

# IT regulation

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Version	Date	Created	Change
01	06.07.2015	Gerhard Maxl / ZIT	First edition
02	08.03.2019	Gerhard Maxl / ZIT	Item 8.4 was supplemented; item 4.6 was deleted without replacement
03	02.06.2020	Gerhard Maxl / ZIT	All points concerning the use of personal Z-drives have been supplemented with "personal cloud storage". All points concerning the use of network drives have been supplemented with "cloud storage".

**Attention**

This document is a translation with automatic translation assistance.  
In case of any mismatch, the German version is valid and binding.

## 1 Introduction

This regulation is made in the knowledge of the importance of the functioning of all IT facilities of FH JOANNEUM Gesellschaft mbH (FHJ) and is aimed at achieving this goal to provide the best possible working conditions for all those working at FHJ.

The FHJ provides users with IT hardware, software and the company's IT network for carrying out IT activities that affect the areas of responsibility of teaching, research and administration.

Furthermore, the FHJ provides its users with IT applications in the form of cloud services. Details can be found in the applicable documents listed under point 12.

The current version of the IT regulations adopted by the FHJ management is binding for all users.

All users are obliged to comply with these IT regulations; supervisors and programme directors shall ensure compliance by users as far as they are able.

If the provisions of these IT regulations are not complied with, the user's right of use may be restricted, suspended for a certain period of time or withdrawn completely.

Changes to the IT Regulations shall be announced by the Executive Board.

## 2 Definitions

**Users** are persons who use at least one IT facility of the FHJ. Users include all students in the degree programmes and courses of the FHJ, all permanent employees in teaching, research and administration, all lecturers, as well as other persons authorised by the management.

**User account:** Each user is registered in a directory service and receives at least one user account. In the user account, the user name, the password, the e-mail address, as well as a number of authorisations for access to various IT facilities (including the e-mail system) are administered.

**IT facilities** are IT hardware, software, and the FHJ IT network.

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

**ZIT** is the department for central IT services at the FHJ.

**Free practice times** are times when the IT rooms are not being used for courses or other events.

### **3 Validity**

In principle, users are authorised to use the IT facilities of the FHJ from the day they join until the day they leave. In addition, time periods are defined for the deactivation and deletion of access to the IT facilities, as well as for the retention period of data.

The usage authorisations are regulated by the activation or deactivation of the user accounts.

#### 3.1 Deactivation of user accounts

Deactivating the user account will block access to the IT facilities at the FHJ for the respective user(s).

From this point on, the person can no longer log on to an FHJ computer and cannot log on from other devices via a network socket or via WLAN or remotely via VPN or Outlook Web App, as their username and password are locked.

The account itself and the data stored on the person's personal Z-drive, or personal cloud storage space, as well as the emails, remain until they are deleted.

Deactivation is carried out depending on the person's function at the FHJ and the type of exit measure according to a defined deactivation plan, which can be seen in the applicable document "Deactivation and deletion of user accounts and data" listed under point 12.

#### 3.2 Deletion of user accounts and data

Deleting the user account in the directory service also deletes the user ID, password and, at the same time, the data on the personal Z-drive, or on the personal cloud storage space, as well as the e-mails of the person concerned.

Deletion is carried out depending on the person's function at the FHJ and the type of exit measure according to a defined deletion plan, which can be seen in the applicable document "Deactivation and deletion of user accounts and data" listed under point 12.

### **4 Provision of IT facilities**

4.1 In principle, all users may use the IT hardware, software and the FHJ network in accordance with the IT regulations in the designated IT rooms and at the designated times. The FHJ endeavours to permanently guarantee and optimise the service offered within the framework of budgetary and personnel possibilities.

4.2 In principle, users shall be enabled to use the e-mail system and Internet access within the scope of the legally required possibilities.

4.3 Users cannot derive any permanent rights from the service offered and cannot make any claims whatsoever. Furthermore, the FHJ excludes liability for any damage in connection with the use of the IT facilities and the IT rooms of the FHJ to the extent permitted by law.

4.4 All users have the option of storing their data on the network drives provided in the network or on the cloud storage spaces provided by FH JOANNEUM for this purpose. These storage spaces are integrated into the central data backup.

