Technology Usage Policies & Procedures

Bluegrass Community & Technical College

Information Technology Services

http://www.bluegrass.kctcs.edu/its/

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Mission Statement

Provide leadership, direction, and support for the telecommunications and technology related initiatives of the faculty, staff, and students of Bluegrass Community and Technical College.

Introduction

This document was created to assist the faculty, staff, and students of the Bluegrass District with accessing the Information Technology Services technical resources. It is intended to be used as a guideline when requesting technical services such as reporting a problem, submitting a technology purchase request, and requesting telephone services.

The information contained herein has been reviewed by the Bluegrass District Vice President of Information Technology and all contributions are reflected in the content. To ensure these guidelines remain consistent with the Bluegrass District mission statement, they will be reviewed on a regular basis. Revisions, additions, and updates will be considered and added based on the Vice President's approval.

In addition to these guidelines, KCTCS has adopted and approved institutional computer usage policies. All employees and students are required to adhere to all KCTCS computer usage guidelines. The web address for these policies is:

> KCTCS Information and Information Technology Responsible Use Policy
> http://www.kctcs.edu/employee/policies/volumeII/volII4-2-5.pdf
>
> KCTCS E-mail Policy
> http://www.kctcs.edu/employee/policies/volumeII/volII3-3-21.pdf

Faculty/Staff/Student Support and Usage

Software

Software on campus falls into one of four categories: **Supported**, **Unsupported**, **Mandated**, and **Prohibited**. These classifications govern the degree of support ITS will provide for a given software package.

Supported software covers software that ITS will install and provide technical support for. If problems are encountered with supported software, ITS will make every reasonable attempt to resolve the problem or provide a work-around. Some packages classified as Supported may be reclassified as Mandated in order to protect other users, preserve the integrity of the network, and comply with KCTCS security and compatibility mandates.

Unsupported software covers software for which ITS does not provide technical support. This may also include older versions of previously supported packages. If problems are encountered

with unsupported software, ITS can either remove the unsupported software or upgrade the software to a supported version if available.

Mandated software covers software ITS has approved to run on all ITS maintained computers. This software is necessary to protect other users, preserve network integrity, and comply with security and compatibility mandates. ITS will install mandated software, provide support for mandated software, and make every reasonable attempt to resolve any problem or provide an alternative solution. As necessary, ITS will update or upgrade mandated software packages.

Prohibited software covers software that ITS has determined poses a threat to other users or the integrity of the network. ITS does not provide support for prohibited software and will remove the software as soon as it is discovered.

Technology Service Requests

Staff and faculty may request computer and telephone service from ITS through **Work Orders** and **Trouble Reports**.

Work Order

A **Work Order** is used for scheduling routine service, installation, and relocation of equipment, software, and services. Services that should be requested with a Work Order may include moving computers and telephones, installing software and hardware (scanners, printers, hard drives, etc.), removing old equipment, and altering existing telephone or computer configurations.

Work Orders should be submitted at least *two weeks* in advance. After a Work Order has been reviewed, an ITS representative will be in contact to schedule the work. The web address for submitting a Work Order is:

> http://www.bluegrass.kctcs.edu/its/support/

Trouble Report

A **Trouble** Report is used to alert ITS to an unanticipated problem with computer or telephone equipment on campus. Broken equipment and problems with computers, telephones, voice mail, e-mail, printing, and the network should be reported through a Trouble Report. A Trouble Report should be submitted as soon as possible. *A Trouble Report should not be used to request services in place of a Work Order*. The web address for submitting a Trouble Report is:

> http://www.bluegrass.kctcs.edu/its/support/

Employee New Hires / Separations / Transfers

New employees, separating employees, and employees internally transferring, must use the standard ITS forms used for the creation and deletion of computer related services. Some services requested may take several days to establish and/or remove. To expedite the process, the ITS department must receive the requested information in a timely manner.

