



**UNIVERSITY OF GUAM
UNIBETSEDAT GUAHAN
BOARD OF REGENTS**

RESOLUTION NO. 08-07

RELATIVE TO ADOPTING AN INFORMATION TECHNOLOGY POLICY

WHEREAS, the University of Guam is the primary U.S. Land Grant institution accredited by the Western Association of Schools and Colleges (WASC) serving the post-secondary needs of the people of Guam and the region; and

WHEREAS, the governance and well-being of the University is vested in the Board of Regents; and

WHEREAS, the University, within its capacity, provides faculty, staff, students, administrators and other authorized users with access to appropriate information technology (IT) resources that are integral to the University's mission; and

WHEREAS, IT resources are valuable assets that the University has the responsibility to develop, manage and control; and

WHEREAS, the University Technology Advisory Committee (UTAC), comprised of stakeholders from across the campus, has developed the first IT policy addressing: IT for teaching and student learning, research, University and community service, and student and administrative services and operations; IT infrastructure; and the acceptable use of IT resources; and

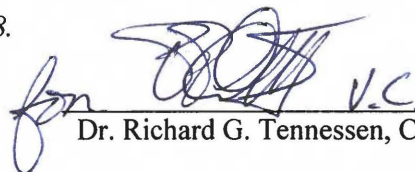
WHEREAS, the enclosed IT Policy Statement has been reviewed by the Administrative Council, Faculty Senate, Faculty Union, Staff Council, Student Government Association; and

WHEREAS, the President has reviewed the IT Policy Statement with the Board's Academic, Personnel and Tenure Committee and they recommend that the Board adopt it.

NOW, THEREFORE, BE IT RESOLVED, that the Board of Regents hereby adopts the IT Policy Statement effective immediately; and

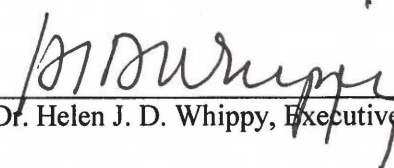
BE IT FURTHER RESOLVED, that the Board of Regents recognizes the efforts of UTAC members in the development of the University's first IT policy.

Adopted this 21st day of February, 2008.



Dr. Richard G. Tennesen, Chairman

Attested:



Dr. Helen J. D. Whippy, Executive Secretary

INTRODUCTION

The University of Guam provides Information Technology (IT) resources, training, services and support for faculty, staff, students, administrators and other authorized users. IT resources are valuable assets that the University has the responsibility to develop, manage and control.

This policy statement establishes the University's approach to the development, management and control of IT and addresses the provision and implementation of IT resources.

DEFINITIONS

- A. IT Resources** are hardware, software and data used to create, store, process and communicate information electronically. These include resources that the University owns, leases, licenses or otherwise has authority to use. Examples of IT Resources include, but are not limited to:

Hardware: computers; wired and wireless telecommunications networks; voice, data and imaging systems;

Software: operating systems and applications including voice mail, electronic mail (email), office applications, management information systems, database, multimedia and security software;

Data: contents of University databases (including library and special collections, various scientific studies or collections, special projects); academic, administrative and financial data; surveys, polls and questionnaires; usage histories; case studies; and video imagery.

- B. IT Service Providers** develop, manage and control IT Resources within the scope of their delegated authority. They have the responsibility to recommend policy and create procedures. IT Service Providers and their primary responsibilities include:

1) Information Technology Coordinators (ITC's) and technology support staff members assigned from the University colleges, schools and units; ITC responsibilities include but are not limited to:

- Internal building Local Area Networks (LANs)
- Workstations (hardware & local application software)
- Local computer labs
- 1st level Help Desk response for their respective units

2) The management and staff of the University Information Technology Resources Center (ITRC aka the Computer Center); ITRC responsibilities include but are not limited to:

- Basic IT services

- 1st level Help Desk response and services for units not covered by the ITC's
- 2nd level Help Desk response for units covered by the ITC's
- Wide Area network and campus network
- Centralized applications including those for office and administration, security and anti-virus
- Internet and email
- ITRC central computer labs

3) The University Technology Advisory Committee (UTAC); UTAC responsibilities include but are not limited to:

- Continuity with past technology efforts
- Leading the assessment of IT Resources, service and support
- Development of the IT Master Plan
- Advice on priorities for IT investment and change
- Recommendations on IT policy and best practice.

