UNESCO-IHE Code of Conduct regarding Information Technology (IT)

Introduction

The use of computers within all the domains of UNESCO-IHE (education, research, administration, projects and marketing & communications) has become of vital importance. We all feel the negative effects whenever something is not working as we expected it to work.

Improper use of data and information can also harm the reputation of UNESCO-IHE or of people who are associated to it, and may even lead to legal claims and financial damage.

Therefore, to promote proper use of tools, devices, data and information, to contribute to systems and information security, and to protect both individuals and the institute as a whole, a Code of Conduct regarding the use of IT facilities which is based upon common good practices is a part of the institutes IT governance framework.

UNESCO-IHE has an open and dynamic IT environment. The purpose of this Code of Conduct is not to restrict the openness and freedom of the use of IT, but to set the regulatory framework for the use of our facilities in such a way that our activities and reputation are promoted and enhanced and not jeopardized by the use of IT.

Scope

This Code of Conduct applies to all users of IT facilities which are owned, leased, hired or otherwise provided by UNESCO-IHE, IT facilities connected directly or remotely to the institute's network and IT facilities used on the institute's premises whether or not owned by the Institute, and used for any purpose whatsoever. It covers personal computers whether desktop or portable, servers and computer networks, all software and data thereon and all computer based information systems, including palmtops and telephones.

General regulations

Every user is responsible for the integrity of the UNESCO-IHE information and systems and must guard against abuses that disrupt or threaten its viability.

Next to that, every user is responsible to apply the highest standard of ethics while using IT facilities.

Therefore every user must act in accordance with this Code of Conduct, with relevant law, and with contractual obligations.

Access to UNESCO-IHE information systems

The use of IT facilities is conditional on prior registration with, and granting of access rights by, the institute's appropriate authority, unless facilities are specifically exempted from the need for registration. Registration to use IT facilities or the use of IT facilities constitutes acceptance of this Code of Conduct.

Users must notify the institute's appropriate authority of any change in their status which may affect their right to use IT facilities. The appropriate authorities use systems to administer your role to the institute

The appropriate authority will inform the IT department to create or remove user accounts.

The appropriate authority depends on the role one has within the institute:

Role	Authority	System
Staff	HRM	Persmaster
Participant (MSc, PhD, ShortCourse, Special Program)	Student Affairs	Salsa
Guest Lecturer	Student Affairs	Salsa
Other	Office of the Director	CRM

The granting of access rights to IT facilities will be by the provision of user names and passwords giving access to locations, hardware and/or software facilities. The provision of such user names and passwords by the institute's appropriate Authority will constitute authorization for the use of those IT facilities for the purposes specified in the request for registration and under the conditions applicable to those facilities. In practice this will lead to differentiated access rights for staff, participants and other relations depending on their role and type of relationship, and to be determined on an individual basis. The access to data and applications is determined by Access Control Lists. Users need to be aware of the applicable access control lists for the data storage locations on which they put data.

The IT department facilitates data storage on personal, group, institute and public levels.

Users are not allowed to use another user's name or password, neither to let any password issued to them to become known to any other person.

Users are not allowed, having logged in, to leave IT facilities unattended and potentially usable by some other person.

Users who are banned from using IT facilities must not attempt to use those facilities whilst the ban is in effect. Other users must not give access, nor assist with the giving of access, to facilities from which they know a person is banned.

Once a user has left UNESCO-IHE, all their current permissions to use IT facilities will cease. Former users may gain access to any IT facility by reapplication in accordance with their new status.

Use of software and hardware equipment

Users are responsible for ensuring that they are sufficiently familiar with the operation of any equipment they use to make their use of it safe and effective, and to avoid interference with the use of it by others.

Users must take every precaution to avoid damage to equipment. No equipment or other IT facility may be physically moved without the prior agreement of the IT-Department.

Smoking, eating or drinking in any IT facility room is strictly forbidden.

No equipment may be connected in any way into any internal UNESCO-IHE network, workstation, or other IT facility without the prior agreement of the IT Department. Permitted connections must comply with the IT Architecture Baseline. You are allowed to connect hardware to your laptop that meets the requirements of the supported interface like USB. Support will only be given on hardware that complies with the Architecture Baseline. When in doubt, please contact the IT Service Desk.

It is allowed to install software on your own UNESCO-IHE computer without prior authorization of the IT Department. However, support can only be given on software that complies with the Architecture Baseline. Most of the software is available through the IHE-Menu. When in doubt, please contact the IT Service Desk.

Users must adhere to the terms and conditions of all license agreements relating to IT facilities which they use or have access to, including software, equipment, services, documentation and other goods.

