

**THE UNIVERSITY OF TENNESSEE AT MARTIN
OFFICE OF INFORMATION TECHNOLOGY SERVICES**

POLICIES & PROCEDURES MANUAL

(Revised Fall 2004)

TABLE OF CONTENTS

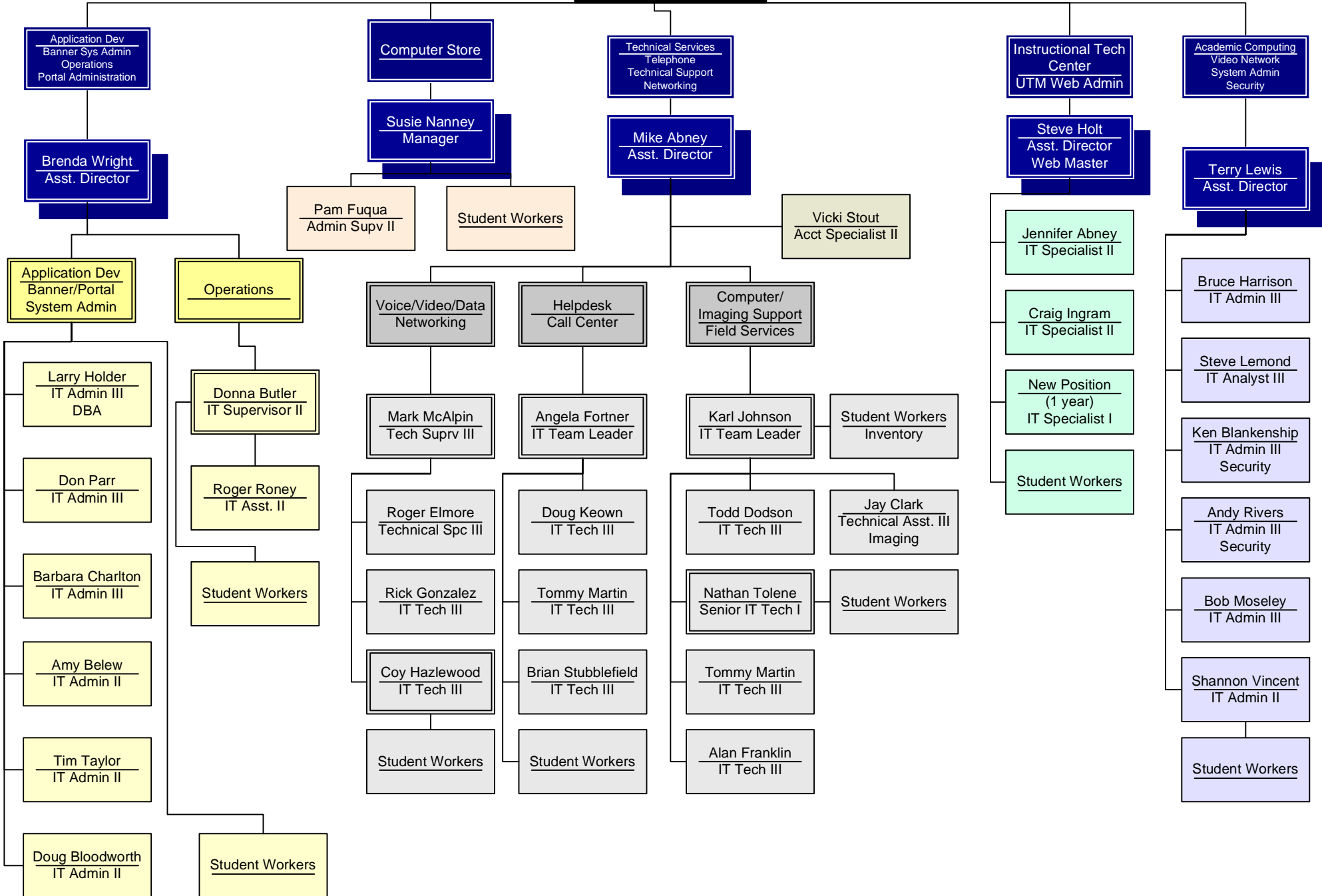
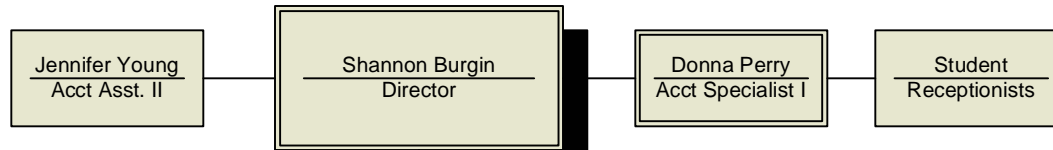
Section	PAGE
Office of Information Technology Services Mission Statement	1
Information Technology Services Organizational Charts	2
Statement of Policy	3
Advisory Committees	4-5
Procedures for Determination of Computing Priorities	6-7
Code of Software and Intellectual Rights	8
Policies Concerning Student Conduct in Student Computing Laboratories	9
Departmental Lab Policy	10
Reservation of ITS Facilities	11
Microcomputer Policy	12-14
Standards for University Owned Computers	15
Accounts on Central and Networked Computer Systems	16-17
Email Address Change Policy	18
ITS Charges for Services	19
Procedures for Five-Year Plan and Tactical Plan	20
Procedures for Determining Salary Recommendations	21
Procedures for Determining Technology Fee Expenditures	22
ITS Acceptable Use Policies	23-29

Mission Statement
Office of Information Technology Services
The University of Tennessee at Martin

The Office of Information Technology Services strives to provide high-quality information technology and communications resources and services to support the administrative and academic missions of The University of Tennessee at Martin. The office provides services in the areas of academic computing, administrative computing, computer and video networking, computer maintenance and repair, computer hardware and software purchasing and installation, cable TV, telephone technical support, and convenience copiers. In addition the office operates a computer store so as to obtain discounted prices for students on computer hardware, software and supplies. These services are in place to provide a flexible infrastructure to meet the rapidly changing needs for instruction, learning, research and administrative functions.

