



**RESPONSIBLE MANAGEMENT OF INFORMATION TECHNOLOGY  
RESOURCES  
07.200.00**

<b>Authority:</b>	Chancellor
<b>History:</b>	Updated June 7, 2021; Updated February 15, 2010; Reformatted June 6, 2005; supersedes policy ITS 2.00; effective September 11, 2002
<b>Source of Authority:</b>	UNC System Office Policy Manual, Chapter 1400 “Information Technology”; International Organization for Standardization ISO/IEC 27002
<b>Responsible Office:</b>	Information Technology Services

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## **I. Purpose**

The 07.200 series of policies establishes guidelines for the university’s responsible management and administration of information technology (IT) resources. Additional policies adopted under the authority of this policy establish a framework, principles and operational procedures to ensure the efficient management of information technology resources consistent with the mission and goals of the university.

## **II. Scope**

The 07.200 series of policies applies to every user of the university’s information technology resources.

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

## **III. Policy**

### **A. General Statement**

Information technology resources and the data they support are used by and accessible to a large number of authorized users. Since these are typically networked resources they are also subject to unauthorized intrusion or attack. It is essential, therefore, that these resources be managed effectively to ensure maximum availability and operational efficiency and that all users follow all university policies concerning responsible management. The 07.200 series of policies is designed to preserve and protect users, data, the university and the information technology resources.

The Chancellor delegates to the CIO the authority to develop the necessary policies in the 07.200 series and procedures supporting those policies. The CIO is charged with managing and administering the processes that lead to the strategic alignment and integration of campus IT resources.

Per UNC System Office Policy Manual, Chapter 1400, the CIO will provide, on a regular basis at scheduled meetings, at least annually, an IT governance update to the UNCW Board of Trustees Audit, Risk & Compliance Committee.

B. Policies adopted pursuant to this policy should:

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. Optimize the impact of university technology resources through effective and efficient use of university resources.
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 of systems, accounts and data, and provide campus security awareness.
6. Ensure disaster recovery capabilities of core campus IT systems/services and business continuity for ITS client services.
7. Implement 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.

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 technology resources or support services shall constitute an agreement on behalf of the user to abide by all university policies. Failure to conduct oneself in compliance with appropriate policies may result in a reduction of services or a denial of access to information technology resources and support services. It may also result in other actions in accordance with appropriate university policies and procedures.

#### **IV. Enforcement / Addressing Concerns**

See UNCW policy 07.100 Responsible Use of Information Technology Resources, Section IV. Enforcement / Addressing Concerns.

**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 document is regularly reviewed by Information Technology Services and the Information Technology Advisory Council.