration of campus IT resources.

B. These guidelines and 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 and 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 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 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 and Disposal-Surplus of IT Resources
 - 6. ITS 07.200.06 - Communication Standards and Practices
 - 7. ITS 07.200.07 - Campus Electronic Resources Disaster Recovery Plan
 - 8. ITS 07.200.08 - Broad Impact Systems and Software
 - 9. ITS 07.200.09 - Decentralized IT Support Personnel: Consulting and Coordination Requirements
 - 10. ITS 07.200.10 - Access to Information Resources and Data
 - 11. ITS 07.200.11 - Audiovisual Equipment and Special Events Services
 - 12. ITS 07.200.12 - Campus Web Resource Policy