UT Martin

Information Technology Services



**Statement of Fiscal Policy
Office of Information Technology Services
The University of Tennessee at Martin**

**Section: INFORMATION TECHNOLOGY RESOURCES
Part: USE OF INFORMATION TECHNOLOGY RESOURCES**

Effective 5/15/98

A. GENERAL POLICY

Use of UT information technology resources is not a right, but a privilege, extended in good faith to authorized students, employees, alumni, and affiliates for legitimate purposes relating to education, research services, and administration. Responsible and acceptable use preserves the security, integrity, and availability of information technology resources and the authentication and accountability of each user. Except for authorized University business, the use of these resources for fundraising or commercial (i.e., a private or personal business) purposes is prohibited.

The University, including its computing and networking facilities, is a forum for the exchange of ideas. UT cannot protect users from the presence of material they may find offensive. However, such presence must not be represented nor construed as an endorsement or approval by UT.

Users must recognize that information systems can never be absolutely secure, and UT cannot guarantee the privacy of users, their computer files, or their communications. The University also reserves the right, as owner, to preserve or inspect any information transmitted through or stored in its computers.

The Chief Information Officer, or individual designated by the Chancellor or Vice President of each campus and unit, has the authority and responsibility for the development of technology standards and guidelines to ensure effective implementation of this policy.

Use of UT information resources is governed by all applicable University policies and the laws of the State of Tennessee and the United States. Abuse of information technology resource privileges may result in the loss of those privileges and in disciplinary action in accordance with other University policies. Abuse of networks or computers at other sites through the use of UT resource will be treated as an abuse of information technology resource privileges at the University.

Advisory Committees
Office of Information Technology Services
The University of Tennessee at Martin

Computer Priorities Committee: The Computer Priorities Committee is responsible for the establishment of all administrative computing priorities on campus. These include, but are not limited to, all major software development and maintenance projects. All members are ex officio members:

- Vice Chancellor for Academic Affairs (Chairman)
- Vice Chancellor for Development and Administration
- Vice Chancellor for Financial Affairs
- Vice Chancellor for Student Affairs
- Director of the Office of Information Technology Services.

Academic Council: The Academic Council is kept informed of computer services activities and provides advice with regard to academic computing priorities and to changes and enhancements to the student information system. All members are ex officio members:

- Vice Chancellor for Academic Affairs (Chairman)
- Associate Vice Chancellor for Academic Affairs
- Director of Budgeting and Payroll
- Dean of the School of Agriculture and Human Environment
- Dean of the School of Arts and Sciences
- Dean of the School of Business Administration
- Dean of the School of Education
- Dean of the School of Engineering
- Director of Extended Campus and Continuing Education
- Director of the Office of Information Technology Services
- Director of the Library
- Chairman of the Department of Military Science

Microcomputer Committee: The members of this committee represent faculty and administrative staff. This committee reports to the Director of the Office of Information Technology Services, and has the responsibility of recommending annually an approved list of microcomputer equipment for which full campus support will be provided, and of determining necessary exceptions to the approved list. The members are:

- Supervisor of Microcomputer Maintenance (ex officio), Chair
- Three tenured faculty, appointed by the Vice Chancellor for Academic Affairs
- One representative appointed by the Vice Chancellor for Financial Affairs
- One representative appointed by the Vice Chancellor for Student Affairs

Academic Computing Advisory Committee (see following page.)

**Academic Computing Advisory Committee
Office of Information Technology Services
The University of Tennessee at Martin**

Purpose: Advise the Vice Chancellor for Academic Affairs regarding academic computing priorities.

Reports To: Vice Chancellor for Academic Affairs

Membership: Director of the Office of Information Technology Services (ex officio)
Director of the University Library (ex officio)

Two faculty representatives from each of the colleges listed below (appointed by the Vice Chancellor for Academic Affairs upon recommendation of the Dean/Director):

College of Agriculture and Applied Sciences
College of Humanities and Fine Arts
College of Business Administration and Public Affairs
College of Education and Behavioral Sciences
College of Engineering and Natural Sciences

Note: The Chair is appointed annually by the Vice Chancellor for Academic Affairs. Each faculty representative serves a two-year term, with one representative rotating off the committee each year.

Tasks and Responsibilities: The committee meets at least once during each of the fall and spring semesters to discuss academic computing priorities and makes recommendations, if needed, to the Vice Chancellor. Additional meetings may be called by the committee chair or the Vice Chancellor. Academic computing priorities include, but are not limited to, major computer purchases, establishment or enhancement of computer laboratories, standardization of general purpose software, establishment of computer-based classrooms, personnel needs are related to computer use for instruction, and computer-related policies. **The Chair of the committee (or an appointed representative) will provide a report to the Faculty Senate and Student Government Association each semester.**

Procedures for Determination of Computing Priorities Office of Information Technology Services The University of Tennessee at Martin

Computing priorities, including those dealing with both hardware and software, are handled differently, depending upon whether administrative or instructional computing is involved.

Instructional Computing. As part of its annual budget planning and request process, each instructional department is asked to submit budget requests, including those for computing equipment and software. Each academic dean determines the priorities for such items for all departments in his/her area and prepares a budget request for the entire school. This request is then submitted to the Vice Chancellor for Academic Affairs.

Similarly, the Director of the Office of Information Technology Services is expected to prepare a budget request including instructional computing which may best be served through central, shared facilities rather than through departmental or individual school facilities. Input is obtained on an ad hoc basis from departments who choose to share the information directly with the Director. Input is also obtained from the Vice Chancellor for Academic Affairs when he has been approached with requests from the deans, and from faculty members who discuss their needs with the computer services staff. The members of the Academic Computing Advisory Committee provide additional information from their representative areas. The Director of the Office of Information Technology Services prepares a list of all requests for instructional computing hardware and software which might best be supplied through central facilities, and submits these to the advisory committee. This Academic Computing Advisory Committee then makes recommendations to the Director and submits these to the Vice Chancellor.

From the recommendations of the advisory committee, the Director prepares instructional computing requests for central facilities, and these requests are included with the entire computer services budget requests. The Vice Chancellor assimilates all requests for instructional computing, sets priorities, and includes them in the budget requests for all of Academic Affairs.

It should be noted that most departments and schools have individual operating budgets which are frequently used for purchase of hardware or software. In those cases where the funds are already available and no special request for additional funds is required, the priorities for the expenditures are usually determined by the dean or department head who has direct responsibility for the expenditure account.

Computers for regular, full-time teaching faculty members and department chairs are replaced on a three-year cycle. All computers located in the general-purpose labs and in designated departmental labs are also on a three-year replacement cycle. These lab computers and most other computers used in instructional areas, as well as other computer-related equipment, are funded by a student technology fee.