4.5 Locally stored data is not backed up centrally. All users are responsible for this data themselves. It is generally recommended that data not be stored locally, but on network drives or on the cloud storage spaces provided by FH JOANNEUM for this purpose, as all data on the hard drive will be irretrievably deleted in the event of a new installation of PCs.

## **5 Use of the IT facilities**

5.1 During free practice times, every student of the FHJ can in principle use the rooms provided for IT activities, provided that an IT device is free. However, it is expressly pointed out that ZIT does not regulate these times of use. In the interest of all, it is therefore requested that in case of scarcity of the available infrastructure, the IT rooms and the IT facilities should only be used for as long as is absolutely necessary for free practice.

### **5.2 Print and copy:**

The FHJ operates printers, copiers and plotters and makes these functions available to its users. Details can be found in the applicable document "Printing and copying costs regulation" listed under point 12.

The printing of transparencies is not permitted. Costs for repairs or replacement equipment resulting from an infringement are to be borne by the users causing the infringement.

### **5.3 Viruses**

All users are responsible for preventing "virus infections" in their areas. In particular, a virus scanner is installed on every PC at the FHJ. When the PC is started, virus monitoring is automatically activated. This must not be deactivated! Special caution with regard to viruses is required when downloading files from the internet or when receiving e-mails with file attachments. In particular, check removable media for viruses before use. A medium infected with a virus must never be used without first removing the virus.

## **6 External access to the IT facilities of the FHJ**

The FHJ enables its students, lecturers and staff, in each case for the duration of their studies or for the duration of their employment, to access the FHJ network externally via the Internet by using VPN client software.

This creates the possibility to dial into the FHJ network from outside in order to be able to optimally use the resources during holidays, among other things.

### **6.1 Validity**

Users are granted authorisation to use the external access to the IT facilities of the FHJ for the period of time in accordance with point 3 of these IT regulations.

The FHJ may withdraw the user's authorisation without notice if the user violates his/her obligations pursuant to section 7.13.

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

## 6.2 Reimbursement of expenses

FHJ network access is free of charge until revoked.

## 6.3 Modalities of the external FHJ network access

The FHJ only provides a limited number of simultaneous VPN accesses for its students, teachers and staff.

The FHJ does not guarantee that the external FHJ network access will function without interruption, nor that the desired connections can be established at any time, or that stored data will be preserved under all circumstances.

The FHJ reserves the right to technically restrict access if necessary. Users agree to make the relevant device data available to the FHJ upon request. Furthermore, the FHJ expressly reserves the right to log and, if necessary, evaluate network activities of users in the FHJ network within the framework of the legal provisions.

# 7 Obligations of the users

7.1 User administration is the exclusive responsibility of ZIT.

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

7.3 Support for the IT facilities of the FHJ shall be provided exclusively by employees of ZIT or by persons demonstrably authorised by FHJ.

7.4 All users of the IT facilities of the FHJ shall comply with the provisions of these IT regulations. If cases arise that are not regulated in these IT regulations, they must be followed.

7.5 For access to the IT facilities of the FHJ, all users shall receive a user account with a user ID (user ID, user name) and an initial password. The initial password must be changed after logging in for the first time. The naming conventions and password guidelines can be found in the applicable document "[Naming conventions and password guidelines](#)" listed under point 12.

7.6 The user ID assigned by ZIT and the password chosen by the users themselves must be kept secret and may not be passed on to other persons under any circumstances. By passing on a password for a user ID, unauthorised persons could access confidential user data (e.g. examination data).

7.7 All users must log off again after completing their work on the IT equipment used. When leaving the workplace, the workstation must be locked; in case of longer absence, the user must log off in any case.

7.8 All users of the IT facilities of the FHJ accept that ZIT is entitled to analyse all user data and, if necessary, to change the authorisation structure in case of imminent danger, such as the occurrence of viruses or in case of justified suspicion of violations within the meaning of chapter 8 of these IT regulations. The persons concerned shall be informed in any case.

7.9 Eating, drinking and smoking are prohibited in the IT rooms! All noise is to be avoided. When leaving the PC workstation, it must be left in a clean condition.

