IT Acceptable Usage Policy

TU Dublin Policy on the Acceptable Usage of IT Services

OLLSCOIL TEICNEOLAÍOCHTA BHAILE ÁTHA CLIATH

TU DUBLIN

TECHNOLOGICAL UNIVERSITY DUBLIN

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1. Document Control Summary

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2. Introduction / Context

This policy has been created to provide a set of guidelines and rules that outline the acceptable and appropriate use of the University's computer systems, networks, and other technological resources. It will ensure that users and third parties understand their responsibilities and obligations when using Technological University Dublin equipment, systems, resources and data. It also helps to maintain network security, prevent unauthorized access, and protect sensitive information from being compromised.

3. Purpose

The purpose of this policy is to define the requirements for responsible and appropriate use of Technological University Dublin (hereafter referred to as "TU Dublin" or "the University") Information Technology (IT) resources.

TU Dublin provides resources to staff, students and third parties to assist them in performing their duties. It is envisaged that these resources will be used for educational, research and administrative purposes.

This **IT Acceptable Usage Policy** aligns with the following cybersecurity framework and controls:

National Institute of Standards and Technology Cybersecurity Framework 2.0

- Awareness and Training (PR.AT)
  - PR.AT-01
- Asset Management (ID.AM)
  - ID.AM-08

4. Scope

This IT Acceptable Usage policy covers the acceptable usage of:

- TU Dublin data
- TU Dublin resources

This policy applies to, but is not limited to, the following TU Dublin related groups:

- TU Dublin staff
- TU Dublin students
- TU Dublin third parties

4.1 Roles and Responsibilities

The following roles and responsibilities apply in relation to this Policy:

Governing Body:

- To review and approve the policy on a periodic basis.

TU Dublin Executive and Management Teams:

- To review and approve the policy on a periodic basis.

TU Dublin Chief Operations Officer:

- To ensure the policy is reviewed and approved by the Executive and Management Teams.

Technology Services Management:

- To define and implement standards and procedures which enforce the policy.
- To oversee, in conjunction with data owners, compliance with the policy and supporting standards and procedures.
- To enforce compliance with this policy where technically possible on TU Dublin systems.

Staff/Students/Third Parties:

- To adhere to policy statements in this document.
- To report suspected breaches of policy to the TU Dublin IT Service Desk.

If you have any queries on the contents of this policy, please contact the IT Service Desk.

5. Definitions

User: Defined as an individual who possesses a recognized TU Dublin identity. A TU Dublin identity refers to the official credentials, affiliations, or recognition associated with Technological University Dublin.

Third Parties: Third Parties are defined as any individual consultant, contractor, subcontractor, vendor, agent not registered as a TU Dublin employee, or student who requires access to specific elements of the IT infrastructure, and/or data stored on that infrastructure.

Data: This covers all data (personal and non-personal) held by the University, on paper or in electronic format, including documents, spreadsheets and other data. It includes data held on systems and databases, produced by those systems and data to be uploaded to said systems, as well as email content.

6. Policy Details:

6.1 Policy Overview

This policy sets out the rules and guidelines to ensure that users and third parties understand their responsibilities and obligations when using TU Dublin resources and data.

6.2 Policy Details

TU Dublin is committed to achieving an educational and working environment which provides equality of opportunity and freedom from discrimination.

- TU Dublin requires all users and third parties to apply a professional and respectful attitude towards their individual working environment, including the use of TU Dublin IT resources. All users and third parties should be aware that their usage of such resources may be subject to disclosure under the Freedom of Information Act. Users and third parties are further reminded that the processing of personal data is subject to the General Data Protection Regulation (2016/679, "GDPR").

- Users and third parties are responsible for the safe keeping of any TU Dublin assigned user accounts and password details.

- No user or third party shall knowingly jeopardise the integrity, performance or reliability of TU Dublin resources. Reasonable care must be taken to ensure that the use of resources does not reduce the level of integrity, performance or reliability of TU Dublin IT resources, or result in a denial of service to others.

- TU Dublin staff may not use personal email addresses for TU Dublin related purposes.

- No user or third party shall improperly/maliciously interfere or attempt to interfere in any way with information belonging to or material prepared by another end user.

A limited amount of personal usage of TU Dublin resources is acceptable provided it:

- Does not consume more than a trivial amount of resources.

- Does not interfere with department or staff productivity.

- Is not for private commercial gain.