Administrative and Other Non-Instructional Computing. For the purchase of hardware or software, the standard budget process is followed for all departments on campus. Each department is responsible for making its request to the next level in the organization, until finally the vice chancellors have prepared budget requests for their areas. The Chancellor and the Chancellor's staff then make the final determination with regard to allocations to each vice chancellor's area

For the in-house development of software by computer services staff, the Computer Priorities Committee determines all priorities relating to major projects and submits them to the Committee for determination or rearrangement of priorities, and the staff of computer services follows these priorities as closely as possible. Smaller projects are usually not submitted to the Committee, but can be so submitted if there is dissatisfaction with regard to how the priorities have been set for these smaller projects. In most cases, the Office of Information Technology Services handles small projects on a first-come-first-served basis and works them in whenever larger projects are stalled waiting on other aspects of the project; however, some small projects are moved ahead of others because they can be done in the time frame which is available or because they can greatly affect how other projects are handled. A complete list of all projects and the status of those projects is submitted periodically to the Computer Priorities Committee.

**Code of Software and Intellectual Rights
Office of Information Technology Services
The University of Tennessee at Martin**

ITS subscribes to the EDUCOM Code of Software and Intellectual Rights, which states:

Respect for intellectual labor and creativity is vital to academic discourse and enterprise. This principle applies to works of all authors and publishers in all media. It encompasses respect for the right to acknowledgement, right to privacy, and right to determine the form, manner, and terms of publication and distribution.

Because electronic information is volatile and easily reproduced, respect for the work and personal expression of others is especially critical in computer environments. Violations of authorial integrity, including plagiarism, invasion of privacy, unauthorized access, and trade secret and copyright violations, may be grounds for sanctions against members of the academic community.

EDUCOM was a nonprofit consortium of approximately 750 colleges, universities, and Corporate Associates founded in 1964. It recently merged with CAUSE and became known as EDUCAUSE. For more information, send e-mail to info@educause.edu.

The Computer Crimes Act, which became law in Tennessee on April 20, 1983 states (in part):

"Whoever intentionally and without authorization, directly or indirectly accesses, alters, damages, destroys, or attempts to damage or destroy any computer, computer system or computer network, or any computer software, program or data shall, upon conviction thereof, be fined not more than fifty thousand (\$50,000) or imprisoned not less than three (3) nor more than ten (10) years, or both."

Student Conduct in Student Computing Laboratories **Office of Information Technology Services** **The University of Tennessee at Martin**

The standards of conduct described in the Student Handbook must be followed at all times. Misconduct for which students are subject to discipline include numerous categories. Some which have particular importance to computing laboratories are:

Plagiarism, cheating, knowingly furnishing false information to the University, or other similar forms of dishonesty in University-related affairs.

Forgery, alteration, destruction, or misuse of University documents, records or identification.

Disorderly conduct, or lewd, indecent, or obscene conduct or expression; distributing on University-owned or controlled property, or at University-sponsored or supervised functions, printed materials that are libelous, scurrilous, or that encourage violation of public laws and University regulations.

Failure to comply with directions of University officials acting in the performance of their duties.

Violation of written University policies and regulations as stipulated herein or as promulgated and announced by authorized personnel.

Inciting and/or aiding others to violate written University policies and regulations as promulgated and announced by authorized personnel.

Special Rules which apply to use of student computing labs are listed below:

No Food or Drink allowed.

No tobacco products allowed

No programs which might be interpreted as games are allowed. This includes obvious games as well as flight simulators, car races, etc. If a game-like program is required by a classroom instructor, clearance for use of such a program must have been approved in writing by the Office of Information Technology Services and students authorized to use such a program will be required to present a copy of this authorization upon request by any employee of the ITS or other authorized University employee.

No conduct which interferes with the work of others in the laboratories is allowed. This includes excessive talking or talking in an unusually loud manner or otherwise making loud noise; sending electronic messages to others without full identification of the sender or to others who have requested that messages not be sent to them; and sending "Broadcast" messages to all users on a network.

Without prior authorization, software or data files shall not be placed on any fileserver, hard disk, or other University-owned storage medium. Laws of the United States and the State of Tennessee must be observed fully. This includes copyright laws as well as laws regarding unauthorized use or modification of computer programs and data stored on computer systems.

Departmental Computer Labs
Office of Information Technology Services
The University of Tennessee at Martin

Effective Date: 06/17/03

Revision Date: 06/17/03

Departmental computer labs at the University of Tennessee at Martin are those labs that are managed by a particular department for students within their own discipline and not of a general-purpose nature. The Office of Information Technology Services will support departmental labs in the following manner:

- Internet connections will be provided and supported (on a pre-approved basis)
- The individual department is responsible for installation and maintenance of any software outside the standard packages that Information Technology Services supports. The Office of Information Technology Services supports the following:
 - Operating Systems
 - Microsoft Windows 2000 and above
 - Macintosh OS 8.6 and above
 - Application Software
 - Microsoft Office 2000 and above for Windows
 - Microsoft Office 97 and above for Macintosh OS
 - SPSS
 - SAS
- Printing
 - Information Technology Services will setup each computer to print to one networked printer that is supplied by the department and approved by computer services
- All hardware problems should be reported to the Helpdesk
 - Telephone at 7900
 - E-mail at helpdesk@utm.edu
 - Web at <http://request.utm.edu>

Student Conduct in Student Computing Laboratories

Office of Information Technology Services

The University of Tennessee at Martin

The computer service's general-purpose labs are intended to be utilized primarily for academic use outside of the classroom, but related to university classes. If an instructor desires to have a class meet in a room full of computers, then every effort should be made to schedule the class in the School of Business Administration's computer classroom (Business Administration room 227 -call the SBA at 7225 to make reservations) or another facility rather than tie up one of the open labs. If this is not possible, then one of the open labs may be reserved for one or at most two class meetings according to the guidelines stated below, which vary depending upon the time of year the lab is needed. **In order to provide the students the courtesy of letting them know that the lab will not be available at a particular date and time, the Office of Technology Information Services allows no reservations unless the reservation is made at least three days prior to the date to be reserved.** Classes must not be regularly scheduled in the labs except where arrangements were made when the labs were initially established. Short seminars and/or workshops are not normally allowed during regular operating hours, and none will be scheduled without the express consent of the Information Technology Services Director or his designated representative.