7.10 In the event of damage to or loss of IT equipment, ZIT must be notified immediately.

7.11 All users are liable for any damage culpably caused by them.

7.12 Data and/or information that is or was made available to you due to a technical malfunction and/or operating error may not be viewed, copied or distributed unless you are the intended recipient. Furthermore, you are requested to contact the sender or ZIT.

7.13 Duties of users of external access to the IT facilities of the FHJ

The users undertake to

- not to use the external FHJ network access against the interests of the FHJ under any circumstances,
- not to pursue any activity(ies) as a provider, whether paid or unpaid, with the external FHJ network access provided by the FHJ,
- not to use the external FHJ network access for commercial purposes under any circumstances, except on behalf of or with the consent of the FHJ,
- not to make the external FHJ network access accessible to persons outside the company under any circumstances,
- not to violate the legal system applicable in the Republic of Austria - in particular the Prohibition Act, the Pornography Act, the Telecommunications Act and the Telecommunications Act, as amended from time to time - when using or through the use of the external FHJ network access,
- to indemnify the FHJ against any damage caused or likely to be caused by the data they put on the network or by the data they take from the network,
- to install and activate an up-to-date virus scanner on the IT end device (PC, notebook, smartphone, etc.) with which the user works in the FHJ network via the external FHJ network access at his/her own expense. Users are responsible for ensuring that their end device is protected against current known threats,
- to use the client prescribed by ZIT with the prescribed configuration when establishing the connection.

## 8 Unauthorised use

8.1 IT hardware, software, internet, e-mail, as well as voice, video and chat services (e.g. Skype) are to be used for professional or educational purposes. Use for private purposes is permitted without obligation until further notice at the sole risk of the user, provided that 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 interfere with the legitimate interests of the FHJ and, in the case of staff members, with the fulfilment of their assigned tasks,
- all other requirements of the IT regulations or other relevant guidelines and instructions (e.g.: data protection manual) are observed,
- Employees must ensure a clear and clean separation of private and professional content. In particular, any private files should be stored in a separate folder on the Z-drive, clearly marked as "Private". Corresponding measures are also to be taken for email use (by creating a "Private" folder and, for example, by setting rules). The FHJ can therefore always assume that there is no mixing and that private data is only stored in appropriately named folders. If there is no clear separation, it is accepted that private data will be read by others, especially unintentionally.

Finally, it is generally not advisable to conduct private and, in particular, sensitive personal matters via the IT facilities of the FHJ.

8.2 For legal reasons, the conduct of private business via the IT facilities of the FHJ is not permitted.

8.3 Any use of FHJ's IT facilities for the purpose of committing illegal acts or attempting to gain unauthorised access to systems, software, services or information is prohibited.

8.4 All measures to search for and/or exploit security gaps and attack possibilities in the IT systems of the FHJ are expressly prohibited. Spying on FHJ network traffic is also prohibited. Security audits may only be carried out by persons specifically authorised for this purpose in coordination with ZIT.

8.5 Any communication which endangers public order and safety or morality or which violates the applicable legal system must be refrained from.

8.6 Furthermore, any use of the FHJ's IT facilities that leads or could lead to harassment, disruption or impairment of the work of other users is prohibited. In principle, this also includes sending e-mails to larger groups of people (mass mailings), unless the content of these e-mails is directly related to activities carried out at the FHJ.

8.7 All users require the verifiable approval of the head of the respective organisational unit for such mailings. Student representatives or students require the verifiable approval of the relevant head of the degree programme. When sending such an e-mail, the responsible head of the degree programme or head of the organisational unit and the ZIT Helpdesk must be included in the distribution list.

8.8 In addition to the fundamental prohibition of sending mass mailings in accordance with these IT Regulations, express reference is made to the currently valid legislation <https://www.ris.bka.gv.at>.

8.9 Any use of the FHJ IT facilities for commercial advertising is prohibited.

8.10 Any changes to hardware and software configurations of all IT equipment shall be the exclusive responsibility of ZIT employees or persons authorised by ZIT. The relocation of IT equipment to another location may only take place with the consent of ZIT without exception, unless the equipment is intended for mobile operation.

