

ICT Management Policy and Procedure

1. Purpose

- 1.1 This policy sets out Edvantage Institute Australia's (EIA) definition of, commitment to, and requirements for, ICT (Information and Communication and Technology) management.
- 1.2 This policy provides direction and support for ICT management to ensure the effective management of all ICT resources within EIA.
- 1.3 This policy complies with the Higher Education Standards Framework (Threshold Standards) 2015 in the Tertiary Education Quality and Standards Agency Act 2011 by the Commonwealth of Australia, specifically to Section 7.1 and 7.3.

2. Scope

This policy applies to all EIA staff, students and associates.

3. Responsibility

The IT Support Officer is responsible for the implementation of this Policy and Procedure.

4. Definitions

- 4.1 **Authorised Users:** Any EIA students, staff or members of the public who have permission to use EIA's ICT services and resources.
- 4.2 **ICT (Information and Communication Technology):** All of the ICT resources and facilities including, but not limited to: mail, telephones, mobile phones, voice mail, SMS, fax machines, email, network, e-services, ID, computers, printers, access infrastructure, services or facilities that EIA owns, leases or uses under License or by agreement.

5. Requirements

- 5.1 EIA's ICT resources are purchased and maintained to support the work of EIA. EIA retains the right to supervise the use of its ICT resources and to deal appropriately with Users who breach this policy to use.
- 5.2 EIA will provide ICT services to both internal and public users. Public ICT services are those available to non-College personnel including, but not limited to, those using EIA's publicly available website and publicly available computers in the reception area.
- 5.3 EIA will use this procedure to manage risks associated with ICT resources and reduce ICT security incidents.
- 5.5 EIA will regularly monitor its ICT system and maintain/improve it promptly, as required promptly.

6. Procedure

Use of ICT services and facilities

6.1 EIA ICT Services are considered to be those offered to its students and staff in support of learning, teaching, research and operational business. Use of these ICT Services, and any supporting ICT Facilities and Infrastructure is restricted to Authorised Users only.

6.2 EIA will not tolerate its ICT resources being used inappropriately or illegally for the purpose of harassment, discrimination, abuse, threats, or otherwise

- Any attempt to use ICT resources to harass, menace, libel, defame, vilify or discriminate against any individual is illegal.
- In cases of discrimination and harassment, it is the reasonable perception of the recipient that is significant and not the sender's intention.
- Individuals found to have assisted others to discriminate against, harass or denigrate college students, staff or any member of the public will also be held accountable.
- Users who adversely diminish the reputation of another person or EIA may be sued for defamation by that aggrieved person or this organisation, respectively

6.3 Users must comply with EIA's Privacy Policy.

6.4 Users of EIA's ICT resources must respect and protect the privacy of others; the use EIA's ICT resources to collect, use or disclose any personal, sensitive, confidential or otherwise unauthorised information is not permitted.

6.5 ICT resources are available for commercial and educational activities only. They are not to be used for gambling purposes.

6.6 Any use of ICT resources that constitutes an infringement of copyright is prohibited.

6.7 Users must not corrupt, destroy or damage data, software or hardware that belongs to EIA or someone else, with the exception of authorised IT staff performing their ICT management duties.

6.8 Users must not attempt to repair, interfere with, or add any devices or programs (software, hardware, or any related components) onto any ICT resources unless authorised and competent to do so. The IT Department should be notified of any violations by students or staff.

6.9 Users shall only use their own assigned login details and shall not give their login details to another person. Any outcomes from such action will be borne by the user.

6.9 All contents posted on EIA website must be in accordance with EIA's Website Management Policy and Procedure.

6.10 EIA generated email lists are to be used for college purposes only.

6.11 Users must not seek or attempt to seek access to unauthorised ICT resources, confidential college information or data.

6.12 Users must not use ICT Resources for the purposes of subscribing to and accessing fee-based services that are for personal use unless the subscription is paid by the user and the service(s) is legal.

6.13 Unless authorised to do so, users must not at any time, unless authorised, to facilitate or permit unauthorised personnel to use EIA's ICT resources.

Monitoring

6.14 EIA will generate detailed logs of all transactions and use. EIA has the capacity and right to access these records and any backups. Specifically, system administrators have access to the content of electronic communications and files transmitted through and stored on any of the college's ICT resources.

6.15 EIA maintains the right to audit regularly and monitor the use of its ICT resources to ensure compliance.

6.16 If there is a suspected breach of this or another policy, EIA reserves the right to look at and copy any information, data or files (including non-college material) that have been created, sent or received by users who are using or connected to EIA's ICT resources.

Security, confidentiality and privacy

6.17 The IT department will be responsible for implementing this policy and ensure the security of the ICT resources in EIA.

6.18 While the ICT systems are electronically safeguarded and maintained under best practice guidelines, EIA cannot guarantee any breach of confidentiality, privacy or security that is beyond the expectation and control of EIA.

6.19 ICT resources data and records may be analysed from time to time, to ensure compliance with college policies and procedures, as well as any state/federal legislation. Any instances of misuse or non-compliance with this policy may be investigated further.

6.20 Data and records may be provided to law enforcement agencies where necessary to investigate or report suspected unlawful activities, as per the Privacy Policy.

Breaches

6.21 Data and records reserve the right to withdraw, restrict or limit any user's access to EIA ICT resources if any of the conditions explained in this policy are violated. EIA reserves the right to investigate any violation.

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