Call the Information Technology Services Help Desk at 587-7900 to make lab reservations, except that the Learning Resource Center (7191) should be called for reservations for times when the LRC lab is under the supervision of the LRC. (Check the web calendar for these times.) The Help Desk assistants will note whether the facility is available at the requested time and will make tentative reservations if it is available and will note this on the lab's web-based calendar. The Help Desk will notify the Help Desk supervisor, who will verify that guidelines have been followed with regard to number of times reserved, type of reservation, etc., and if violations of policy have occurred, the reservation will be cancelled and the person making the reservation will be so notified. If the reservation meets the guidelines, then the Help Desk will provide signs in the reserved lab stating when the facility will be unavailable for general use.

Regular Semester

During the first two weeks of any fall or spring semester any lab may be reserved once, or twice if really needed, for a single class, subject to that lab being available at the requested time. Reservations cannot be accepted until the original class schedules have been reported and approved for that semester. Reservations will not be made in multiple facilities for the same class. The Information Technology Services Director or his designated representative must clear any reservation for a time other than the first two weeks. Three days advance notice is required! Call the Help Desk to make the reservations.

Summer Session

Because of decreased usage during the summer, there is a bit more flexibility for using some of the labs for special purposes. Long-term users include the Governors School for the Humanities and the Kid College, and these will receive top priority immediately after the regularly scheduled classes approved for the facilities. Reservations for any activity that is to take place during published open-lab hours must be cleared by the Information Technology Services Director or his designated representative, except that a single class reservation for one normal class period, not to exceed one and one-half hours, may be made without such clearance, for the first week of each summer session. Call the Help Desk for reservations. Three days advance notice is required!

School not in Session

This is the time that workshops, seminars, training sessions, etc. may be scheduled in the labs. The Information Technology Services Director's clearance is required for all such reservations, as remodeling and/or computer replacement may have to be scheduled during these times. Call the Help Desk for reservations.

NOTE: Check the hours of operation and reserved times at www.utm.edu/calendar, or by selecting "Computer Help" from the UT Martin homepage.

Microcomputer Policy
Office of Information Technology Services
The University of Tennessee at Martin

Effective August 1, 1998
(Revised April 27, 1998)

The University of Tennessee at Martin has an obligation to obtain computing resources in fulfillment of its mission, and to maintain these resources in a professional manner. This policy has been established for the purpose of providing guidance for the maintenance of existing microcomputer equipment and for the purchase and provision of maintenance for new microcomputer equipment.

Support for Existing Microcomputer Equipment:

Maintenance and repair will be provided for all items on the approved list. Existing equipment will be maintained at a level as good or better than commercially available. Items which have reached obsolescence, or which cost more to repair than new equipment costs, will be subject to review for continued service.

New Microcomputer Equipment:

The University is supporting several kinds of equipment. The approved list is attached. If purchases are made from this list, then you can expect the following service at no charge to your department:

- Hardware maintenance will be provided
- The technical capability to attach to a campus-wide local area network will exist.
- Your department will be protected from future increases in maintenance costs.

The attached list is considered good until July 1 of the following year. The list will be developed and revised (if necessary), at least annually, by the Microcomputer Committee. The duties and authority of this committee are described in the procedure accompanying this policy.

Exceptions:

Any department, which determines that equipment on the list is inadequate for its needs, must first have the approval of the appropriate member of the Chancellor's staff to purchase a non-approved item. The department shall follow Standard University purchasing procedures to purchase the equipment and provisions for long term maintenance with the vendor or their service provider. Central funds will not be available to increase the departmental budget for the purpose of maintenance.

Microcomputer Procedure
Office of Information Technology Services
The University of Tennessee at Martin

This procedure applies to the purchase of microcomputer equipment with a purchase price of more than \$500.

Approved Items

Approved items shall be purchased through the Computer Store. Installation and maintenance shall be provided through Microcomputer Maintenance.

Exceptions

If a department requires equipment not on the approved list, a memo must be submitted to the appropriate member of the Chancellor's Staff requesting an exception. If that member of the Chancellor's Staff agrees that an exception is warranted, the request may be forwarded to the Microcomputer Committee for verification that no item on the approved list will perform the required function.

The Microcomputer Committee

This committee shall consist of six members. Three shall be tenured faculty members appointed by the Vice Chancellor for Academic Affairs. One shall be appointed by the Vice Chancellor for Business and Finance and one by the Vice Chancellor for Student Affairs. The supervisor of Microcomputer Maintenance shall chair the committee. The chair has all privileges of membership with the exception of voting. The committee's reporting channel is through the Director of the Office of Information Technology Services.

The committee will annually recommend an approved list of microcomputer equipment, for which full campus support will be provided. It is expected that the committee will arrange for vendor demonstrations of equipment, examine trade publications, and be familiar with the available equipment, and the campus needs.

The committee has the authority to advise members of the Chancellor's Staff, at their request, of necessary exceptions to the approved list. The committee will have the authority to recommend modification of the approved list to the Director of the Office of Information Technology Services.

In the case where the Director is not in a position to accept the recommendation of the Committee, the Director will meet with the Committee in an attempt to resolve differences. If the differences cannot be resolved at that level, the Vice Chancellor for Academic Affairs will resolve the difference. If resolution is not possible at that level, he/she will take the matter to the Chancellor's Staff for resolution.

Approved Purchase List
Office of Information Technology Services
The University of Tennessee at Martin

Micro Computers

- Apple
- Gateway
- Howard
- Dell

Notebook Computers

- Apple
- Gateway
- Howard
- Dell

Micro Computer Peripherals

- Apple
- Hewlett Packard

Standards for University Owned Computers
Office of Information Technology Services
The University of Tennessee at Martin

Effective Date: 12/15/03

Revision Date: 12/15/03, Approved by Chancellor's Staff: 12/31/2003

Version: 2004.01

Computers owned by the University of Tennessee at Martin will be installed and operated with a set of standard operating procedures. This document defines those standards.