8.11 It is prohibited to:

- install software without being demonstrably authorised to do so by ZIT staff or persons authorised by them or by teachers,
- make copies of the installed software without being authorised to do so by authorised FHJ personnel,
- install or run software not licensed by FHJ,
- to run software that is not required for the purpose of the study or for administrative activities.

8.12 It is expressly prohibited to create and/or reproduce music or video data carriers with equipment owned by the FHJ, unless the creation and/or reproduction takes place in the context of teaching or in the context of R&D projects, is authorised by authorised FHJ staff and is carried out within the framework of legal regulations (e.g. copyright).

8.13 The installation of file sharing programs is prohibited. Furthermore, the use of file sharing programs for downloading copyrighted material is prohibited by law.

8.14 The connection and use of network components, e.g. hubs, switches, routers, WLAN access points, or computers configured as bridges, routers or WLAN access points by students is strictly prohibited. The connection and use of network components by teachers or other FHJ employees is only permitted with the express consent of ZIT.

8.15 The use of streaming services (e.g. radio, Youtube, etc.) is only permitted for the purposes of teaching and research or in an operational context.

8.16 In the event of suspicion of unauthorised use of the IT facilities of FH JOANNEUM, an inspection of the user's data and logs may be requested in accordance with the procedural instruction "Inspection of data and logs".

## **9 Violations of the IT Order**

In the event of a breach of the IT regulations, the FHJ may take the following measures in particular:

### **9.1 Written reminder**

In the event of a breach of the IT regulations, the supervisor or head of the study programme will be informed immediately by ZIT.



9.2 In the case of sending bulk mailings, current legislation (<https://www.ris.bka.gv.at>) provides for a significant **administrative penalty**.

9.3 The following violations of the IT regulations may result in the blocking of the possibility to use the IT facilities or - in the case of serious violations - in the exclusion from studies or the termination of the employment relationship:

- wilful or grossly negligent damage to property,
- Theft,
- hacking of the FHJ's IT facilities, i.e. all activities that compromise and/or subsequently endanger the integrity and security of the FHJ's IT facilities,
- the deliberate circumvention of the printing cost allocation software,
- all other acts prohibited by law.

Violation of the prohibition on using file-sharing programmes to download copyrighted material may also lead to civil law consequences under the Copyright Act.

#### 9.4 Intangible damage

Users of the IT facilities of the FHJ are liable for culpably caused immaterial damage in the sense of serious damage to the image of the FHJ.

In particular, users are liable to pay damages to the FHJ for damages caused by the dissemination of pornographic content or content that violates the Prohibition Act, at least in the amount of EUR 5,000.

## 10 IT support, help desk

Support for users with concerns regarding the IT facilities of the FHJ is provided by the Help Desk of the ZIT.

Help desk staff handle the majority of requests remotely, i.e. without being on site, and are supported by support teams who can provide on-site assistance to users when needed.

Information about the operating hours and contact details of the Help Desk can be found on the homepage at: [www.fh-joanneum.at/hochschule/services/helpdesk/](http://www.fh-joanneum.at/hochschule/services/helpdesk/)

10.1 The duties of the Help Desk are to:

- Receive user enquiries, log them using the ticket system and process them.
- Forwarding user requests to on-site support if it is not possible to deal with them at the help desk.
- Monitor the completion of requests and communicate to users.

In the event of a significant impairment of a course due to an IT malfunction, the Help Desk is instructed to immediately begin troubleshooting and, if the course is a face-to-face course, to contact the responsible on-site team and send them to the location for the purpose of troubleshooting.

10.2 In principle, no IT support is offered for:

- Troubleshooting on private devices, even if they are registered for use on the FHJ network,
- Problems with the local installation and configuration of a VPN client on private devices,
- PCs, notebooks and other IT end devices for which users have administrator rights, even if the devices are owned by the FHJ,
- Tablets and smartphones, even if they are the property of the FHJ.

As far as possible, ZIT will endeavour to support users with such problems. In any case, no claim to support can be derived from this.

## **11 Further provisions**

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

## **12 Applicable documents**

The following documents are integral parts of these IT regulations:

- Deactivation and deletion of user accounts and data
- Naming conventions and password policies
- Printing and copying costs regulation
- Cloud Service - Office365 for employees
- Cloud Service - Office365 for students and graduates