- Does not preclude others with genuine TU Dublin related needs from accessing facilities.

- Does not involve gambling, sexually explicit material, or any illegal or unethical activities.

Users and third parties are responsible for reporting all security related incidents, including suspected or potential security incidents to the IT Service Desk as promptly as possible.

In order to protect the interests of users, third parties and TU Dublin, system-based controls have been implemented to prevent inappropriate usage. It is expressly forbidden under this policy to intentionally attempt to circumvent these controls.

These policy statements and principles apply to all types of TU Dublin IT resource usage including email, internet and social media. Additional policy statements are provided in Appendices I, II and III to further clarify what constitutes appropriate usages of various TU Dublin IT resources.

Monitoring

TU Dublin reserves the right to monitor all TU Dublin IT resources, information assets, content and data at all times.

TU Dublin reserves the right to collect and analyse logs concerned with TU Dublin data and systems access, including data relating to unauthorised access attempts, which may warrant investigation.

6.3 Violation of Policy

Contravention of the policy may lead to the removal of access to TU Dublin resources and may lead to disciplinary action in accordance with the TU Dublin Staff Disciplinary Procedures or Student Disciplinary Procedures.

6.4 Change Process

This policy will be reviewed every three years or after any change to TU Dublin applications, IT environment or business processes that would affect the implementation of this policy.

7. Related Documents

This policy should be read in conjunction with the following University policies and users and third parties should ensure compliance with all University policies in addition to this policy.

- TU Dublin Information Security Policy
- TU Dublin Password Policy
- TU Dublin Data Protection Policy
- TU Dublin Remote Access Policy
- TU Dublin Cloud Services Policy
- HEAnet Acceptable Usage Policy
- Dignity & Respect at Work Policy

The above list is not exhaustive and other TU Dublin documents may also be relevant.

For further information on IT related queries please contact the IT Service Desk.

8. Conclusions

This policy provides a guide to the acceptable usage of TU Dublin IT resources and data and the responsibilities of TU Dublin Users and third parties to safeguard said resources and data.

9. Appendix

Appendix I – Acceptable Usage Rules for TU Dublin IT Resources and Internet Facilities

IT resources and internet facilities must never be used in a way that breaches any of TU Dublin's policies.

In this context, the following policy statements apply,

TU Dublin users and third parties must not:

- Knowingly carry out any actions that would bring TU Dublin into disrepute or cause reputational damage.
- Contravene any obligations relating to the confidentiality of TU Dublin information.
- Breach data protection legislation, any other relevant legislation, regulatory requirements, and or ethical standards.
- Defame or disparage TU Dublin or other staff, students, and/or third parties.
- Use TU Dublin IT resources to make inappropriate, hurtful or insensitive remarks about another individual or group.
- Use TU Dublin IT resources as to contravene TU Dublin's Dignity and Respect at Work Policy.
- Use TU Dublin IT resources to harass or bully another individual or group in any way.
- Discriminate against another individual or group. It is against the law to discriminate against another on grounds of gender, marital status, family status, sexual orientation, religion, age, disability, race or membership of an ethnic minority.
- Use TU Dublin resources to obtain, store and/or transmit confidential TU Dublin information without appropriate authorisation.
- Store, synchronise or transmit TU Dublin information within unapproved third-party applications and services.
- Disregard the legal protections to data and software provided by copyright and license agreements.
- Use unauthorised and/or unlicensed software on TU Dublin Resources.
- Intentionally download malware or viruses, including malware samples onto a TU Dublin device.
- Use TU Dublin IT resources to inappropriately obtain, store and/or distribute copyrighted material including music files, software and movies.

- Use TU Dublin IT Resources to infringe intellectual property rights including trademark, patent, design and/or moral rights.
- Use TU Dublin IT Resources to obtain/download, store and/or distribute text or images which contain any materials prohibited by law, or material of an inappropriate or offensive nature including pornographic, racist or extreme political nature, or which incites violence, hatred or any illegal activity.
- Use TU Dublin IT Resources to make unauthorised entry into any other computer or network.
- Connect personally owned devices or unauthorised equipment to the TU Dublin wired network.
- Participate in unauthorised activity which results in the disruption or interference to TU Dublin services.
- Attempt to remove or reconfigure TU Dublin IT equipment without prior approval from Technology Services.

