Brochure
Integrity and behaviour code
for ICT staff at UM

INTRODUCTION

The Collective Labour Agreement of the Dutch Universities (*CAO-NU*), Dutch legislation and the MAASnet Acceptable Use Policy (AUP) contain legal guidelines and other regulations specifying how UM employees must deal with information – confidential or otherwise – and information systems. This forms the basis for the desired integrity and behaviour expected of you as an ICT staff person at UM with regard to confidential information. After all, everyone is expected to be familiar with the law, and UM employees are also expected to have a healthy dose of common sense and to act accordingly in their daily work.

However, the application of such rules and regulations is often not a straightforward matter, and this may have consequences for you and the people or institutions involved with the information you process on a daily basis:
- Whatever the situation, you are expected to know what exactly is or is not considered to be desirable or permissible behaviour, as well as what you are required to do or actually do not have to do.
- Whatever the situation, the other parties involved must know what behaviour they can expect of you.

In order to provide all the parties involved with clear terms of reference, an 'Integrity and behaviour code for ICT staff at UM' (referred to below as "the code") has been formulated. The code is basically a set of working instructions. The head of an administrative unit can declare the code to be applicable to individual employees.
Unfortunately, the use of legal terminology is unavoidable in such a code, as one must avoid situations in which the code can be interpreted in more than one way.

This brochure is intended to explain the actual 'Integrity and behaviour code for ICT staff at UM'. After reading this brochure, it should be clear to you what behaviour is expected of you as an ICT staff person. If you have any doubts, you can consult the actual code or ask your manager how to act.

DEFINITIONS AND POINTS OF DEPARTURE

Information and information systems are defined as any type of data or aids used to process data, including data stored on computers or paper as well as telephone or other conversations, fax equipment, temporary memos etc.

An **Incident** is any undesired or unintended action involving information, or the threat of such an action.

Unallowable use is any use of information in conflict with the objective for which the information is processed.

In this regard, an **ICT staff person** is any employee who, in connection with his or her work, deals with information in any way whatsoever. ICT tools are not always involved in such cases. For example, a secretary who sends information by post for another ICT staff person would also be covered by this definition.

INTEGRITY

When referring to employee integrity, we mean that employees are expected to act in accordance with their own 'best judgement and conscience' when it comes to dealing with information and resources made available to them and, in particular, when it comes to rewarding the confidence placed in them by others. The integrity guidelines in the code basically specify that all information must be dealt with confidentially.

However, you must also be able to carry out your work as an employee. To do so, you must be able to exchange information with clients, managers, support staff and direct colleagues. The code is therefore also intended to enable you to exchange information in a responsible fashion and to use the associated tools and resources needed to do so. The code also applies to all parties involved in processing information, based on the fact that the parties involved have actually agreed to the code and/or because they have been informed (e.g. via a Service Level Agreement) that the code is in force at UM.

Finally, the code remains in force even after your work relationship or other relationship with UM has been terminated.

**Brochure
Integrity and behaviour code
for ICT staff at UM**

BEHAVIOUR

As an ICT staff person, you must act first and foremost in accordance with Dutch law like any other UM employee. Furthermore, UM, the administrative units and in some cases the departments have formulated their own internal rules. You must also comply with these rules and refrain from any actions which might damage trust in your administrative unit or UM.

To enable you to do your work effectively, your administrative unit, UM or your client will provide you with information, resources and authority. You are expected to use these facilities only for your actual work and for no other purpose.

It is, by the way, understandable and almost unavoidable that you will sometimes use your workstation, your e-mail account or your Internet facility for personal needs. Within UM, it has been agreed that this is permissible on a limited scale. We refer to this as 'private use' of your work facilities. Of course, this private use must be in compliance with the code (i.e. downloading illegal software etc. is not allowed) and any relevant specific agreements in force at your department (e.g. no web-surfing behind an information desk).

You must take all reasonable precautions in using the facilities and follow the procedures which apply to your work environment in order to prevent improper use and ensure the confidentiality of all relevant information. Examples of procedures are handling passwords, a clean desk, standard configurations on your laptop, key procedures etc.

On the other hand, if you become aware of incidents or possible incidents which threaten confidentiality, integrity or availability of information or information systems, you must report any such incident to your manager, local ICT support staff ('*LO*') or ICTS Servicedesk.

The definition of behaviour also includes the behaviour of yourself, your colleagues and your managers if your work activities change or you leave your administrative unit or UM. In such cases, you must return any facilities you no longer need and any relevant authority must be cancelled. Your colleagues and managers may then also have to modify procedures or register new passwords. You must be able to count on their actually doing so, to ensure that you are no longer responsible for the information and/or facilities concerned.

FINALLY

This brochure, the actual 'Integrity and behaviour code for ICT staff at UM' and the underlying formal legislation and regulations are formal 'paper tools'. Of course, the work done at UM is carried out by real people. Like other staff, the ICT staff are representative of the society around them, and, like anyone else, they will sometimes make mistakes or errors. No code, however perfect, can prevent this.

It should therefore be emphasised that this brochure and the code are intended to make clear what exactly employees, clients and managers can expect from each other and to provide them with a basis for communicating openly and honestly in that regard. An open atmosphere makes it easier to discuss behaviour and makes it more likely that the agreements entered into will remain relevant and are kept alive. This in turn reduces the risk of errors, mistakes and misunderstandings.

Coordinating Directors' Board (*CBB*), June 2006