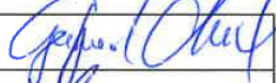


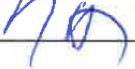


IT Regulations

March 2019

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|-------------|----------------------------------|------|-----------|----------|---|
| Prepared by | Gerhard Maxl / ZIT | Date | Signature | 08.03.19 |  |
| Released by | Dietmar Ackerl / ZIT | Date | Signature | 8.3.19 |  |
| Released by | Martin Payer / GEF | Date | Signature | 13.3.19 |  |
| Released by | Karl Peter Pfeiffer / GEF | Date | Signature | |  |

1 Introduction

The present IT Regulations were drawn up with the importance of the proper functioning of all IT facilities of FH JOANNEUM Gesellschaft mbH (FHJ) in mind. All its obligations and prohibitions serve the goal of providing ideal working conditions for everyone working at FHJ.

FHJ provides all users with IT hardware, software and the company's IT network in order to carry out IT activities that relate to teaching, research and administration.

FHJ also provides users with access to IT applications in the form of cloud services. Details on these services can be seen in the reference documents listed under point 12 of these Regulations.

All users shall comply with the IT Regulations as amended and approved by the FHJ management.

Every user must adhere to the present IT Regulations; superiors and heads of degree programmes shall ensure to the best of their ability that users adhere to the Regulations.

If provisions of the present IT Regulations are not observed, user rights may be restricted, suspended or withdrawn entirely.

Changes to the IT Regulations will be announced by management.

2 Definitions

Users are persons using at least one IT facility of FHJ. Users shall include all students on FHJ degree programmes, all regular employees of FHJ involved in teaching, research and administration, all lecturers as well as other persons authorised by management.

User account: Every user will be registered in a directory service and receive at least one user account. The user account is used to manage the username, password, email address and access rights to different IT facilities (e.g. email system).

IT facilities include IT hardware, software and the IT network of FHJ.

Cloud Services are services provided by external partners (providers). The IT applications are made available via the internet, and the hardware and software used are not the property of FHJ.

ZIT is the Central IT Services Department at FHJ.

Open access hours are those time periods in which the IT rooms are not used for teaching or other events.

3 Validity

Users are authorised to use the IT facilities at FHJ from the day they join FHJ until the day they leave. In addition, FHJ has specified terms for the deactivation and deletion of access rights to IT facilities as well as data retention periods.

User authorisations are managed by activating and deactivating the user accounts.

3.1 Deactivating user accounts

The deactivation of a user account means that access to FHJ's IT facilities is blocked for the user concerned.

From this point on, the user can no longer log in to the FHJ network from a FHJ computer or from other devices via a network port or via WLAN or remotely via VPN or Outlook Web App, because the username and password are blocked.

The account itself and all data stored on the user's personal Z drive as well as the emails will be retained until the account is deleted.

Deactivation will take place in accordance with a defined deactivation schedule depending on the user's function at FHJ and the reasons for which the account is deactivated. The deactivation schedule is described in the reference document "Deactivation and Deletion of User Accounts and Data" listed under point 12 of these Regulations.

3.2 Deletion of user accounts and data

The deletion of the user account in the directory service means that the username, the password, all data on the user's personal Z drive and the user's emails will also be deleted.

Deletion is carried out in accordance with a defined deletion schedule depending on the user's function at FHJ and the reasons for which the account is deleted. The deletion schedule is described in the reference document "Deactivation and Deletion of User Accounts and Data" listed under point 12 of these Regulations.

4 Access to IT facilities

4.1 As a matter of principle, every user can use the IT hardware, software and the FHJ network in the designated IT rooms during the times indicated in accordance with the IT Regulations. FHJ seeks to continuously provide and improve the services on offer within its budgetary and personnel constraints.

4.2 As a matter of principle, users can use the email system and access the internet subject to legal requirements.

4.3 Users may not derive any permanent rights or entitlements of any kind from the service on offer. So far as is permitted by law, FHJ accepts no liability for any damage arising from the use of the IT facilities and IT rooms at FHJ.

4.4. All users are given the option of storing their data on the network drives provided as part of the network. These networks are integrated into the central backup system.

