

POLICIES AND PROCEDURES

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Introduction

This document describes the policies and procedures related to information technology in the College of the Arts. These include but are not limited to desktop applications, network use, file storage and backup, security, lab use, and more. By using any network, computing, or information technology resource in the College of the Arts, users are agreeing to abide by these policies and follow the procedures described (*use denotes acceptance*). These policies were reviewed, accepted, and approved by the College of the Arts Executive Committee on March 4, 2003.

General Policy Statements

Use of any computing, network, or other technological resource owned by the University of Florida or used in a UF facility is subject to the University of Florida Acceptable Use Policy, located at <http://www.it.ufl.edu/policies/aupolicy.html>. It is the responsibility of each user to read this policy, when you create, modify, or renew your Gatorlink account you click on a button that says you agree so you should read the policy.

This document may change through time, notifications will be sent out when changes are made. Modifications to existing policy as well as creation of new policies are happening constantly, it is important for each user to review these periodically. Most University information technology policies can be found at <http://www.it.ufl.edu>. CFA policies can be found at the Tech Help Desk Website, <http://www.arts.ufl.edu/help>.

Contact Information

There are two methods for contacting the CFA Tech Staff:

1. Help Desk Web – Use this when your internet access is working (even if email is not), regardless of the problem or question. The system uses a web interface, sends the request immediately to several channels of communication, and does not require a functioning email client. The address is <http://www.arts.ufl.edu/help>. Please be sure to enter a ufl.edu email address when you submit your request.
2. Help Desk Phone – Use this if your computer has crashed, internet access is not working, or you do not have access to a computer. If at all possible, use the website above. If you cannot use the website, call 392-6793.

CFA Information Technology Policies and Procedures

The following policies are grouped by category and are not listed in any particular order. They are all of equal importance in establishing and maintaining an efficient, stable network environment.

- **Security**

Security, both physical and virtual, is often overlooked and more often not given the appropriate attention. All users must be aware of security issues to prevent a myriad of problems, from data loss to unauthorized access, among others. The following policies will be strictly enforced.

1. Users will not, under any circumstances, use a username/password combination that was not assigned to that user.
 - Users will not, under any circumstances, provide the username/password combination assigned to them to any other individual, OR allow any other individual to use the account in any way. That means that it is a violation of CFA policy to type your username and password into a computer or network resource and let someone else use that resource.
2. Users must log off or lock their workstations when they are not working. This will help prevent unauthorized access. In the future, all CFA workstations will be configured to prevent access without a username/password combination.
3. Users must lock all offices and labs that contain information technology equipment when those areas are not in use.

- **Network Resource Use**

1. Network connections (nodes) in all areas of the CFA are reserved strictly for the use of CFA faculty, staff, personnel, and students *for academic purposes only*.
2. Network connections (nodes) will use DHCP unless the network administrator provides permission.
3. Network connections (nodes) are for workstation use only; no unauthorized server applications or server-like services are permitted and will be removed when discovered.
4. All server related services, applications, and server-like services will be managed and maintained by CFA network staff and will be located in the main server room.
5. Only applications necessary to perform the users job function on the campus of the University of Florida will be permitted on UF property.
6. A unit at the University of Florida must legally purchase software once it is approved to be considered for installation.
7. No personally purchased software, ALPHA or BETA software, or shareware will be installed unless an acceptable commercial product is not available and the software is required to perform the users' job function at UF. Approved shareware will be installed if and when it has been purchased by the department.
8. Users must not install applications on any equipment without approval from CFA tech staff.

9. New accounts for various services must be requested by a supervisor (Dept. Chair, School Director). Graduate students, staff, undergraduates, etc. cannot request new accounts.
10. File/Folder Access: Requests for access to particular files or folders must come from the owner of the file/folder. Upon receipt of the Help Desk request, the file/folder owner will be contacted to confirm and complete the request.
11. Users must not modify or use the network equipment including network connections without authorization.

- ***Help Desk***

1. Requests for technology help must come via the Help Desk website at <http://www.arts.ufl.edu/help> or the Help Desk phone at 392-6793.
2. When requesting help via the Help Desk, users must provide a valid University of Florida email address (ufl.edu, arts.ufl.edu, grove.ufl.edu, etc.). **Requests from non-ufl email addresses will be ignored.**

- ***Computer Repair***

1. Only CFA Tech Staff are permitted to perform ANY repairs, upgrades, or diagnostics on computers owned by UF and used on the CFA network.
2. CFA Tech Staff will not work on your personally owned computer, even if you choose to use it for work related purposes.
3. Users must not purchase or install any technology related items without approval.
4. CFA Tech Staff will not attempt to install any device not authorized for purchase or items purchased personally by users without approval.
5. CFA Tech Staff will not perform major repairs on printers. Paper jams and other minor problems will be handled through the Help Desk.
6. CFA Tech Staff will not perform repairs on Apple Macintosh computers. Macintosh computers will be sent to an external repair facility, the cost of which will be absorbed by the department in which the Mac users works. CFA Tech Staff discourages purchase of Macintosh computers because of additional expense throughout the life of the computer.
7. Computers owned by UF will be repaired and reused until such time that it is no longer cost effective to do so.

- ***Purchasing***

All information technology related items to be deployed in the CFA must:

1. Be approved by CFA Technical Staff PRIOR to purchase

2. Be purchased with University funds unless permission is obtained
3. Current list of Items that are definitely not approved for purchase:
 - a. Wireless Access Points
 - b. Switches, Hubs, or Routers
 - c. Servers
4. Examples of items that require approval (this list does NOT cover everything that would require approval):
 - a. Printers, Scanners, CD-R, CD-RW, DVD ROMs that connect to computers
 - b. Any other peripherals (Mouse, Monitor, etc)
 - c. ANY software application – please see “Network Resource Use” No. 8 above
 - d. Other IT related items such as Ethernet cables or adapters

General Policies for Intern access to CFA information:

1. With no exception, no intern may have access the O: drive from their personal computer
2. For the above reason and others, it will be procedure from now on that no intern will be given access to any part of the O: drive
3. Interns will be allowed access to the CFA network printer.
 - a. When they need this access Andy will tell Pete and Pete will tell the intern how to go into their own computer and set that access up.
 - b. Pete is not allowed to touch their personal computers.
 - c. It is difficult for people who aren't used to setting up access to network printers to do this but Pete won't be able to just do it for them. He won't be able to advise them to change say a firewall setting or anything if it is creating a problem. If these problems arise that Pete cannot advise them on, they will need to get someone else (like a grad assistant that does have this already set up) to print what needs to be printed.
 - d. Jen will give CFA info to her interns when they need to access it, on an encrypted jump drive. This info will only be copies of info already on the O: drive in appropriately protected areas.

4. Andy will share info with his interns via email drop box type software when needed.
 - a. This is ok because his info is not as sensitive as Jen's info
 - b. Andy will get Jen a list of all accounts such as drop box (and access) to Jen so she is his back-up in terms of access to that info for the college.
 - c. DROP BOX type programs guidelines:
 - i. the information kept on drop box should only be temporary collaborative info. Anything where the info needs protection or is a final document of some kind, should be pulled out of drop box and kept on the O: drive in an appropriate place as soon as possible.
 - ii. if you (anyone) create a drop box account of any kind, you need to have a supervisor or some other appropriate person on the account or have access to it as back up.

- ***Related Documents and Resources***

Policies:

- UF Policies: <http://www.it.ufl.edu>
- CFA Help Desk: <http://www.arts.ufl.edu/help>