

IT Regulations

13/12/2023

Version	Date	Prepared by	Changes
01	06/07/2015	Gerhard Maxl / ZIT	First issue
02	08/03/2019	Gerhard Maxl / ZIT	Section 8.4 amended, Section 4.6 deleted entirely.
03	02/06/2020	Gerhard Maxl / ZIT	All sections relating to personal Z drives amended to include "personal cloud storage spaces". All sections relating to the use of network drives amended to include "cloud storage spaces"
04	14/09/2022	Gerhard Maxl / ZIT	Section 7.7 "Multifactor authentication" amended.
04	14/09/2022	Thomas Riedrich / ZIT	Editorial modifications / MFA
05	13/12/2023	Gerhard Maxl / ZIT	Complete revision and integration of document "Activation, Deactivation and Deletion of User Accounts".

Prepared by	Gerhard Maxl / ZIT	Date	Signature	Signed on January 17 th 2024
Released by	Thomas Riedrich / ZIT	Date	Signature	Signed on January 17 th 2024
Released by	Martin Payer / GEF	Date	Signature	Signed on January 18 th 2024
Released by	Corinna Engelhardt-Nowitzki / GEF	Date	Signature	Signed on January 17 th 2024

Introduction

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

FH JOANNEUM provides all users with IT systems (hardware, software, cloud services) and the company's IT network in order to carry out IT activities that relate to teaching, research and administration.

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 a user fails to comply with the provisions of the present IT Regulations, their user rights may be restricted, suspended for a specific period of time or withdrawn entirely, irrespective of any further consequences under employment law.

Validity and scope

The IT Regulations as amended from time to time shall apply to all users. For the purpose of these Regulations, users shall be deemed to include all students, internal and external lecturers and other employees of FH JOANNEUM.

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

Deactivation schedule – user accounts			
Function	Reason	Deactivation after (days)	Remarks
Students	Change in study status to graduate (date of successful completion of final exam)	90	Graduates will continue to have access to Exchange Online (email, contacts, calendar, tasks)
Students	Change in study status to drop-out	7	
Incoming students	Change in study status to former incoming student	90	
Regular employees	End of employment relationship	1	
External lecturers	End of employment relationship	300	

Deletion schedule - user accounts			
Function	Reason	Deletion after (days)	Remarks
Students	Change in study status to graduate (date of successful completion of final exam)	90	Graduates will continue to have access to Exchange Online (email, contacts, calendar, tasks)
Students	Change in study status to drop-out	14	
Incoming students	Change in study status to former incoming student	90	
Regular employees	End of employment relationship	30	
External lecturers	End of employment relationship	300	

The deletion of the user account means that the username, the password, all data on the user's personal storage spaces or personal cloud storage space and the user's emails will also be deleted.

Use of IT facilities

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

Users are responsible for preventing virus and malware infections in their area. Special care in this respect must be taken when downloading files from the internet or when receiving emails with file attachments. Removable media must also be checked for malware prior to use. A malware-infected removable medium must not be used until Central IT Services (ZIT) has removed the malware.

An endpoint security system specified by Central IT Services (ZIT) is installed on every end device (PC, workstation, notebook, tablet, smartphone) managed or procured by FH JOANNEUM, where technically possible.

A current version of the endpoint security system specified by ZIT must be installed and activated on all end devices that are not managed by ZIT.

Remote access to IT facilities at FH JOANNEUM

FH JOANNEUM grants its users remote access to the FH JOANNEUM network via the internet using a VPN client software for the duration of their employment or their course of study.

External parties must not be allowed remote access to the FH JOANNEUM network.

FH JOANNEUM shall be indemnified against any damage which arises or could arise as a result of data uploaded into or downloaded from the network.

Users shall install and activate up-to-date malware protection (virus scanner) on the end device (PC, notebook, smartphone, etc.) they use to access the FH JOANNEUM network, at their own expense. Users are responsible for protecting their end devices from any known threats.

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

Furthermore, FH JOANNEUM expressly reserves the right to log and, if necessary, analyse user activities within the FH JOANNEUM network within the scope permitted by law.

Websites

Every website created by or under the responsibility of FH JOANNEUM must fulfil the following requirements:

It must include an imprint (see <https://www.fh-joanneum.at/hochschule/organisation/impressum/>), with the exception of student projects carried out as part of a course (the student must be named in the imprint).

It must include a data protection statement (<https://www.fh-joanneum.at/hochschule/organisation/datenschutz/>), with the exception of student projects carried out as part of a course (the data protection statement must be prepared by the student).

A cookie banner is mandatory when using cookies that are not technical necessary (in connection with a corresponding policy).

User obligations

The user administration is the sole responsibility of FH JOANNEUM's Central IT Services (ZIT).

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

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

Modifications to the hardware and software configuration of any IT facility may only be carried out by members of the ZIT team 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.

The username assigned 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.

Multifactor authentication is provided for defined user groups (e.g. administrators, alumni, students, lecturers and employees) in addition to authentication based on username and password.

Every user must log out after each use of the IT facility. Users must lock the workstation when leaving the workplace or log out when leaving for a longer period of time.

Every user of FH JOANNEUM'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 these IT Regulations. Should that be the case, the person concerned will be notified.

ZIT must be notified immediately of any damage to or loss of IT facilities. Users shall be liable for any damage caused intentionally or by gross negligence.

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.

Private use

IT hardware and software, internet, email, as well as voice, video and chat services (e.g. MS-Teams) are to be used for professional and educational purposes. Private use is permitted until further notice 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 FH JOANNEUM and must not prevent FH JOANNEUM employees from discharging their duties.

Employees must ensure a clear separation between private and work-related content. Private files must be stored in a separate directory on the personal storage space clearly labelled "Private". Corresponding measures should also be taken when using the email service.

Any use of FH JOANNEUM's IT facilities for commercial purposes that are not related to the user's activities at FH JOANNEUM is prohibited without exception.

Improper use

All actions aimed at detecting and/or exploiting vulnerabilities and avenues of attack in FH JOANNEUM's IT systems are explicitly forbidden. Eavesdropping on network traffic within FH JOANNEUM is also prohibited. Security audits may only be conducted by duly authorised persons in consultation with ZIT.

The IT facilities at FH JOANNEUM must not be used against FH JOANNEUM's interests.

In the event of suspected improper use of the IT facilities at FH JOANNEUM a request for access to user data and logs may be filed in accordance with the standard operating procedure "Access to data and logs".

FH JOANNEUM printers, copiers and plotters must not be used for printing on plastic films. The cost of repairs or replacement equipment incurred as a result of non-compliance shall be borne by the user who caused the damage.

Users are not allowed to install or copy software without having been granted authorisation by ZIT staff members or persons authorised by them or lecturers.

Users are not allowed to install or execute software that is not licensed by FH JOANNEUM.

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

When using AI software (artificial intelligence) users must ensure compliance with ethical principles (e.g. respect for human dignity, freedom of the individual, respect for democracy, justice and the rule of law, equality, non-discrimination and solidarity, civil rights).