

INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) POLICY

INTRODUCTION

Access to computers and high speed internet access are basic tools supplied by ICHM to support the academic program.

ICHM also recognizes, however, that students, especially those resident in RIH and often a very long way from home, also need internet access to maintain contact with family and friends, to keep abreast of news and current affairs in their home countries and for entertainment.

Students have access to computers in a number of locations around the Regency campus, all supporting high speed broadband access to the world. These computers are directly connected to the Regency campus intranet incorporating all required applications, share drives and file storage space.

Students residing at RIH, in addition, are provided with personal computers in their bedrooms, each of which is preloaded with appropriate software. Access to the Regency network is available through remote log-in via the internet.

All users of computers and the internet are bound by the provisions of the ICT "*User Declaration*" to protect the College against unauthorized intrusions, viral attack, inappropriate and excessive use. (As access to the internet is shared by all current users, the overall response of the network is slowed down if even one person is monopolizing the bandwidth.)

Students must accept personal responsibility for the valuable asset entrusted to them and agree to be bound by the "*User Declaration*", the provisions of which are incorporated into this Policy.

Students must not share computers and at all times remain in full control of the use of equipment entrusted to them.

COMPUTER USE

Students will be provided with high speed access to the internet through the state government network. Use of such services is governed by the "*User Declaration*" and inappropriate and/or excessive use may result in the imposition of restrictions or the termination of access to IT services.

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EMAIL

Students will also be provided with a personal GroupWise email account which is the primary communication vehicle between administration and lecturing staff and students, whether living on or off campus.

Students are required to access their email account daily, or more often, during the semester and examination period. Official messages sent to students' GroupWise accounts will be deemed to have been received and read within 24 hours.

Students living off campus are not exempt from the requirement to access their GroupWise email accounts daily, however, they MAY also redirect their incoming mail to a personal dial-up ISP or web based email account. ICHM will not send out official email messages to personal email accounts. Emails sent to GroupWise accounts will be deemed to have been received and read within 24 hours, whether or not the student has, in fact, had the message forwarded. ICHM will take no responsibility for messages not forwarded to personal accounts as a result of technological failure.

Students on Internships are required to maintain a personal email account, to ensure that the Industry Training and Development team has the current email address and must access their emails at least weekly (See *Internship Policy and Procedures*)

INAPPROPRIATE AND EXCESSIVE USE

ICHM students living at RIH have a less restricted level of access to the internet than other students sharing this campus in recognition of their special needs, beyond only those related to their studies. Websites that may be blocked to others may be accessible to ICHM students such as those devoted to on line shopping, banking and file sharing and those with more mature content.

Inappropriate Use

Downloading inappropriate content or accessing web pages promoting hatred, racism, terrorist, extremist or illegal pornographic material is strictly prohibited and very severe sanctions may result, including suspension or removal of the computer or internet access or, as appropriate, a report being lodged with the police.

Excessive Use

There is a direct cost to ICHM for every Mb of material downloaded from the internet. Students of ICHM are permitted to access the internet for limited and reasonable personal use for communication, conducting personal business and for entertainment.

Students must be aware at all times of the size of files being downloaded and are not permitted to exceed reasonable monthly limits. As a guide, students should aim to keep their personal usage below 1Gb per month. Students who exceed 5Gb per month risk having their access suspended or withdrawn.

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PRIVACY

You should be aware that the following data is recorded:

- Date & Time of Login;
- The agreement document you've agreed to;
- The Computer name / number;
- Your unique identification number.

USER DECLARATION

(All users of the TAFE SA Adelaide North Computer Network)

I undertake to ensure that my PASSWORD is kept confidential, and acknowledge that unauthorised use of my personal USER - ID may result in the integrity of the system being compromised. I further accept that I am responsible for ensuring my personal USER - ID is not shared and is only used for proper and authorised activities.

I have read and understand the Policies for use of computing facilities and I will observe and be bound by the conditions of the policy at all times. I undertake that if there is access to any services associated with my account for which charges are payable in addition to the basic Internet access charge, I will pay the Department all such charges, unless specifically authorised to incur this cost.