- Added 1/21/2004: Disable the Administrative Tools – Services – Server – Properties – General - Startup type, Disable and Stop. Following this procedure for system setup will stop the automatic print and file sharing done by windows and enhance security. New computer installs will be set up with server services stopped and disabled. As computers are serviced this change will be made.
- The current version of anti-virus software under contract with the University will be installed and set to update definitions automatically.
- Computers running an operating system that can be set to automatically download and install operating system upgrades and patches will be set to do so.
- A standard administrative password will be set that allows Information Technology Services employees access to install software and trouble shoot system problems
- A individual username and password will be setup with administrative privileges so that the user can install their own software and other activities for computers that are being set up for individual use
- Microsoft is also dropping support from Windows 98. UT Martin Information Technology Services will drop support for Windows 98 in July 2004. Dropping support means that people with computers still running Windows 98 can continue to use them as long as everything is working. By discontinuing support, if there are problems, we will recommend that the user upgrade to Windows 2000 or greater, and not waste time working on solutions for operating systems that are outdated and we ultimately may not be able to solve the problem.

Accounts on Central and Networked Computer Systems

Office of Information Technology Services

The University of Tennessee at Martin

Computer Ethics

Misuse of ITS facilities is strictly forbidden and can result in suspension from the University or revocation of computer privileges, as well as criminal prosecution in the State of Tennessee.

A user must use ONLY an account which has been authorized for his or her use. Using the account of another person, even with permission, is generally considered to be computer misuse.

A user is responsible for all use of his or her account. Allowing another user to access one's own account intentionally or through negligence is computer misuse.

A user must not search, access, or copy directories, programs, or other files that do not belong to the user even if the protection for the information allows access. Exceptions can only be granted by the owner of a particular program or file, such as an instructor who provides a program or data file for his class. Pages on the World Wide Web which have been placed on the web for general viewing do not normally require permission to view, but copyright laws must be followed.

A user must not attempt to modify the system facilities, to crash the system, or to modify the restrictions associated with his or her account.

A user must not encroach on other's use of the system. Computer resources do not permit the systems to be used for playing games. Sending messages to strangers for the purposes of chit-chat generally interferes with that person's use of the system and thus should be avoided. Uncomplimentary, vulgar or obscene messages or mail always constitutes computer misuse!

All uses of the computer by students for purposes other than for coursework and assigned research projects must be approved by the Director of the Office of Information Technology Services. Commercial or other for-profit uses of ITS facilities is forbidden.

Authorization of Accounts

Accounts may be assigned on the various central computing systems. With certain exceptions, computing at ITS is provided at no charge to the user. Exceptions include, but are not limited to, projects funded by external grants or other grants which provide for computing expenses.

It should be noted that ITS provides only limited support for research computing. Large, compute-intensive jobs can sometimes be scheduled to run during non-prime time hours, but otherwise should be scheduled to run on the UTK computers or on another system on the Internet. Large disk allocations for large databases will not normally be permitted on the ITS computers but arrangements can be made for placing these on other systems (but these, of course, have related charges for the disk space).

To obtain an account on a ITS system:

- A. Student accounts: Student accounts on the central student computing facilities are established for all students who enroll at UT Martin. The accounts remain active as long as the students are enrolled. The accounts include electronic mailboxes and addresses. The account name is usually set up as the first three letters of the student's name, followed by the middle initial and then by the first four letters of the last name.

- B. For a faculty/staff member: Although the ITS staff tries to establish accounts for all faculty, a new faculty/staff member or his/her chair/supervisor should request in writing that a permanent account be established. These accounts will remain in place indefinitely or until employment with the University is terminated.

- C. For the child/dependent of a faculty/staff member: Subject to availability of resources, the child/dependent of a faculty/staff member may establish an account on the ITS academic computing systems. The faculty/staff member must assume responsibility for ensuring that proper use of the account is practiced, and that regularly enrolled students always receive top priority with regard to available resources. Any misuse of the account will result in, as a minimum, permanent suspension of the account.

Allocation of disk storage

Standard disk storage allocations are made for most accounts established by ITS, depending upon the proposed use of the account. If it is deemed necessary or desirable to establish larger allocations for an account, the person responsible for the account (the instructor, in the case of a student) should request in writing the increased allocation and should include a statement justifying the need for the larger allocation.

Passwords

Passwords are assigned for all accounts on multiuser computer systems. On some systems, the passwords can be changed easily by the owner of the account. On other systems, the owner must request a password change directly to ITS. If a student forgets his password, he/she must go the ITS Help Desk and show the student ID card in order to obtain the password. For non-student passwords, a request is made directly to ITS for a password lookup. In some cases, password lookups are impossible and the password must be changed instead.

File restoration

In the case of a system crash or other general failure, files may be restored from previous backups. ITS will accomplish this restoration should such a failure occur. Generally, student files will not be restored if accidentally deleted. If such a file is very large file, the instructor may request that ITS restore the file from previous backup copies, if available.

E-mail Address Change Policy
Office of Information Technology Services
The University of Tennessee at Martin

Effective Date: 08/30/04

Revision Date: 09/28/04

Requests for change of email address will be handled by the Academic Computing and System Administration Unit of the Office of Information Technology Services. Email addresses may be changed in the event of legal name change.

Requests to change addresses due to the reception of excessive spam will be rejected. Changing the email address does not solve the root problem. If the address were to be changed, it would only be a matter of time until the new address faces the same saturation with spam email. The UT Martin Office of Information Technology Services has implemented features which block a high percentage of spam messages. These filters are user modifiable and should provide each user with adequate protection from spam.

ITS Charges for Services
Office of Information Technology Services
The University of Tennessee at Martin

Most services of ITS are provided at no charge to the user. Some services do, however, incur charges. Check with the ITS main office if there is a question with regard to the charge for a particular service. For example, charges result whenever output is sent to a laser printer, when special paper (other than stock "greenbar") is requested, or when labels are printed. The charges are in force as soon as the related cost is incurred. Failure to pick up the completed work, or a decision that something different was really needed instead, does not negate the charges. Laser printing in student labs incurs a per page charge which is paid by means of funds provided by the student and placed on a central account available through the ID card. The student swipes the card through a card reader which causes an automatic deduction from the central account of that student.

It is the responsibility of the requesting department to check the accuracy of lists, labels, or other requested work. In the event that the ITS staff is determined to be the cause of inaccuracies, then if notification is made in a timely manner, the work will be repeated and credit will be given for the earlier erroneous work; however, if the product has already been used (such as mailing labels) and cannot be returned to the ITS, then no credit can be given.

The charges for various services change from time to time. Up-to-date charges may be obtained by calling the ITS main office.