4.5 Locally stored data will not be backed up centrally. Users are responsible for these data themselves. We recommend that users do not store data locally, but rather on the network drives. If PCs are reinstalled, all data on the hard disk will be deleted and are then irretrievable.

4.6 It is expressly agreed that FHJ employees are not intended to use and deploy personal work equipment (e.g. laptops) for fulfilling their work duties.

5 Use of IT facilities

5.1 As a matter of principle, every FHJ student may use the designated IT rooms during open access hours, if an IT device is free. It is expressly pointed out, however, that ZIT does not supervise these user times. In the interest of everybody concerned, IT rooms and IT facilities should be used only for as long as absolutely necessary in the case of capacity bottlenecks.

5.2 Printing and copying:

FHJ operates printers, copiers and plotters and makes these services available to the users. Details of these services are described in the reference document [“Printing Cost Regulations”](#) listed under point 12 of these Regulations.

Printing transparencies is not permitted. Offenders will have to bear the cost of repairs.

5.3 Viruses

Users are responsible for preventing virus infections in their area. A virus scanner is installed on each PC at FHJ, which automatically carries out a virus check upon starting the PC. This virus check must not be deactivated under any circumstances. Special care must be taken when downloading files from the internet or when receiving emails with file attachments. Removable media must also be checked for viruses prior to use. A virus-infected removable medium must under no circumstances be used without removing the virus first.

6 Remote access to FHJ’s IT facilities

FHJ grants its students, teaching staff and employees remote access to the FHJ network via the internet using a VPN client software for the duration of their employment or their course of study.

This enables users to log in to the FHJ network remotely in order to be able to take advantage of the IT resources, for example during the holidays.

6.1 Validity

Users are granted remote access to FHJ's IT facilities for the period specified under point 3 of the present IT Regulations.

FHJ may cancel and terminate the agreement without notice, in particular if users violate their obligations as specified under point 7.13.

FHJ reserves the right to immediately block access to the FHJ network in the case of imminent danger.

6.2 Costs

Access to the FHJ network is free of charge until further notice.

6.3 Modalities of remote access to the FHJ network

FHJ provides its students, teaching staff and employees with a limited number of simultaneous VPN connections.

FHJ does not guarantee that the external FHJ network connection is always available without interruption, that the desired connection can be made at any time or that the stored data are preserved under all conditions.

FHJ reserves the right to limit the access by technical means, if necessary. Users agree to make available any device data upon request. Furthermore, FHJ expressly reserves the right to log and, if necessary, analyse the network activities of FHJ network users within the framework of legal regulations.

7 User obligations

7.1 The user administration is the sole responsibility of the Central IT Services Department (ZIT).

7.2 The procurement of IT facilities is exclusively carried out by or in consultation with ZIT.

7.3 IT support for FHJ's IT facilities is provided exclusively by members of the ZIT team or by persons explicitly authorised by FHJ.

7.4 All users of FHJ's IT facilities must observe the present IT Regulations. Should any situations arise that are not covered by the IT Regulations, actions should be consistent with the spirit of the Regulations.

7.5 All users receive a user account with a user ID and username as well as an initial password for access to FHJ's IT facilities. The initial password must be changed at first log in. The naming conventions

and password guidelines are described in the reference document “Naming Conventions and Password Guidelines” listed under point 12 of these Regulations.

7.6 The username supplied by ZIT and the password chosen by the user must be treated confidentially and must not be disclosed to any third parties under any circumstances. By disclosing a password for a username, unauthorised persons could gain access to users’ confidential information such as exam results.

7.7 Every user must log out once they have finished using the IT facility. Users must lock the workstation when leaving the workplace, or log out when leaving for a longer period of time.

7.8 Every user of FHJ’s IT facilities accepts that ZIT has the right to analyse the user’s data and, if necessary, change the authorisation structure in cases of imminent danger, such as the occurrence of computer viruses or the suspicion that the user is violating point 8 of these IT Regulations. Should that be the case, the person concerned will be notified.

7.9 Eating, drinking and smoking are not permitted in the IT rooms! Noise must be avoided. Users must ensure that the PC workplace is left in a clean and tidy condition.

7.10 ZIT must be notified immediately of any damage or loss of IT facilities.

7.11 Users shall be liable for any intentionally caused damage.

7.12 Data and/or information disclosed to you as a result of a technical fault and/or operating error, must not be viewed, copied or distributed unless you are the intended recipient. Furthermore, you are requested to get in touch with the sender or with ZIT.