C. University IT Community includes University of Guam students, faculty, staff, administrators and other authorized users of University IT systems.

POLICY STATEMENTS

POLICY VISION:

Within its capacity, the University will provide faculty, staff, students, administrators and other authorized users with access to appropriate IT Resources, training, services and support. IT Resources have become integral to teaching and learning, research, information access, communication and community service. These resources must be provided and used efficiently and effectively to support the University's mission.

1 IT FOR TEACHING AND STUDENT LEARNING

Within its capacity, the University will use IT to improve and enhance teaching and student learning. This includes the availability of IT Resources, training, support and services for students, faculty and staff involved in the instructional process.

1.1 CLASSROOM IT READINESS

The University will provide classrooms that are IT-ready. The implementation of the IT-ready classroom will be a continuous process rather than a one-time installation, as technology requirements will continue to change over time. Colleges, units or departments will address discipline-specific or technology-intensive requirements.

1.2 CAMPUS INFORMATION TECHNOLOGY/COMPUTER LABS

The University will provide dedicated IT equipment, labs and classroom facilities that are adequate for its instructional programs, accessible, and in compliance with ADA, OSHA and other regulations. The University will upgrade current labs and classrooms and will identify space needed for future

lab installations. Budgets and plans will include related costs for support, maintenance and equipment replacement.

1.3 STUDENT IT ACCESS AND GUIDELINES

The University will provide student access to IT Resources that support and enhance student learning. The University will periodically revise and update its fees for student use and access to IT resources. The Colleges will establish and communicate guidelines for student-owned IT Resources needed for matriculation at the University.

1.4 IT FOR NON-TRADITIONAL LEARNING

The University will use IT Resources for supporting and delivering student learning on-campus (e-learning) and off-campus (distance learning). Over time, the University will provide IT Resources, training, support and services that enable computer-supported, electronic-based or networked learning opportunities throughout the University community and the region. The University will support and encourage faculty involvement in distance learning and the use of IT to qualitatively enhance instructional methods and assessment. As e-learning and distance learning are implemented, the University will update its administrative and academic policies, procedures, systems and processes and will upgrade its infrastructure to accommodate the changes that will enable IT-based, non-traditional learning to occur.

2 IT FOR RESEARCH

Within its capacity, the University is committed to IT support for research excellence, in particular through development and provision of high-speed Internet connectivity and access. The University will continuously improve Internet connectivity to support interaction with international research communities.

3 IT FOR UNIVERSITY AND COMMUNITY SERVICE

Within its capacity, the University is committed to IT support for institutional and community service and outreach, particularly in the utilization of technology for extension, distance education and regional outreach.

4 IT FOR STUDENT AND ADMINISTRATIVE SERVICES AND OPERATIONS

Within its capacity, the University is committed to streamlining, improving and integrating its services and operations through process re-engineering and the application of IT. The University will provide IT-based administrative and management information systems that enable adequate access to information and services.

5 IT INFRASTRUCTURE

Within its capacity, the University will provide University IT Community members with appropriate, secure and reliable IT Resources, services and support necessary for achieving the University's mission. Working collaboratively, IT Service Providers will plan, develop and implement a technologically-appropriate

IT environment throughout the campus that is responsive to the needs of the University IT Community.

5.1 IT MASTER PLAN

The University will develop and implement an IT Master Plan, which will be reviewed and updated on at least a three-year cycle. The Plan will be needs-driven and include an assessment of IT Resources, services and support. UTAC will be responsible for leading the assessment and development of the Plan, which will be approved by the President. The University's Vice Presidents will be responsible for the implementation of the approved Plan.

5.2 IT INFRASTRUCTURE FUNDING AND SUPPORT

The University will seek funding for IT infrastructure from local government appropriations, grants, fees and partnerships. Funding will be provided annually for implementation of the approved IT Master Plan and for a regular program of maintenance and renewal. The ITRC has primary responsibility for IT maintenance and support for centralized computer operations, student services and administrative units. The Colleges have primary responsibility for IT maintenance and support for faculty, academic units and research units.

