

## INTRODUCTION

This brochure contains an explanation of the 'UM Acceptable Use Policy' (AUP's) for employees and students regarding ICT and Internet facilities at Maastricht University (UM). The UM has structured its Network and ICT-facilities to assist UM employees, students, extraneï and alumni in their research, educational and operational activities. Therefore these facilities are available to a very large user group. In order to ensure an optimum level of functionality and to ensure the smooth course of events in the buildings and on the Institution's grounds, all users must agree on a clear and transparent set of guidelines governing the use of these facilities. To that end, the Executive Board has formally ratified the "UM Acceptable Use Policy".

The AUP's – in combination with the Collective Labour Agreement of Dutch universities (CAO-NU: for employees), the Higher Education Act (WHW: for students) and other Dutch legislation – is the basis for a responsible use of ICT-facilities. The AUP's are therefore made available to every user. In addition, all users of UM's ICT-facilities are assumed to be familiar with relevant Dutch legislation and to use their own "common sense".

Unfortunately, it is not possible to completely avoid the use of legal terminology in formulating the Acceptable Use Policy. After all, the rules and regulations must be clear and transparent and open to only a single interpretation. That is also the reason for releasing this explanatory brochure. After reading this brochure, it should be clear what behaviour is expected from you as user. If you have any doubts, you can consult the actual AUP's. Please feel free to ask a staff member at a student information desk, your local ICT support staff, your manager, or Servicedesk ICTS what you should do in any specific situation. Additional information can be found at the bottom of this brochure.

## DEFINITIONS AND POINTS OF DEPARTURE

A UM ICT-facility is defined as one off all the computer network- and any other ICT-facilities, applications or Internet connection made available by UM, as well as information services provided by UM. UM's ICT-facilities are structured to support UM-related activities.

ICT-facilities include:

- username and password;
- workstations available for general use;
- network and internet access through wired or unwired access points;
- VPN access via Internet and the use of Eduroam;
- e-mail;
- general WWW services, Intranet and (concern) information systems like EleUM and SAP;
- file storage and printer facilities;
- licensed software.

A user is defined as any employee, student, extraneï, alumnus or other UM relation who uses UM's ICT-facilities in any way whatsoever or allows others to use it. In this regard, the person responsible for a connection, workstation (including self-owned devices like Tablets and Smartphones), access code, etc. is considered to be the "user", even if that person is not the one using UM's ICT-facilities at a particular moment. Depending on the person's relationship with UM, not all of UM's ICT-facilities may be available.

An incident is any undesired or unintentional action or threat involving UM's ICT-facilities.

Unauthorised use is any type of use of UM's ICT-facilities which is not in compliance with the UM's AUP and the underlying legislation and guidelines.

An IT-manager is any staff member who, based on his or her position, has extra responsibilities and authority to be able to ensure the functionality and security of UM's ICT-facilities.

## USER RULES

Besides the AUP, all UM users are also subject to relevant Dutch legislation. In addition, the faculties and service centres have formulated their own internal rules. UM users must also comply with these rules.

UM provides facilities to assist you in carrying out your work effectively. Point of departure in this regard is that you use these facilities only in support of your work, studies or other activities which

are actually related to UM.

It is understandable and almost unavoidable that you will sometimes use a workstation, e-mail or Internet facility for your own personal needs. Within UM, it has been agreed that this is permissible on a limited scale. We refer to this as 'private use' of UM facilities. Of course, this personal use must comply strictly with all applicable legislation and regulations. It is, therefore, never permissible to download illegal software, to offer films or music protected by copyrights, to send offensive or commercial e-mails, SPAM etc.

You are expected to take all reasonable care in using the facilities made available to you and to comply with UM procedures. The goal is simple: preventing undesirable behaviour and ensuring availability, confidentiality, privacy and (intellectual) property. Procedures are available on: strong passwords, virus protection, updating, patching and procedures regarding storage of data on non-Institutional Cloud-services, external media or self-owned devices (USB devices, Tablets, etc.).

Finally, you must comply with general rules of conduct to ensure that communication between people using the Internet can take place effectively and appropriately, especially when using email or Social Media.

## RULES OF BEHAVIOUR FOR IT SUPPORT STAFF

IT support staff members are also users themselves and will therefore have to act in accordance with the general rules of behaviour. However, IT support staff members also have extra authorisations. They can implement modifications to UM's ICT-facilities and may also have access to confidential or private information. That is why the "Integrity and behaviour code for ICT staff at UM" has been formulated. The rules of this code basically specify that all information must be dealt with on a confidential basis. If information must be exchanged with colleagues and supervisors, then the code provides guidelines so that this can be done in a responsible fashion.

## INCIDENTS

If you observe any incidents which threaten the confidentiality, integrity or availability of information or information systems, then you must report any such incident. You can report such incidents to a student information desk, your local IT support person or supervisor, or to the Servicedesk ICTS.

## WHEN LEAVING UM

If your relationship with UM is terminated or changes, the associated right to use UM's ICT-facilities will end or change accordingly. Via the deregistration/exit procedures, your standard username and password and your standard authorisations will be changed or cancelled. In some cases, extra services will need to be cancelled; you will have to arrange this with the person managing these services. In some cases, you will no longer be entitled to use certain software at home.

## CONSEQUENCES OF VIOLATION

The Executive Board may take disciplinary measures in the event a user acts in contravention of the AUP, depending on the nature and seriousness of the violation. These measures will be aligned with measures taken upon offences of other laws or regulations or upon acts against the smooth course of events in the buildings and on the Institution's grounds.

Since disturbance can be caused unwillingly or by mistake (e.g. through Virus- or other malware infections), in most cases IT support will issue a warning first, stating the type of the offence on record and the consequences of recurring offences of this type. The user will get the opportunity to take appropriate measures or consult IT support on how to proceed.

An example of a disciplinary measure IT support can take on behalf of the executive board is a (temporary) access block to specific ICT facilities such as email, VPN, WiFi etc.

## FINALLY

This brochure, the actual "UM Acceptable Use Policy", and the underlying legislation and regulations are formal guidelines. The UM users are a reflection of society. This means that users are liable to make mistakes or errors, and it is even possible that undesirable actions are carried out intentionally. No system of rules and regulations, however perfect, can prevent this.

The primary focus of this brochure and the AUP is to make it as clear as possible what users can expect from each other and from IT support staff and to provide a framework for users and IT support staff to communicate with each other in that regard. Agreements and expectations need to be kept alive. We therefore ask you to communicate openly and honestly in this regard. That is the best way to minimize errors, mistakes and misunderstandings.

## LINKS

To access contact information, the actual Acceptable Use Policy, UM's Information Security Policy and other information on security and security measures, please go to the UM pages on information security: <http://www.maastrichtuniversity.nl/informationsecurity>. Additional tips regarding the use of Social Media and some pages on "email do's and don'ts" are available on MYUM: <http://myum.maastrichtuniversity.nl/>

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