7.13 User obligations for remote access to FHJ’s IT facilities

Users undertake

- not to use the remote FHJ network access against the interests of FHJ,
- not to use the remote FHJ network access to act as a provider, neither for free nor against payment,
- not to use voice telephony including Voice over IP for private purposes,
- not to use the FHJ network access for commercial purposes, unless this is done on behalf of or in agreement with FHJ,
- not to allow external parties remote access to the FHJ network,
- not to violate Austrian law when accessing the FHJ network, including but not limited to the National Socialism Prohibition Act, the Pornography Act and the Telecommunications Act as amended from time to time,
- to indemnify FHJ for any damage which arises or could arise as a result of data uploaded into or downloaded from the network,
- to install and activate an up-to-date virus scanner on the IT device (PC, notebook, smartphone) that is used to access the FHJ network, at their own expense; users are responsible for protecting their end devices from any known threats,
- to use the client and the configuration specified by ZIT when logging in.

8 Improper use

8.1 IT hardware and software, internet and email, as well as voice, video and chat services (e.g. Skype) are to be used for professional and educational purposes. Private use is permitted until further notice and at the users' own risk if the following points are observed:

- The resources used (working time, network capacity, bandwidth, storage space etc.) must be negligible and the private use must not violate the legal interests of FHJ and must not prevent FHJ employees from discharging their duties.
- All other provisions specified in the IT Regulations as well as all other relevant guidelines and instructions (e.g. Data Protection Manual) must be observed.
- Employees must ensure a clear separation between private and work-related content. Private files must be stored in a separate directory on the Z drive clearly labelled "Private". Corresponding measures should also be taken when using the email service (i.e. creating a "Private" directory and defining rules). FHJ may thus assume that work-related and personal mails are not mixed and that private mails are stored exclusively in appropriately named directories. If there is no clear separation, users accept that their personal data may unintentionally be read by other people.

It is strongly advised not to communicate personal, and in particular sensitive personal matters, via FHJ's IT facilities.

8.2 The use of FHJ's IT facilities for private business is not permitted for legal reasons.

8.3 Using FHJ's IT facilities with the aim of carrying out illegal acts and the attempt to gain unauthorised access to systems, software, services or information is prohibited.

8.4 All actions to find and/or exploit security leaks and possibilities to attack IT systems of FHJ are explicitly forbidden. Eavesdropping on network traffic within FHJ is also prohibited. Security audits may only be conducted by duly authorized persons and must be conducted in coordination with ZIT.

8.5 Users shall refrain from transmitting information that endangers law and order, compromises public safety and decency or violates the legal system.

8.6 Furthermore, any use of FHJ's IT facilities that either results or could result in other users being inconvenienced, disturbed or compromised in their work is not permitted. This includes in particular sending emails to large groups of people (mass emails) if the content is not directly related to activities carried out at FHJ.

8.7 All users require authorisation by the head of the relevant organisational unit before sending such mass emails. Student representatives or students require authorisation from the relevant head of degree programme. When sending such emails, the head of degree programme or the head of the relevant organisational unit and the ZIT Helpdesk must be included in the mailing list.

8.8 In addition to the ban on the dissemination of mass emails in accordance with the present IT Regulations, we expressly refer to Sec. 107 in conjunction with Sec. 109 of the Telecommunications Act 2003: <http://www.bmvit.gv.at/telekommunikation/recht/aut/gesetze/tkg.html>.

8.9 Any use of FHJ's IT facilities for commercial advertising purposes is prohibited.

8.10 Modifications to the hardware and software configuration of any IT facility may only be carried out by members of the ZIT staff or persons authorised by ZIT. Moving IT facilities to another location is only permitted with the agreement of ZIT, unless the device is intended for mobile operation.

8.11 In particular it is not permitted to:

- install software without having been granted authorisation by ZIT or duly authorised persons, or by teaching staff,
- make copies of the installed software without the permission of authorised FHJ staff,
- install or execute software that is not licensed by FHJ,
- execute software that is not required for the purposes of study or administration.