5.3 IT ENVIRONMENTAL MONITORING AND BEST PRACTICES

IT Service Providers will actively monitor the emerging IT industry, technologies, policies and practices and evaluate these for the assessed current and future needs of the University. The evaluation process may utilize pilot implementations and test beds. The outcome of this ongoing effort will provide an understanding of the evolution of IT, particularly as applicable to the University's needs. IT best practice will be applied.

5.4 IT SECURITY

The University will utilize IT security programs and measures to prevent the compromise of its IT environment and to protect its IT Resources. IT Service Providers will be responsible for IT security. They will support the University IT Community with best practice tools, strategies and procedures. They will assess and update IT security on a regular basis; maintain logs, reports and statistics; and apply necessary security measures in a timely manner.

5.5 IT READINESS STANDARDS FOR CONSTRUCTION PROJECTS

IT Service Providers will develop IT readiness standards for new construction and major renovation projects in compliance with ADA, OSHA and other related regulations in order to make IT an integral component of the University's mission. They will monitor and review standards and construction industry IT practices as technology advances. When new buildings are constructed or major renovations take place, then-current standards will be incorporated in planning and design as appropriate. The IT readiness standards must evolve and change as industry practices, methods and applications change.

5.6 PROVISION OF IT RESOURCES

The University's IT Resources are public assets. They are the property of the University, which retains all property rights. In providing IT resources to the University IT Community, the University retains the right to inspect and protect its assets.

The University will establish minimum standards for the provision of IT Resources for faculty, staff, administrators and other authorized users. The standards will identify IT Resources that are appropriate to the respective duties and endeavors of each group. Funding will be provided through a life cycle funding model that accounts for required upgrades, maintenance and replacement on a regular basis. Exceptions to the standards must be recommended by UTAC and approved by the appropriate administrator. In consultation with UTAC following a written announcement of intent to the University community, the ITRC may restrict user access to certain Internet sites or IT Resources with the approval of the administration in response to issues which include but are not limited to IT system performance issues, user complaints, non-compliance with IT Policy or Procedures. ITRC's consultation with UTAC will be open to the University community, and will result in UTAC's written recommendation to the administration on the proposed restriction.

6 ACCEPTABLE USE STATEMENT FOR IT RESOURCES

By using IT Resources, all members of the University IT Community agree to comply with this policy.

6.1 ACCEPTABLE USE

The University encourages information access, sharing, dissemination and the free expression of ideas with the use of IT Resources at the University by the University IT Community. The use of IT Resources must be in the context of legitimate instructional, research, administrative, public service, contractual and other intellectual pursuits consistent with the University's mission. The use of IT Resources is subject to University policies and the mandates of legal and ethical standards for a university community.

Members of the University IT Community may not use IT Resources in ways that interfere with others or that consume University resources other than those duly allocated to that member. There is an obligation on the part of those using the IT Resources to respect the intellectual and access rights of others - locally, nationally and internationally. Use can be restricted if others are denied reasonable access or substantial costs are generated.

It should be understood that uses of IT are not necessarily legitimate just because they are technically possible. Individuals who deliberately violate this policy are subject to appropriate disciplinary action by the University.

The University shall not be held liable or accountable for any illegal or inappropriate use of the University computers and/or Internet resources by employees, faculty, or students.

6.2 RIGHTS AND PRIVILEGES

Access to IT Resources is granted to members of the University IT Community by the appropriate administrator for purposes consistent with the University's mission and for limited personal use.

The University permits use of certain, specifically identified IT Resources for limited personal use so long as such personal use is in keeping with this policy and does not interfere with the ability to carry out the University's business. The reasonableness of any particular use will be judged in the context of the relevant circumstances.

The rights of academic freedom and freedom of expression apply to the use of IT Resources. However, these rights and the rights of access carry with them the shared responsibilities and limitations as set forth under the terms of this policy. Consistent with other University policies, an individual's right of access to IT Resources should not be denied or abridged because of race, color, religion, ethnic or national origin, age, disability, gender, sexual orientation or veteran status.