1. Access is for official or designated duties and not for private, business or political purposes. *(ICHM students may also access the network for reasonable personal use)*
2. All data stored on any machine or network remains the property of the Institute and can be accessed, and / or removed at any time.
3. Not intentionally or by negligence, must you divulge to any person the password(s) associated with your login, or allow others to use that login.
4. Always logout of the system when leaving a workstation. You are liable for the use of the computing facilities at all times when you are logged in.
5. No software or applications are to be loaded/downloaded, used or stored on the computers unless licensed to TAFE SA Adelaide North (or the previous institutes) and its campuses, and then only following agreement from the Manager of Information Communication Technology Services. *(The PCs in RIH are supplied by ICHM Inc and are loaded with software licensed to ICHM Inc. Students are also permitted to load software for which they hold a personal use license. The loading of pirated or unlicensed software is strictly forbidden)*
6. Unless specifically authorised, do not intercept, download or attempt to electronically read another user's files, transmissions or electronic mail.

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7. The principles of conduct apply to all employees when using e-mail, the Internet or engaging in any other related activity.
8. Specifically, the access, transmission, retrieval, storage or display of:
 - sexually explicit material
 - hate speech or offensive material
 - material regarding illicit drugs or violence
 - material regarding criminal skills and/or illegal activities
 - material of a defamatory, discriminatory or harassing natureis strictly forbidden if that material does not form part of a legitimate educational inquiry.

This includes accessing any sites or forums that deal with these materials. Any such material stored on network file servers or on departmental computers will be removed. Non-compliance with these directives may give rise to a charge of disgraceful or improper conduct and any such material may be used as evidence in disciplinary proceedings against an employee. If found guilty of disgraceful or improper conduct, the student could be liable to disciplinary action imposed by the Chief Executive. Furthermore, any material found that may be related to child pornography or paedophilia will be referred to the SA Police and may lead to a criminal charge.

10. The Department of Further Education, Employment, Science and Technology reserves the right to monitor e-mail and Internet activity undertaken, using resources provided by the department. This will also apply to situations where access to the Internet or e-mail at home or elsewhere using departmental equipment and/or Internet service. Systematic audits of Internet and e-mail usage will be conducted.
11. Do not breach State and Commonwealth laws or regulations on Equal Opportunity, Sexual Harassment, Copyright, Electronic Access or Privacy in your use of Departmental computer systems
12. Software and/or applications in operation are licensed only for Institute use. They may not be copied for further distribution.
13. Users are not to use software or applications that are not part of those specified for their respective enrolment group. This includes network commands.
14. Users must not attempt to rectify equipment or network errors by connecting or disconnecting cables or changing configuration files.
15. Users must not store any data on the Hard Disk drive of the computer in use. *(Students of ICHM may store files on the personal computers supplied by ICHM in the bedrooms of RIH. Data stored on the network share drives is securely backed up. Students are encouraged to retain back up copies of important files on external or removable drives.)*

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16. Users of the computing facilities must not in any way, attempt to modify any software or hardware settings that may alter the integrity of the computer. Attempting to set illegal passwords on files, BIOS set-up or any other configuration will result in instant revoking of your network login.

The consequences of not following the Policies regarding the use of Institute computing facilities could result in down time of the system - at a great cost of time and money to the Institute and other users.

User behaviour and practices are constantly monitored by the system and by the staff of the Institute.

Disciplinary action will be taken against any user found to be in breach of this policy for use of the computing facilities.

A breach of policy may require staff or students to meet with the Educational Manager, Equal Opportunity Officer or the Director, to discuss the details of the breach. Ignorance of the policies will not be accepted as an excuse for violation of the agreement.

SUPPORT

Students who experience problems with either the hardware (the computer itself, display or cabling) or the software (computer programs or settings) should report the problem in the first instance to RIH Reception where a *Maintenance Request Form* may be filled in.

Hardware faults

Defective computers may be replaced immediately if a spare is available, otherwise the ICHM computers in bedrooms are covered by a "next business day" service agreement by the supplier.

Software Issues

An ICHM staff member will attempt to assist students who experience difficulties in logging on or with other software or settings issues. If there is no obvious solution, the computer may have to be re-imaged, resulting the loss of all files not already backed up.

Network and GroupWise Issue and Issues Affecting Computers in Classrooms and Computer Suites

Contact the ICT Service Desk on:

Phone: 82078064 (external) or 1177 (internal)

Fax: 82078156

Email: ICTAssistance@tafesa.edu.au