New Employee Hires

A KCTCS Bluegrass Community and Technical College New Employee ITS form must be completed by the *hiring official* and submitted to the BCTC Human Resources department. The ITS New Employee form should be submitted to ITS a minimum of *two weeks* prior to the anticipated hire date (special circumstances may be expedited). This form will be provided with all new hire packets or can be found on the following web address:

http://www.bluegrass.kctcs.edu/its/forms/

Separations

A KCTCS Bluegrass District Separation form must be completed by the *supervising official* and submitted to the BCTC Human Resources department at the time of separation. The ITS Employee Separation form should be submitted to ITS a minimum of *two weeks* prior to the anticipated separation date (special circumstances may be expedited). This form can be found at the following web address:

http://www.bluegrass.kctcs.edu/its/forms/

Transfers and Relocations

A KCTCS Bluegrass Transfer and Relocation form must be completed by the *supervising official* and submitted to the BCTC Human Resources department a minimum of *two weeks* prior to the anticipated separation date (special circumstances may be expedited). This form can be found at the following web address:

http://www.bluegrass.kctcs.edu/its/forms/

Computer Classroom/Open Lab Software Request Policy

All software required for computer classrooms and open labs must be requested in writing. The official software request form is available at the following web address:

http://www.bluegrass.kctcs.edu/its/forms/

Please note that due to copyright laws, ITS must have a copy of the software media and a copy of the licensing agreement for each piece of software. There will be no exceptions to the licensing agreement requirement.

Instructors should assume that if the software they need is not listed, it WILL NOT be available in the lab. An updated list of requested software will be available at the following web address:

http://www.bluegrass.kctcs.edu/its/software

The IT department will not clear the list of requested software between fall and spring or between spring and summer semesters. Any software requested in the fall will automatically be available for spring and summer. Any **additional software** or **data** must still be requested by the deadlines; however, this should ease some of the paperwork. **The software lists will still be cleared between the summer II and fall semester**. The software list on the web page will be the preferred method for an instructor to determine whether the IT department is aware of a software request. If an instructor needs more than the default installation of an application, he or she must request it (e.g. extra clip art, extra data files, etc.). If an instructor needs a software package that is installed in a classroom on his or her office machine, the instructor must submit a work order.

To ensure that software is in place for classes at the start of each semester, ITS has established software request deadlines. These deadlines are to give ITS staff an opportunity to plan hardware positioning, to plan software purchases, and to resolve any hardware/software conflicts. Any software requests submitted after the published deadlines must be accompanied with a written explanation to the Director of Information Technology Services at that specific Bluegrass District Campus. The established deadlines for software requests are as follows:

Fall semester - April 30th
Spring semester - November 30th
Summer I & Summer II - April 1st

These deadlines apply to software required in classrooms for the first week of class. ITS requires two weeks advance notice for software installations during the semester. This notice allows ITS time to schedule the installs so that other users are not negatively impacted. ITS will also offer pre-semester testing workshops to any instructor who wishes to test applications within specific labs. This practice helps to identify and eliminate any problems that may arise within the labs before actual semester work begins.

It is important that the install media accompanies all requests. In all cases, the IT department must retain a copy of the media in case reinstallation of the software is necessary.

Telephone Usage

BCTC employees are equipped with a personal telephone extension, voice mailbox, and a long distance code. ITS personnel are responsible for providing all telephone equipment, support, and training.

Installations and Repairs

Staff and faculty may request service from Information Technology Services through **Work Orders** and **Trouble Reports** as described under **Technology Service Requests**. A **name**, **contact information**, and **all pertinent details**, including a description of the work to be completed or problems encountered with voice services, should be given when requesting service.

Cell Phone and Pager Requests

To request cell phones and pagers, a Cell Phone Request form must be filled out. The Cell Phone Request form is available at the following web address:

      http://www.bluegrass.kctcs.edu/its/forms/

A supervisor must approve and sign the request and then forward it on to the President's Office for final approval.

KCTCS PeopleSoft and E-mail User Accounts

PeopleSoft

The Human Resources department must be contacted for PeopleSoft account access.

E-mail

KCTCS e-mail is the official e-mail for all business and coursework conducted by employees and students of BCTC. KCTCS e-mail accounts must be checked regularly.

Activating KCTCS student email and PeopleSoft accounts

Students

> NOTE: Students may need to go to https://students.kctcs.edu/ and register for classes before their email accounts can be activated properly.

All actively registered Bluegrass Community and Technical College students are provided free, secure, KCTCS email and PeopleSoft accounts. These accounts are maintained by the KCTCS System Office and **must be activated prior to the initial use**.

To assist with the account activation process, workstations will be available on local campuses in an open computing environment such as the Learning Resource Center and open computer labs.