Procedures for Five-Year Plan and Tactical Plan Office of Information Technology Services The University of Tennessee at Martin

The "management staff" of Information Technology Services consists of the director, the three assistant directors and the Computer Store manager. This staff normally meets each Friday morning except for the last Friday of the month, which is normally reserved for a meeting by the entire staff of Information Technology Services.

During the weekly meetings the management staff analyzes the current activities of the various departments in Information Technology Services and decides what actions need to take place in order ensure that work is being done correctly and in efficient and effective manner. The purpose of these meetings is multiple. Good communication between departments is enhanced, ideas are presented for improvement, information is shared, and essential planning takes place. The general staff meetings are held for many of the same purposes as the management staff meetings, affording every member of the staff to provide direct input into communication and planning activities, but these meetings have too many people to be useful for specific planning activities.

Day to day, as well as annual and other short term planning takes place during the management and regular staff meetings. **Five-year plans** are developed in a similar fashion, but the University's five-year plan is used as the model for the Information Technology Services' five-year plan. By doing this it is ensured that the Information Technology Services plan will be consistent with the University's plan. Input to the Computer Services five-year plan is also obtained through the monthly meetings of the University of Tennessee Chief Information Officer Council. The computer Services Director is a member of the CIO council. When feasible, a full day retreat of the Information Technology Services staff is held for the specific purpose of discussing and updating the five-year plan. (This has not been done in recent years, but it is hoped that funding will be adequate to implement this process in the future.) After the Information Technology Services staff has established a five-year plan, the director then submits that plan to the Academic Council and the Chancellor's Staff. The plan is either accepted or modifications are suggested. If the modifications are minor, then the director simply approves the modification; otherwise the proposed modifications are submitted to the management staff for further comment and/or approval. The overall process follows the timelines and procedures maintained by the Office of Institutional Research and Planning.

Procedures for Determining Salary Recommendations Office of Information Technology Services The University of Tennessee at Martin

The management staff makes salary recommendations after thorough discussions and study of the annual evaluation forms. All recommendations are consistent with the evaluations.

Each management staff member is expected to conduct an annual evaluation of each staff member reporting to the management staff member. These evaluations are conducted using the standard personnel forms for supervisory and non-supervisory employees, as supplied by the Personnel Office. The evaluations are held during the April and May time frame.

At appropriate times during the year, the management staff meetings are utilized for the purpose of discussing and constructing salary recommendations whenever potential raises are eminent. Each management staff member is asked to make recommendations within his/her area, and then the entire computer services staff is considered by the group. The director takes the recommendations and works out tables to allocate all dollars available and then returns at another meeting (often a specially called meeting) to present the figures for further discussions. After a consensus is reached among the management staff that the salary distributions are fair and are in accordance to the latest staff evaluations, the recommendations are forwarded up the reporting channels.

Each management staff member is responsible for informing his/her staff of the recommendations that have been made. Although only the recommendation for a particular staff member is told to that staff member, the staff member may request that the director show other recommendations and the request will normally be granted. Since salaries of public employees are public information, this policy is followed; however, the salaries are not simply distributed because that could tend to unnecessarily foster discontent. The management staff of Information Technology Services is very open about information and thus allows for a policy of making salary information (about Information Technology Services salaries) available to any Information Technology Services staff member who wishes to see it.

Procedures for Determining Technology Fee Expenditures

Office of Information Technology Services

The University of Tennessee at Martin

The Director of the Office of Information Technology Services is charged with the responsibility of preparing a technology fee budget for each year, as well as presenting an annual expenditure report to the University of Tennessee System office. The Office of Business Affairs is responsible for collecting the technology fees from the students and for transferring the income to the appropriate technology fee account. Technology fees and the expenditures are kept separately for the UT Martin McNairy County Education Center and for the rest of the UT Martin sites. This was written into the agreement for UT Martin to manage the McNairy County center. There are technology fee accounts for the technology fee income and expenses for students at the McNairy Center and for the remainder of the UT Martin sites. There is also a separate expense account to which expenses are transferred once a year in order to reflect those expenditures which are strictly for instructional purposes.

Early in each spring semester the Director of the Office of Information Technology Services determines which computers must be replaced for the established three-year rotation and then prepares a budget draft showing the mandatory expenditures (for salaries and student wages, for faculty development funds, for support of the Information Technology Center, etc.) and also which funds will remain available for other expenditures. The director then sends a request to academic departments asking for proposals for spending the unbudgeted funds that remain. After these have been gathered, the director convenes the Academic Computing Advisory Committee. The committee tentatively approves a budget, which the director then presents to the Student Government Association for comment. Unless the SGA asks for major revisions, the budget is then sent to the Vice Chancellor for Academic Affairs for approval; otherwise the committee is again convened to consider the SGA recommendations.

Once the budget is approved by the Vice Chancellor for Academic Affairs, the director is responsible for making sure that the expenditures are made in keeping with the approved budget. Minor changes can be made by the director without further approval if the changes do not represent a major diversion from the intended expenditures.

Each fall semester the director presents an update to the committee, and if requested, to the SGA. In June of each year the director submits to the University of Tennessee system a detailed breakdown of the income and expenses for the previous fiscal year. (For example, in June 2002 a report is prepared for the 2001 fiscal year.) A slight adjustment is made in the report, however, in order to include May and June expenditures that are for the upcoming fiscal year, in the next fiscal year. (For example, lab computers that are to be replaced during the summer in order to be ready for use in the coming fall, are reported as expenditures in the upcoming fiscal year, even though the actual expenses occurred in the current fiscal year.)

The expenditures and budgets are usually published in the student newspaper, the *Pacer*.

**Acceptable Use Practices
Office of Information Technology Services
The University of Tennessee at Martin**

Effective Date: 1/30/2004

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Adapted from UT Knoxville and UT Chattanooga Acceptable Use Practices

Scope

While the Office of Information Technology Services has the primary responsibility for the creation and implementation of a cost-effective information infrastructure in which authorized users (e.g., students, faculty, staff, alumni, consultants, authorized affiliates, outside clients) can create and share intellectual and administrative information, the principles described in this AUP document apply to all UT Martin computing and networking facilities that are provided for use by the users for legitimate purposes relating to education, research, administration, and outreach activities of the University. These principles do not apply to open access to library materials available to the general public.

