

Addendum II

Updates to *CASC Policy and Procedures Manual*, Chapter 6 (emailed from Michael Martin)

Section 6-1 Department Services

Carl Albert State College's Computer Services department was renamed in 1996 to the Telecommunications and Information Services (TIS) department. The name was changed to indicate a new focus in the area of wide-area connectivity including the Internet and distance learning. The department is dedicated to meeting all of CASC's technology needs. The missions of the department are as follows:

Assist CASC's faculty community by providing technology, training, and support necessary to meet student needs.

Ensure CASC students access to technology necessary for their education.

Assist the CASC Telecommunications academic program with technology, training, and support needs.

Provide CASC's administrative services with the technology, training, and support needed to increase their productivity and efficiency, thereby helping them to furnish the finest administrative services possible with the available resources.

Promote the use of automation wherever practical.

Support the usage of multimedia presentation techniques.

Support distance-learning operations

Section 6-2 Support Issues

The TIS department supports all CASC technology with exception of the phone system. The TIS department assumes no responsibility for

hardware or software selected outside of approved standards. The TIS department offers purchasing consultation to any CASC division.

CASC employees are responsible for backing up data from the computer assigned to them. The TIS department offers consultation at any time for backup strategies.

All requests for computer support should be created using the online Ticket helpdesk system: <http://support.carlalbert.edu/scp/login.php>

Current contacts are:

Personal Computers/ Printer Support (tdwhite@carlalbert.edu) Tracy White

Personal Computers/ Printer Support (dloggains@carlalbert.edu) Dylan Loggains

Network and Server Support (jwellis@carlalbert.edu) Jerry Ellis

Multimedia and Training (mfulks@carlalbert.edu) Michael Fulks

Database Support (PX, SQL, and Access) (rginther@carlalbert.edu) Randy Ginther

General Database Support (PX, SQL and Access) (mmartin@carlalbert.edu) Michael Martin

Website Support/Reports (jlowrimore@carlalbert.edu) Jerri Lowrimore

Any requests for new services, new automations, new access or equipment should be made to:

- <http://support.carlalbert.edu/scp/login.php>

The TIS department treats matters of computer privacy seriously. All employee computer accounts are password protected. These passwords expire at regular intervals encouraging employees to select a new one. Employees are directed to never give their passwords to anyone. Improper usage of passwords is regarded as the weakest link in any computer security solution, and will be considered a violation of network security protocol.

The TIS department will not grant access to your departmental data to an external department without your permission. This includes all PX data, custom databases and network shares. The TIS will not give password information to anyone other than the account holder.

Section 6-4 Internet Issues

All CASC Internet and email users are subject to the CASC code of computer conduct.

Section 6-5 CASC Code of Computer Conduct

Carl Albert State College provides computing resources and Internet access to support education and/or research. Computer use must be consistent with the educational objectives of CASC and the Oklahoma State Regents for Higher Education. Users will comply with the Acceptable Use Policy set forth by the Oklahoma State Regents for Higher Education OneNet network (<http://www.onenet.net/getting-started/new-customers/acceptable-use-policy/>). Access to computer resources should be viewed as a privilege, not as a right. CASC reserves the right to cancel computer use privileges for uses deemed inappropriate by the Telecommunications Committee. The following guidelines shall be followed by any user of a CASC computer system and all CASC employees.

Section 6-6 Abide by Security Restrictions on all Systems to which you have Access

Do not distribute your password to others or otherwise attempt to evade, disable, or crack passwords or other security restrictions. Failure to abide by this guideline will result in immediate revocation of computer use privileges and possible college disciplinary and/or legal action.

Section 6-7 Assume Responsibility for Virus Detection

All CASC computers have virus detection software. Scan all attached storage devices before you use them in a CASC computer. Any files downloaded should be checked for possible contamination. Modifying files without authorization (including altering data, introducing viruses, or simply damaging files) will lead to suspension of computer use privileges and possible college disciplinary and/or legal action.

Section 6-8 Respect Copyright and Other Intellectual/Property Rights

Copying files or passwords belonging to others or to the college may constitute plagiarism or theft. Software licensed by the college or merely used on college equipment must be used in accordance with license agreements. The college may seek repayment of fines or damages from anyone who violates licensing terms, and the college may take disciplinary and/or legal action against any individual who fails to abide by licensing agreements.

Section 6-9 Respect Others' Rights to Freedom from Harassment and/or Intimidation

Do not send patently rude, obscene, harassing or unsolicited material to others. This includes, but is not limited to, product advertising, political lobbying, any commercial transmissions, and transmissions of any material that are in violation of any state or U.S. law. It is not acceptable to use this network to threaten or harass others. Sexually explicit messages, images and cartoons will not be allowed. The College will not tolerate racial, ethnic, or gender-based slurs. Do not cause the work of others to be disrupted by your actions. Do not conceal

or misrepresent your name or affiliation. Using identifiers of other individuals as your own constitutes fraud.

Section 6-10 Respect Access Privileges

Accept limitations or restrictions on computing resources such as storage space, time limits, or amount of resources consumed when asked to do so by the managers of facilities. Such restrictions are designed to ensure fair access for all computer users. The Internet is not a secure environment; be cautious about the material you send over this medium. Also, note that as part of their responsibilities, technical managers may need to view the contents of files to diagnose and/or correct problems in shared systems.

Section 6-11 Be Aware of Warranty Limitations

CASC makes no warranties of any kind, whether expressed or implied, for the service it is providing. CASC will not be responsible for damages users suffer, including, but not limited to, loss of data resulting from delays, non-deliveries, incorrect deliveries, and service interruptions. Use of any information obtained via the CASC network is at the user's risk. CASC specifically denies any and all responsibility for the accuracy and/or quality of the information obtained through your use of the college's computer resources and services.

Section 6-12 E-mail Issues

All holders of CASC email accounts must complete and sign the established application and agreement which should include the following statements:

Electronic communication is provided for academic programs and college operations. Incidental personal use is tolerated; however, for extensive or recurring communication not related to college purposes, you should use non-college resources.

Use caution when utilizing e-mail. The Internet is not a secure environment. As pointed out by other universities, "The privacy of electronic mail is somewhere between that of a letter and a postcard." CASC also reserves the right to copy and examine any files or information resident on CASC systems, including the OneNet hub equipment. It is not the intention of CASC to actively monitor electronic communication; however, all forms of electronic communication are subject to the CASC code of computer conduct