The following steps should be followed to activate an account:

1. Visit the Student Affairs Records and Registration office on a respective campus to obtain a nine digit student identification number.

> NOTE: This nine digit ID number is randomly generated and specific to an individual's registration information. It is not a social security number.

2. When a workstation has been accessed, the web browser application (Internet Explorer, Firefox, etc) should be opened and https://webmail.kctcs.edu should be entered into the address field. **"Welcome to the KCTCS User Account System"** should appear on the screen.

3. Click on the option for *New Account Activation* (for Applicants and Students).

4. Enter the last name in the Last Name: field.

5. Tab to the Student ID: field and enter the nine digit student ID obtained from the Records and Registration office. Click "Sign In."

6. When prompted, confirm the name. After confirmation, a login ID will appear in the Student ID field. Note: This is the same process to change a password once it has expired or if it has been forgotten.

7. For security purposes all passwords must not contain any part of a User ID and/or user ID name. Passwords must be a minimum of eight characters in length and must be comprised of a minimum of three of the following four properties:

   - English uppercase letters – A through Z
   - English lower case letters a through z
   - Base ten digits – 0 through 9

      ▪ Symbols - &,$,#, etc

8.   When the account has been successfully activated, return to https://webmail.kctcs.edu/exchange to begin using the email system.

> IMPORTANT! – For security purposes and to further prevent the potential for abuse, please be certain to log off and close the web browser when you are finished with the system.

Faculty, Staff, and Student Workers

How to Reset an Email Password

Faculty and staff may reset their passwords at https://webmail.kctcs.edu/.
Additional support may be found at http://www.bluegrass.kctcs.edu/its/support/.

Password Requirements

A password must meet the following guidelines:

- It cannot contain all or part of the user's account name.
- It must be at least eight characters in length.
- It must contain characters from three of the following four categories:
  - English uppercase characters (A through Z)
  - English lowercase characters (a through z)
  - Base 10 digits (0 through 9)
  - Symbolic characters (e.g., !, $, #, %)
- It must be significantly different from prior passwords
- It must not contain a persons name or user name
- It must not be a common word or name

BCTC Distribution Lists Policy

Global Distribution List - The global address lists, which begin with the heading BCTC, are utilized throughout the district and are populated through PeopleSoft and Active Directory. They are found in the global distribution list section of the Outlook client.

Distribution lists such as the Bluegrass faculty and staff list, the Bluegrass faculty list, the Bluegrass staff list, and individual campus lists for faculty and staff are included in the global list category. The BCTC student list is also considered a global list and is generated when students register for classes.

The global address lists will be maintained by ITS.

Divisional Distribution List - This category of list, beginning with the BL heading, is used for departmental and divisional communication and will be maintained by the division/department office managers. The BL naming convention provides a means to differentiate the divisional list from the global or BCTC lists and the local lists that have no heading. The naming convention also separates the BL lists and the BCTC lists when searching the global address list section.

The BL lists will be editable only to list members and only if the list owner chooses to share the list with other members.

> NOTE: There is no automated procedure to extract individual department/division information from the active directory entries. Office managers, who have access to the most current personnel information, will maintain these lists.

ITS will create the initial list folders, set up access, and provide training on request.

Local Distribution Lists - Used for committee and inter-departmental correspondence, the local lists will be maintained by the committee chair or an assigned designee. The lists can be distributed and shared with other Outlook users and may be inserted into individual Outlook address books. These lists cannot be accessed in the global address listings.

Long standing annual committee chairs may request to have their own global lists created by ITS. Edits and updates will remain the responsibility of the requestor or a designee.

Personal distribution list training sessions may be scheduled through the IT work order submittal process on individual campuses. Training is provided through the Technology Resource Center.

Requests for the creation of Global Lists can be made through the appropriate work orders submittal process used on your campus.

Digital Locker / Personal Web Space

All students, faculty, and staff will have access to disk space on a central district-wide server. Accounts may be accessed by visiting the following web address:

http://district.bluegrass.kctcs.edu

Departmental Web Content

Departmental content is the responsibility of a Content Manager. Each department / division will assign at least one Content Manager. Choosing departmental content managers is up to the discretion of the individual departments.