Appendix II – Specific Acceptable Usage rules for TU Dublin email

- Users and third parties are requested to make appropriate use of distribution groups.
- Users and third parties must not forward inappropriate electronic mail messages to others.
- Users and third parties must not forward email messages where permission has been withheld by the originator.
- Users and third parties must not remove any copyright, trademark or other proprietary rights notices contained in or on the email message.
- Users and third parties must not use email to enter into legally binding contracts without proper authority being obtained beforehand.
- Users and third parties must not use BCC to address recipients inappropriately.
- Users and third parties must not use TU Dublin resources to participant in unsolicited emails without prior approval.
- Users and third parties must exercise caution when opening attachments and/or clicking on links in email.

Appendix III – Specific Acceptable Usage rules for TU Dublin social media

The policy statements in this appendix deals with the use of all forms of social media, internet postings, including blogs, wikis, and discussion boards.

The policy statements below are set out under three headings:

- Protecting TU Dublin's interests and reputation.

- Respecting colleagues, students and others.
- Protecting Intellectual Property and Confidential Information.

Protecting TU Dublin's interests and reputation:

- TU Dublin users and third parties may only use official University social media sites for communicating with students and third parties which are managed and moderated by the University. This includes the use of any social media presence related to the distribution of class materials, study aids, provision of feedback to students or any other supports for teaching and learning activities.
- Users and third parties must not post disparaging or defamatory statements about:
    - TU Dublin.
    - TU Dublin Staff.
    - TU Dublin Students.
    - Others.
- Users and third parties are requested to avoid social media communications that might be misconstrued in a way that could damage TU Dublin's interests and reputation, even indirectly.
- Users and third parties are requested to avoid posting comments about sensitive work-related topics.
- Users and third parties are requested to strive for accuracy in any material relating to TU Dublin that is posted online.

Respecting colleagues, students and others:

TU Dublin users and third parties must not:

- Post material that could be deemed to be threatening, harassing, illegal, obscene, defamatory, slanderous, or hostile towards any individual, group or entity.
- Post information including personal information related to TU Dublin staff, students and/or third parties without their express permission.

Respecting intellectual property and confidential information:

- Users and third parties must not jeopardise TU Dublin's business information, confidential information or intellectual property through the use of social media, internet file sharing or internet file storage sites.
- Users and third parties must avoid knowingly misappropriating or infringing the intellectual property of companies and/or individuals, which can create liability for TU Dublin, as well as the individual author.
- Users and third parties must not use TU Dublin logos, brand names, slogans or trademarks without prior approval.
- Users and third parties must not post any of TU Dublin's confidential or proprietary information without prior written permission.
- Users and third parties must not post copyrighted material without citing appropriate reference sources or acknowledging copyright accurately.

10. Document Management

10.1 Version Control

VERSION NUMBER	VERSION DESCRIPTION / CHANGES MADE	AUTHOR	DATE
Ver 1.0	*Approved*	*CISO*	*06th February 2019*
Rev 1.1	*Revision*	*CISO*	*10th March 2022*
Rev 1.2	*Reorganisation of sections to match approved policy template*	*ISGRC*	*27th April 2023*
Rev 1.3	*TSMGMT Reviewed*	*ISGRC*	*7th July 2023*
Rev 1.4	*HR Reviewed*	*ISGRC*	*17th July 2023*
Ver 2.0	*Final version approved by GB no amendments.*	*ISGRC*	*10th October 2023*
Rev 2.1	*Updated Purpose Section and Document Control*	*ISGRC*	*15 January 2025*

10.2 Document Approval

VERSION NUMBER	APPROVAL DATE	APPROVED BY (NAME AND ROLE)
Rev 1.3	*14th June 2023*	*University Executive Team*
Rev 1.4	*19th September 2023*	*Audit & Risk Committee*
Ver 2.0	*10th October 2023*	*Governing Body*

10.3 Document Ownership

Accountability to defining, developing, monitoring and updating the content of this document rests with the Office of the Chief Operations Officer.

10.4 Document Review

The Chief Information Officer is accountable to review this document in consultation with relevant stakeholders. This document should be approved by both the Chief Operations Officer, the University Executive Team and Governing Body.

10.5 Document Storage

This document will be stored on the TU Dublin content management systems under the Policies and Forms media folder / Technology Services sub-folder. The file will be called: “TU-Dublin-Acceptable-Usage-Policy-TSAU2023_v2.1.pdf” once released.

10.6 Document Classification

This document is classified as TU Dublin Public and is available to all.