6.3 RESPONSIBILITIES

Members of the University IT Community must comply with all applicable international, federal, local and other applicable laws including libel, privacy, copyright, trademark, obscenity and child pornography; all University rules and policies; and all applicable contracts and licenses. Members of the University IT Community are responsible for ascertaining, understanding and complying with the laws, rules, policies, contracts and licenses applicable to their particular uses.

Prohibited conduct includes but is not limited to public indecency, illegal discrimination, threat of physical harm, sexual and other harassment, stalking, forgery, intentional disruption of University services and the damaging and destroying of property. This also applies to the use of electronic forums, listservs and discussion groups.

6.4 AUTHORIZATIONS

Members of the University IT Community should limit their access to only those IT Resources that they are authorized to use by the appropriate administrator. They should use them only in the manner and to the extent authorized. Ability to access IT Resources does not, by itself, imply authorization to do so. Members of the University IT Community are responsible for ascertaining what authorizations are necessary and for obtaining them before proceeding with usage.

Accounts and passwords may not be shared or used by persons other than those to whom they have been assigned. Members of the University IT Community may be subject to disciplinary action by the University for misuse of accounts and passwords, and may be held liable for consequences caused by misuse.

Access to and use of administrative systems should be solely for the purposes intended by the University.

6.5 PRIVACY

While the University strives to maintain the privacy of information that may be personal in nature, the University does not guarantee its confidentiality.

Members of the University IT Community must respect the privacy of other users and their IT accounts, regardless of whether those accounts are securely protected. Unauthorized access, viewing or use of another's files, programs or data is prohibited. Members of the University IT Community should be aware that legal statutes and local and federal law protect access, and may also require disclosure of individual computer files under certain circumstances.

Images or videos of people may not be used on the Internet or a web page without the written permission of the people in those images, except to the extent permitted by law. Violation of this provision will be immediately corrected, in accordance with University policy and law. Such images and videos shall be used solely for non-profit academic purposes, and shall not be used for any commercial purposes whatsoever.

Work being performed by IT Service Providers during maintenance or diagnostics may involve the need to access user files or data. IT Service Providers will endeavor to respect the privacy of members of the University IT Community and handle the information in an appropriate manner.

It is the policy of the University not to monitor individual accounts. However, if there is reasonable suspicion of misuse, security systems to identify unauthorized users of IT resources may also monitor authorized users. In general, material whose privacy must be guaranteed should not be stored on shared computers.

6.6 COMMERCIAL AND NON-COMMERCIAL USE

Members of the University IT Community must refrain from using IT Resources for personal commercial purposes, except as otherwise established by policy or contract. Personal use of IT Resources for other non-commercial purposes is permitted when it does not consume a significant amount of IT Resources, does not interfere with the performance of an employee's job or other University responsibilities, and is otherwise in compliance with University

policy. Further limits may be imposed upon personal use in accordance with normal supervisory procedures.

6.7 AUTHORIZATION REQUIREMENT

Authorization to use University trademarks and logos on IT Resources may be granted only by the appropriate administrator. Members of the University IT Community must refrain from stating or implying that they speak on behalf of the University and from using University trademarks and logos without authorization to do so. Affiliation with the University does not, by itself, imply authorization to speak on behalf of the University.

This policy applies to all members of the University IT Community, whether affiliated with the University or not, whether the use or access itself is authorized or unauthorized, and to all uses of IT Resources, whether on campus or from remote locations.

6.8 PERSONAL RESPONSIBILITY FOR ONLINE STATEMENTS

Each member of the University IT Community will be fully responsible for any and all uses of their access and their accounts. With traditional academic freedom and the protected right of free speech comes the responsibility for what is said and written.

Members of the University IT Community will assume that all materials on the Internet are copyrighted, unless clearly stated otherwise, and that these works cannot be used without permission. Copyrighted works may include, but not be limited to artwork, articles, cartoons, photographs, music, video, film, and graphics taken from other sources. Images or videos of people may not be used on the Internet or a web page without the written permission of the people in those images.