All departmental content placed on the website will be subject to the Web Accessibility Guidelines. Any web content not meeting these standards will be brought to the attention of the Content Manager and ITS. Content not meeting these standards will be subject to removal from the server. Web Services will work with the content manager to bring the departmental web content up to ADA guidelines.

Content Manager duties also include:

- Keeping all content current
- Publishing the web page/site
- Ensuring compliance with Bluegrass District and KCTCS policies
- Notifying the responsible parties if linking to another web page/site
- Ensuring that the finished page/site is accessible through common browsers such as Microsoft Internet Explorer and Netscape
- Making certain all aspects of the site are functioning properly
- Notifying Web Services when the site becomes functional

All faculty and staff members chosen as content managers are encouraged to take advantage of the technology training offered by Web Services.

Web Accessibility

Bluegrass Community and Technical College endorses and adheres to the following accessibility guidelines:

- Section 508 of the Rehabilitation Act (http://www.section508.gov/)
- W3C Web Accessibility Initiative (http://www.w3.org/WAI/)

New and revised Web pages published or hosted by the Bluegrass Community and Technical College must comply with W3C and Section 508 standards.

Distance Learning

Currently, Bluegrass Community & Technical College uses the Blackboard Course Management System (CMS). All Bluegrass Community & Technical College courses have a course shell created and students are automatically placed in the CMS. Faculty may choose whether to enhance their face to face courses or not. Faculty and student CMS accounts are the same User ID and Password as WebMail and PeopleSoft. Faculty must go through program review for web-centric courses.

Help with distance learning course material is available in 130B Moloney Building, Cooper Campus on a walk-in and appointment basis. Assistance may be requested by visiting the following web address:

http://www.bluegrass.kctcs.edu/its/support/

Information Technology Enterprise System

BCTC employees are given an account on the Information Technology Enterprise System (ITES). The enterprise system is a portal to many web-based departmental and college-wide applications. To access ITES, go the following web address:

http://www.bluegrass.kctcs.edu/ites/

Technology Training

The Technology Resource Center offers training for all faculty and staff members. Employees may attend training in one of the following three formats:

- Training courses: Training courses are offered on a regular basis in the TRC. Some of the more common training courses offered are Blackboard, Microsoft Office, Macromedia products, Outlook, and ADA compliance. The TRC also offers training not listed and will be available for departmental requests for training.

- By Appointment: Appointments are available for one-on-one consultation and training.

- Walk-in: Faculty and staff may stop by at any time for one-on-one training provided that staff members are available to provide the training. If no personnel are available, appointments will be set up or the trainee may wait for the next available person.

Additional information regarding training, including contacting ITS for training requests and available training dates/times, may be made by visiting the following web address:

http://www.bluegrass.kctcs.edu/its/training/

Open Computer Lab Policies

No food or drink is permitted in the labs.

No noisemaking or talking is permitted in the labs; this includes playing CD's or using cellular phones. Telephone calls should be taken in the hall.

Lab users may not install personal or class related software. All files are automatically scanned for viruses as they are used on the workstation.

All printouts must be class related. No personal or multiple print jobs shall be permitted in the labs.

Faculty must contact the lab manager before bringing a class to preview a lab.

Students are responsible for all of their personal items at the computer station. Valuables should not be left alone.

Lab personnel are available to help students with the equipment, but they do not provide tutoring. Instructors are to be contacted for homework help. Lab personnel will start students in a program, but cannot give instruction in using the program related to completion of work to be done by the student.

Students should save their computer work early and often. **Students should not wait until finished to save!!!** If work is unsaved, it may be impossible to recover in the case of a computer crash.

The Open Computer Labs do not allow the printing of envelopes, different paper, or transparencies (even if the student provides them).

The Open Computer Labs follow a no tolerance policy to viewing pornography, nudity, and sexual content in the labs.

Hours of operation will be posted outside the entrances to the Open Computer Labs. Information about the labs, including hours, may also be found at the following web address:

  http://www.bluegrass.kctcs.edu/its/openlabs/

Off Campus Equipment Requests

All off campus equipment requests must be approved and signed by authorized ITS personnel and a copy shall be sent to James Poole in Facilities Management.

Wireless Networking

Due to security concerns with wireless standards, no one shall depend on the availability of any wireless connection. If a wireless access point is compromised, it will be removed from the network indefinitely.