8.12 It is explicitly prohibited to use devices owned by FHJ to create and/or copy music or video media, unless carried out as part of a course or R&D activities, with the approval of authorised FHJ staff and in compliance with legal regulations (e.g. copyright).

8.13 The installation of file-sharing programs is not permitted. Furthermore, it is not permitted by law to use file-sharing programs to download copyrighted material.

8.14 Students are strictly forbidden to connect and use network components such as hubs, switches, routers, WLAN access points, or computers that are configured as bridges, routers or WLAN access points. Teaching staff and other FHJ employees may only connect and use network components with ZIT's express permission.

8.15 The use of streaming services (e.g. radio, YouTube, etc.) is only permitted for the purpose of teaching, research and work.

8.16 In suspected cases of improper use of the IT facilities at FH JOANNEUM an application for access to user data and logs may be filed in accordance with the relevant standard operating procedure.

9 Violations of the IT Regulations

The following sanctions may be imposed by FHJ in the case of violation of the IT Regulations:

9.1 Written warning

ZIT will immediately inform the user's superior or head of degree programme of any violation of the IT Regulations.

9.2 Violations such as

- sending mass emails whose contents are unrelated to studies, teaching, research and administration at FHJ, e.g. for personal advertising purposes,

- the installation of software,
- eating and drinking in the IT rooms,

will generally be penalised by restricting user access to FHJ's IT facilities from Mon-Fri between 08:00 and 17:00 for a period of two weeks. Furthermore, the head of the organisational unit may also issue a personal warning.

In case of recurrence, user access will be restricted in the way described above for the duration of four weeks and/or a further personal and written warning will be issued by FHJ.

The dissemination of mass emails incurs an **administrative fine** of up to **EUR 37,000** in accordance with Sec. 107 in conjunction with Sec. 109 of the Telecommunications Act 2003.

<http://www.bmvit.gv.at/telekommunikation/recht/aut/gesetze/tkg.html>

9.3 The following violations against the IT Regulations may lead to the blocking of user access by ZIT or – in the case of a serious violation – to expulsion from the degree programme or termination of employment:

- material damage caused wilfully or by gross negligence,
- theft,
- hacking into FHJ's IT facilities, which includes all activities that put their integrity and security at risk,
- deliberate bypassing of the printer accounting software,
- other acts prohibited by law.

A violation of the prohibition of using file-sharing programs to download copyrighted material may also have consequences under civil copyright law.

9.4 Immaterial damage

Users of FHJ's IT facilities are liable for immaterial damage caused to the image of FHJ by intentional or negligent conduct.

In particular, users are liable to pay damages of at least EUR 5,000 to FHJ for any damage caused by the dissemination of pornographic materials or materials that violate the National Socialism Prohibition Act.

10 IT support, Helpdesk

The ZIT Helpdesk has been set up to provide support for users in all matters relating to the IT facilities at FHJ.

The Helpdesk staff deals with the majority of user queries and requests remotely, assisted by support teams on site, if required.

Information about the office hours and contact details of the Helpdesk can be found on the homepage at: www.fh-joanneum.at/en/university/services/helpdesk/

10.1 The tasks of the Helpdesk include

- receiving and processing user queries and requests based on a ticket system,
- passing on user queries to on-site support staff if the Helpdesk is not able to resolve them,
- supervising the handling of user queries and notifying users when requests have been processed.

If a teaching session is significantly disrupted as a result of an IT fault, the Helpdesk must immediately contact the responsible on-site team and ask them to remedy the fault on site.

10.2 No IT support is provided for:

- repairs of personal devices, even if they are registered for use with the FHJ network,
- problems with the local installation and configuration of a VPN client on personal devices,
- PCs, notebooks and other IT end devices for which users have administrator rights, even if these devices are owned by FHJ,
- tablets and smartphones, even if these devices are owned by FHJ.

ZIT will try to help solve these problems, if possible, but users are not entitled to receive support in these cases.

11 Further provisions

Any disputes arising from these IT Regulations will be subject to the jurisdiction of the competent court in Graz.

12 Reference documents

The following documents form an integral part of these IT Regulations:

- Deactivation and Deletion of User Accounts and Data
- Naming Conventions and Password Guidelines
- Printing Cost Regulations
- Cloud Service - Office 365 for Students and Graduates