Ara Ltd Code of Conduct for ICT Users

1   Acceptable Use of ICT Systems at Ara Ltd

The Ara Ltd ICT facilities will be used only for ethical, authorised, lawful purposes.

1.1   The types of activities that employees and students are encouraged to participate in and considered acceptable practice when using ICT systems include:

a   Communication and sharing non-restricted information

b   Internet access for research or professional and educational development related to one's position or study at Ara Ltd

c   Broadening knowledge of the education sector, learning outcomes and applicable news within the context of an individual's assigned responsibilities

d   Acquiring or sharing information necessary or related to the performance of an individual's assigned responsibilities

e   Reasonable use of computing facilities for personal correspondence, e.g. sending personal emails, and using internet web sites so long as it does not interfere with the employee's productivity or consume sustained high-volume traffic

1.2   Users Will:

a   Comply with all applicable copyright, intellectual property, and software license agreements. Particularly of note is The Copyright (Infringing File Sharing) Amendment Act 2011 which specifically prohibits BitTorrent technology for unlicensed material.

b   Respect copyright and intellectual property rights of all Ara Ltd teaching materials, including those disseminated via eLearning/Learning/flexible and/ or distance delivery.

c   Respect the privacy of others. This includes (but is not limited to) confidentiality of email, files, data, and transmissions. Employees must take necessary precautions to protect the confidentiality of personal or confidential information encountered in the performance of their duties.

d   Conduct themselves in a professional and respectful manner

e   Use only those facilities for which they have authorisation, whether these facilities are at Ara Ltd or at any other location accessible through a network.

f   Inform the ICT Service Desk when ICT faults occur, so they can be appropriately addressed.

g   Change passwords regularly in accordance with the Ara Ltd ICT Security Policy.

h   Ensure all access codes, account numbers, passwords, or other authentication that have been assigned to them are kept confidential and never shared with others.

i   Take due care when using Ara Ltd ICT equipment. This includes, but is not limited to:

      i   Taking all reasonable steps to prevent physical damage (including from foodstuffs or liquid)

      ii   Ensuring physical security of any ICT device provided to an individual including Laptops, Mobile phones, Projectors etc.

j   Ensure that all Ara Ltd related files are stored appropriately in an Ara Ltd ICT managed storage environment (this does not include local desktop or laptop Hard Drives).

k   Personal cloud service use must comply with the ICT Assets and Media standards – reference 4.1 which prohibits the use of personal cloud-based storage and email services for storage and dissemination of Institution documents and communications. Eg gmail, dropbox and google drive should not be used for institutional operations.

2   Un-acceptable Use of ICT Systems at Ara Ltd

2.1   Users are responsible for using the ICT facilities in an ethical, lawful manner. Unacceptable use includes but is not limited to:

a   Use of ICT services for illegal or unlawful purposes. This includes, but is not limited to intentional copyright infringement, software license infringements, obscenity, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation and computer tampering (e.g. spreading computer viruses or destruction of data owned by others).

b   Intentionally using ICT services to visit internet sites that contain obscene, pornographic, hateful, or other objectionable material, unless explicitly authorised by the ICT Director.

c   Attempting to obtain unauthorised access to any other computer system or data stored in a computer system or probing the security mechanisms at Ara Ltd or another organisation.

d   Using ICT services to reveal or publicise restricted or proprietary information which includes, but is not limited to: financial information, new product ideas, intellectual property, academic strategies and plans, databases and the information contained therein, student details, academic product information, computer software and code, computer network and access details and business relationships

e   Use of the ICT equipment at Ara Ltd for any unauthorised commercial purposes unrelated to Ara Ltd operations.

f   Unauthorised distributed computing applications E.g. – Mining activities, tor network bridges and hosts.

g   Configuring, deploying, or installing any remote access software onto any ICT computer system unless explicitly authorised by the ICT Director.

h

2.2   Prohibited activities include, but are not limited to:

a   Destruction or alteration of data owned by others

b   Interference with legitimate access to ICT facilities

c   Harassment of other users

d   Intentional damage

e   Disabling other people's computers

f   Compromising security

g	Disabling or corrupting software systems
h	Destroying, altering, or compromising information integrity (e.g. student records, personnel information)
i	Email spamming
j	Service attacks (e.g. making it difficult or impossible for others to use the network effectively and efficiently)
k	Initiating or passing on computer chain letters or electronic junk mail
l	tampering with hardware (this includes printer and video settings)
o	Accessing pornographic material or any other objectionable material from any Ara Ltd computing system
p	exposing any authentication information E.g. user and password details written and in plain sight
q	logging on to a computer with your own authentication details for someone other than yourself to use. This specifically includes multiple logins of an employee ID to facilitate student access in a learning space as well as sharing user access with any other person.

3 'Other' use

3.1   Recreational Use:

a   **Students:** Recreational use of ICT facilities by students is supported within operational, legal, and ethical standards outlined in this document. This use is however limited to facilities not required for legitimate study or Ara Ltd sponsored activities on a case by case basis. In practice this means that any user engaging in such recreational use may be asked to make those facilities immediately available to another party with teaching and learning or other Ara Ltd related needs.

b   **Employees:** Reasonable use of ICT facilities for personal use is supported such as correspondence e.g. sending personal emails and using internet web sites so long as it does not interfere with employee's productivity or consume sustained high-volume traffic.

3.2   **Privacy:** Users of Ara Ltd ICT facilities have a right to a reasonable expectation of privacy; however, system failures or design faults may compromise this. Users should also recognise that authorised Ara Ltd personnel may have access to personal data and software stored on Ara Ltd ICT facilities while performing routine operations or pursuing system problems. As specified in the relevant administrative policies at Ara Ltd, authorised Ara Ltd personnel are obligated to take reasonable and appropriate steps to ensure the integrity of the computing facilities and to ensure that this Code is observed.

3.3   **Student Charges:** There will be charges for Student printer usage. These will be detailed in the student handbook. Students are responsible for all print charges associated to their user ID.

3.4   **Penalties for Breach of the Code of Conduct**: Violation of this Code of Conduct is classified as 'unacceptable behaviour' (refer 'Student Rights and Responsibilities' policy and 'Code of Professional Practice' employee policy). Complaints about the misuse of Ara Ltd computing facilities may be referred to the employees Deputy Chief Executive and in the case of a student to the Head of Department or Programme, ICT Director, or ICT Service Delivery Manager.

a   **Students:** Serious or repeated infringement of this Code may lead to student probation, suspension, or cancellation/refusal of current or future enrolments, as set out in the relevant policy.

b **Employees:** Infringement by employees may lead to suspension of access to computing facilities/services or referral to the People and Culture Business Partner for action.