Administrative Rights to Faculty/Staff Workstations

For policies and process to obtain administrative rights, refer to the following webpage:

http://www.bluegrass.kctcs.edu/its/adminrights/

Hacking/Network Scanning

No compromise of any description may be leveraged on any workstation, server, or other device. Courses which require first hand knowledge of hacking may only be practiced in isolated computer labs approved by ITS. No network sniffer or scanner may be installed on any computer except in isolated computing labs approved by ITS.

Scheduling of Updates

Software updates will be scheduled to provide the highest level of security and reliability for the campus network. While there is a continuous attempt to minimize the impact of patching on individual users, the overall security and reliability of the network for all users must take priority. In the event a security patch breaks an application, updated software compatible with the elevated security will need to be obtained by the user.

Operating systems

ITS shall determine which operating system will be installed in accordance with licensing, available support, and compatibility with Active Directory and KCTCS mandates.

Anti-Virus

All users are responsible for the integrity of their data. No user shall ever open any files or macros attached to an email from an unknown, suspicious, or untrustworthy source. Users shall delete such attachments immediately and then "double delete" them by emptying the trash. Users shall delete spam, chain, and other junk email without forwarding and they shall never download files from unknown or suspicious sources. Users shall never share any files or folders from their local drives. Users must not disable or alter the installed anti-virus software.

Backups

ITS will provide a secure location on the network for each user. Documents placed in this location will be backed up on a nightly basis. It is the responsibility of the user to place his or her critical documents in the location or to use other back up methods such as zip drives, CD's, flash drives, floppy drives, etc.

Technology Purchasing Guidelines

To ensure consistency within the BCTC long range technology plan and to promote compatibility within the existing computer base, ITS will review and facilitate all technology related purchases.

The following guidelines have been adopted to expedite this process:

1. The Software/Hardware purchase form must be completed and submitted to the appropriate requesting department/division official for signature verification. The Software and Hardware Request form is available at the following web address:

   http://www.bluegrass.kctcs.edu/its/forms/

2. The previously approved form must be submitted to the appropriate campus IT director.
3. The request will be reviewed and, barring any discrepancies, the order will be processed. Any potential problems pertaining to the purchase request will be reviewed with the requestor.
4. When all issues are resolved, ITS will process the paperwork and charge the requesting departmental account for the purchase.
5. Upon arrival, ITS will notify the requestor and schedule the installation if required.

The following listed items are to be considered technology related purchases:

- Any workstation or associated device, peripheral, or software.
- Any device such as a palm top or PDA that will be connected to an institutional workstation.
- Any printer or scanning device.
- Any telephone related device or peripheral such as a head set or answering machine.
- Not included are audio visual devices such as projectors, TVs, VCRs, and DVDs. These requests are to be directed to the Learning Resource Center.

IT Related Purchases for At Home Use

The following Microsoft and McAfee software benefits are provided to KCTCS students and employees.

Microsoft:

> Microsoft has a new software benefits program in place for faculty/staff, in addition to the existing Work at Home (WAH) program. The Home Use Program (HUP) allows employees to purchase select software directly from Microsoft for personal use on personally owned computers. Overview of each program:

<u>Home Use Program</u>
- Office 2007 or Office Mac 2008, Sharepoint Designer and Project Home.
- Operating Systems are <u>*not*</u> included. More products should be available in the future.
- Personal use 100% allowed, provided user is actively employed by KCTCS.
- Faculty/staff order from Microsoft via HUP website and is shipped directly to them.
- Employees can login at http://www.kctcs.edu/student/software for ordering details.
- Students are excluded from this program.

<u>Work at Home</u>
- Office 2007 or Office Mac 2008 and Windows XP or Windows Vista.
- Personal use is <u>*not*</u> allowed - intended for KCTCS business related purposes only.
- WAH media is purchased from Dell by college IT dept. and sold to faculty/staff.
- Students are excluded from this program.

<u>McAfee Anti-Virus:</u>

- VirusScan Plus (McAfee Security Center, VirusScan, Personal Firewall & Site Advisor) is now available for download from the KCTCS website.
- Both faculty/staff and students are allowed to download and install VirusScan Plus on personally owned computers.
- Login at http://www.kctcs.edu/student/software to download.

Students and employees may also purchase discounted software through the KCTCS bookstores via the links above.