The term, "UT Martin Technology Resources," addressed in this document is defined but not limited to include any computers, computer systems, software applications, networks (including telecommunications equipment, e.g., routers, switches), or other devices that are owned by UT Martin. All devices connected to the UT Martin network that are not owned by UT Martin are expected to follow the principles in this AUP. UT Martin Technology Resources include all electronic information, institutional data, documents, messages (including email), programs or system software, or configuration files that are stored, executed, or transmitted via University computers, networks, or other information systems.

The responsibilities and obligations according to these Acceptable Use Practices include:

- [Purpose](#)
- [Responsibilities](#)
- [User Responsibilities](#)
- [Compliance](#)
- [Violations](#)
- [Reporting Security Incidents/Infractions](#)
- [Related Documents](#)

Purpose

The purpose of this document, UT Martin Acceptable Use Practices (AUP), is to implement UT's Use of Information Technology Resources (Section 135, Part 01, of UT's Fiscal Policy Manual). The community at UT Martin is based on principles of honesty, academic integrity, respect for others, and respect for others' privacy and property.

UT Martin seeks to:

Acceptable Use Practices
Office of Information Technology Services
The University of Tennessee at Martin

Effective Date: 1/30/2004

Revision Date: 1/30/2004, Approved by Chancellor's Staff: 12/31/2003

Version: 2004.01

- protect the confidentiality of data and the privacy of its users, to the extent allowed under State and federal law, including the Tennessee Public Records Act;
- safeguard the integrity of UT Martin data and IT resources and maintain the reasonable availability of UT Martin IT resources;
- preserve UT Martin policies regarding harassment and the safety of individuals;
- minimize University liability from community use of IT resources;
- appropriately respond to the misuse of University IT resources;
- appropriately respond to claims of infringement of electronically posted copies of copyrighted materials; and
- ensure that the use of electronic communications complies with the provisions of the Practices.

Responsibilities

Each departmental unit is responsible for the security of their systems and may apply more stringent security policies than those detailed herein while connected to UT Martin Technology Resources; however, they must follow these principles as a minimum or risk losing connectivity to the UT Martin network. The Office of Information Technology Services is responsible for identifying a campus Security Officer or Team, who will coordinate and facilitate the campus Information Security Program. This program will include but not be limited to the following:

1. Development and implementation of information security policies, standards, controls, procedures, and practices as defined in UT Fiscal Policy Section 135, Part 01; Use of Information Technology Resources in order to protect UT Martin IT resources.
2. Development of a security awareness and training program for users, system administrators, and designated security officers.
3. Establishment of a central repository for recording, tracking, and resolving security related incidents through collaboration with responsible organizations.
4. Recommendations for cost-effective security solutions for unit/departmental systems, network administrators, and designated security officers.
5. Establishment of UT Martin's Guidelines for Information Technology Resource Use to include but not limited to:
 - User accountability requirements, e.g., user identification and authentication, account administration, and password integrity;
 - Public access restrictions and limitations;
 - Authorized access;
 - System and data integrity;
 - Auditing;
 - File backup and recovery;
 - Disaster recovery;
 - Malicious code protection;
 - Configuration security;

Acceptable Use Practices

Office of Information Technology Services

The University of Tennessee at Martin

Effective Date: 1/30/2004

Revision Date: 1/30/2004, Approved by Chancellor's Staff: 12/31/2003

Version: 2004.01

- Guest account guidelines;
- Unattended equipment; and
- Incident reporting, response and escalation procedures.

User Responsibilities

While the University recognizes the role of privacy in an institution of higher learning and every attempt will be made to honor that ideal, there should be no expectation of privacy of information stored on or sent through University owned information systems and communications infrastructure (except for research and certain other protected records that have been declared confidential by the Chancellor or President of the University and approved by the State Attorney General).

All users are expected to act in a responsible, ethical, and legal manner with the understanding that UT Martin Technology Resources are conducted in a public forum. Users must respect the rights of others (especially rights of privacy and confidentiality); freedom of expression; intellectual property rights; State and federal laws, including the Family Educational Rights and Privacy Act (FERPA); and due process.

Users are required to follow the established guidelines and procedures described in these principles. Although designated security officers or teams strive to provide and preserve the security and integrity of files, account numbers, authorization codes, and passwords; security can be breached through actions or causes beyond their reasonable control. Therefore, users are urged to safeguard their data, personal information, passwords, and authorization codes by taking full advantage of file security mechanisms built into the computer's operating system.

Users granted administrative or operator privileges (e.g. root or Administrator) to systems are also responsible for the privileges they have been granted.

User accountability is established through the assignment of a unique user account name (ID) and protected with some form of authentication (e.g., a password). Users are REQUIRED to protect their individual account and not share it with others for their use, nor utilize another user's account for any reason. Since passwords are typically the first line of defense to UT Martin's Technology Resources, users should choose passwords carefully and comply with UT Martin's password guidelines for effective password protection. Users are responsible for any electronic messages that are transmitted from their accounts.

Compliance

The University does not routinely examine the content of a user's account space and any storage devices of University owned equipment; however, it reserves the right to investigate the use of that account and storage and inspect the contents when deemed necessary.

Acceptable Use Practices
Office of Information Technology Services
The University of Tennessee at Martin

Effective Date: 1/30/2004

Revision Date: 1/30/2004, Approved by Chancellor's Staff: 12/31/2003

Version: 2004.01

The University reserves the right to establish procedures designed to protect authorized users from the effects of abuse or negligence by limiting, restricting, or terminating use of UT Martin's Technology Resources; or by inspecting, copying, removing, or altering any data, file, or system resource which might be reasonably construed as undermining authorized use.

System administrators or designated security officers will ensure that user authentication is required before access to any restricted UT Martin's Technology Resources are granted. All users of UT Martin's Technology Resources agree to the following rules and responsibilities:

- All computers attached to the UT Martin network are required to run current anti-virus software with up to date virus definitions. The software is available from UT Martin. Beginning Fall 2004, student computers will be required to run the UT Martin approved anti-virus software set to load virus definition updates automatically.
- The operating system must be upgraded and patched to the most current version.
- No one shall knowingly or willingly interfere with the security mechanisms or integrity of UT Martin's Technology Resources. Users shall not attempt to circumvent data protection schemes or exploit security loopholes.
- No one shall knowingly create, install, execute, or distribute any malicious code (e.g., virus, Trojan Horse, worm) or another surreptitiously destructive program on any of UT Martin's Technology Resources, except for as explicitly authorized by the campus Information Security Officer or Team and only for the express purpose of improving campus security practices and after special precautions are taken.
- No one shall interfere with the intended use of UT Martin's Technology Resources. All users shall share computing resources (e.g., bandwidth) in an ethical and fair manner and not unduly interfere with use by other authorized users.
- No one shall use UT Martin's Technology Resources to attempt unauthorized use, or interfere with the legitimate use by authorized users, of other computers or networks elsewhere- users are responsible for adhering to the policies and principles of such networks. UT Martin cannot and will not extend any protection to users who violate external network policies. Abuse of networks or computers at other sites through the use of UT Martin Technology Resources will be treated as an abuse of UT Martin Technology Resource privileges.
- No one shall use UT Martin Technology Resources for individual financial or commercial gain; use of these resources, except for authorized University business, is prohibited.
- No one shall perform, participate, encourage, or conceal any unauthorized use or attempts of unauthorized use of UT Martin Technology Resources.

Acceptable Use Practices
Office of Information Technology Services
The University of Tennessee at Martin

Effective Date: 1/30/2004

Revision Date: 1/30/2004, Approved by Chancellor's Staff: 12/31/2003

Version: 2004.01

- No one shall use a system either directly attached to UT Martin Technology Resources or through wireless means to capture data packets (e.g., "sniffer") except for authorized or other official University business.
- No one shall use UT Martin Technology Resources to transmit abusive, threatening, or harassing material, chain letters, spam, or communications prohibited by state or federal laws.
- No one shall launch, intentionally or otherwise, denial of service attacks against other users, systems, or networks.
- No one shall abuse the policies of any newsgroups, mailing lists, and other public forums through which they participate from a University account.
- No one shall connect any computer or network system to any of UT Martin's networks (e.g., direct connection, direct dial-in access, or wireless access) without, at a minimum, requiring user identification and authentication.
- No one shall misrepresent his or her identity or relationship to the University for the purpose of accessing or attempting unauthorized access to UT Martin Technology Resources nor misrepresent his or her identity to other networks (e.g., IP address or email address "spoofing") from UT Martin Technology Resources.
- No user shall access (e.g., read, write, modify, delete, copy, move) another user's files or electronic mail without the owner's permission except by system and LAN administrators duly authorized by the official policies and procedures applicable. In addition, it is the individual user's responsibility to protect his/her files.
- No one shall use UT Martin Technology Resources in violation of applicable patent protection and authorizations, copyrights, license agreements, other contracts, State or federal laws, or by University rules or regulations.
- No one shall place confidential information on computers without appropriately protecting it. The University cannot guarantee the privacy of files, electronic mail, or other information stored or transmitted on UT Martin Technology Resources.
- No one shall compromise the privacy of others or the confidentiality of the information contained on UT Martin Technology Resources.

Violations

Abuse of UT Martin policies or standards, abuse of UT Martin Technology Resources, or abuse of other sites through the use of UT Martin Technology Resources may result in termination of access, disciplinary review, expulsion, termination of employment, legal action, and/or other appropriate disciplinary action.

Notification will be made to the appropriate UT Martin office, e.g., Public Safety, Personnel Services, Student Affairs, or local, State and federal law enforcement agencies.

System administrators and designated security officers or teams will, when necessary, work with other University offices in the resolution of security incidents.

Acceptable Use Practices
Office of Information Technology Services
The University of Tennessee at Martin

Effective Date: 1/30/2004

Revision Date: 1/30/2004, Approved by Chancellor's Staff: 12/31/2003

Version: 2004.01

In an emergency situation, the UT Martin Information Security Officer or Team may direct that system, in which intrusions are detected or that are not properly maintained for security vulnerabilities, be disconnected from all other UT Martin IT resources to isolate the intrusion and to protect other systems connected to the network until assurance can be made that the problem has been adequately resolved and will not reoccur.

The Security Officer or Team shall establish procedures for isolating and/or disconnecting systems from the network while assessing any suspected or reported security incident in order to minimize risk to the rest of the UT Martin network. In the event of a legal investigation, the University reserves the right to isolate the system and "lock it down" to preserve evidence during investigation by law enforcement agencies.

Reporting Security Incidents & Infractions

Users are expected to report any information concerning instances in which they suspect or have evidence that the above principles have been or are being violated.

Reports about suspected violations of these principles should be directed to helpdesk@utm.edu for customer relations regarding inappropriate public behavior or for network operations or infrastructure. Receipt of incident reports will be acknowledged and investigated in a timely manner.

When a complaint of possible system or account misuse is reported to the University, the validity of the incident will be investigated per standard operating procedures. Any incidents that appear to be valid are forwarded to the appropriate UT Martin office with all supporting documentation or evidence gathered for investigation and resolution. All parties will be informed of the resolution of such incidents.

Related Documents

- Digital Millennium Copyright Act (DMCA) (<http://www.educause.edu/issues/dmca.html>)
- Disciplinary Actions, UT Personnel Procedure, Section 500, Proc. 525, (<http://admin.tennessee.edu/hr/policies/525pol.html>)
- Use of Information Technology Resources, Section 135, Part 01 of University of Tennessee Fiscal Policy (<http://admin.tennessee.edu/acs/5135-01.htm>)
- Software Copyright Compliance and License Agreements, Section 135, Part 02 of University Fiscal Policy (<http://admin.tennessee.edu/acs/5135-01.htm#7>)
- Duplication and Distribution of Instructional Materials prepared by Faculty, Section 016, University of Tennessee Fiscal Policy (<http://admin.tennessee.edu/acs/5016-01.htm>)
- University of Tennessee Work Rules, Rule 9 of the Personnel Policy Section 500, Policy 580 (<http://admin.tennessee.edu/hr/policies/580pol.html>)

**Acceptable Use Practices
Office of Information Technology Services
The University of Tennessee at Martin**

Effective Date: 1/30/2004

Revision Date: 1/30/2004, Approved by Chancellor's Staff: 12/31/2003

Version: 2004.01

- State of Tennessee Network Access Rights and Obligations Acceptable Use Policy (http://www.state.tn.us/finance/oir/ca/net_use_policy.html)
- State of Tennessee Information Technology Policies (<http://www.state.tn.us/finance/oir/pol1.html>)
- State of Tennessee State Security Policies (http://www.state.tn.us/finance/oir/ca/Sec_Contents.html)
- University of Tennessee Office of General Counsel (<http://gila.lib.utk.edu/~gco/>)