Users must take all reasonable precautions to prevent the introduction of any virus, worm, Trojan horse or other harmful or nuisance program or file into any IT facility.

Users must arrange back-up copies of their own work if required. This might be achieved by using network storage services provided by the institution like BSCW, Personal Folders etc.

Data on mobile media such as laptops, memory sticks and mobile phones require special care since this is prone to damage, loss and or theft. Data on laptops can by synchronized using Offline folders. Contact the service desk for more details on this service.

Users are not allowed to modify any software or incorporate any part of provided software into their own work without permission from the IT Department which must only be given where this is permissible under the valid license agreements.

Users are not allowed to delete or amend the programs, data or data structures of other users without their permission.

Any incident with software and/or hardware should be reported to the service desk, preferably by mail (Servicedesk@unesco-ihe.org) They will instruct how to solve the issue and contact the necessary parties.

Use of Information

The dissemination of information through the UNESCO-IHE network or the Internet is, according to the law, the 'publication' of that information, and all legal rules governing publication apply.

No user may access, create, store, exchange, display, print, publish or circulate offensive or illegal material in any form, which includes:

- Any material that is pornographic, blasphemous or excessively violent;
- Any material which may encourage discrimination on grounds of gender, sexual orientation, race, ethnic origin, disability, physical characteristics or religion.

Exceptions can be made when access to these resources is indisputable work related.

Users must not use the computing facilities to originate or forward chain letters, including hoaxes like "virus warnings" etc. When in doubt, please contact the service desk first.

A user must not copy any copyright material without the written permission of the owner of the copyright, unless copying is covered by some other provision such as that of a software license. UNESCO-IHE reserves its rights to the crest and logos which are its property; they, and departmental addresses, may be used only for official purposes.

A user is responsible for all electronic mail sent from his or her account. Care should be taken to ensure that e-mail is sent only to the intended recipients.
The content of the message should be checked before sending.

For official communication the institute only uses the UNESCO-IHE email account. When users want to make use of other email accounts to receive UNESCO-IHE information they should themselves take care for forwarding emails.

It should be considered that e-mail may contain sensitive information of which distribution can cause harm to UNESCO-IHE activities or to its good name and reputation. Therefore, only e-mail accounts that are provided by the UNESCO-IHE appropriate authority may be used for the exchange of sensitive information. Free mail (webmail) accounts like for example g-mail or hotmail do not fall under that category.

It is prohibited to forge (or attempt to forge) e-mail messages, or to read, delete, copy, or modify the electronic mail of other users.

In case a user determines that he or she has access to data or facilities that do not comply with his/her role, this must be reported to the service desk immediately. Also, a user must report the owner of data (or the service desk) when data is clearly stored on a wrong location.

In using personal data UNESCO-IHE will comply with the Dutch Data Protection Act (Wet Bescherming Persoonsgegevens). More information can be found on http://www.dutchdpa.nl, or in Dutch, http://www.cbpweb.nl

Use of networks

Users must recognize that the resources of the Institute's network are limited and take due account of this in any use of the system. Careless or excessive use may slow or restrict network access. This consideration is relevant to:
- The volume and nature of electronic mail, to individuals, news groups, and mailing lists;
- The size and location of any files to be transferred;
- The use of programs that check for new files or logins every few seconds;
- The storage of large amounts of data on central file servers.

Users are not allowed to upload or download software for private use via the UNESCO-IHE network.

Etiquette

Users should make use of IT facilities in a way that is respectful and polite.
Therefore:
- It is not allowed to use quarrelsome or offensive language in communication;
- Preferably e-mails contain a subject in the introduction. Preferably e-mails transferring files larger than 3 Mb are only send after prior announcement to the receiver;
- It is only allowed to use computers during courses and meetings for making notes and minutes and not for any other purposes, e.g. for doing work outside the subject of the course or meeting, emailing, or playing games.
- It is not allowed to mail to ALL STAFF about personal things like, selling household etc that have no direct relation to the activities of the institute .

Commercial and non-institutional use

The use of IT facilities for (personal) commercial gain must have explicit written prior permission, in accordance with UNESCO-IHE procedures for the carrying out of commercial work.

Vacancy advertising is provided by Human Resource Management. Course advertising is provided by the Office of the Rectorate.

In any event, the Institute's computing facilities must not be used for placing or distributing non-UNESCO-IHE commercial advertisements relating to any course of business.

Use by staff of the UNESCO-IHE telephone system for chargeable national or international private calls is prohibited except in the case of a local call home to notify family of an unexpected delay due to official business, or the occurrence of a serious family emergency which necessitates your contacting home, or where express permission has been given by the appropriate manager. Use by participants of the UNESCO-IHE telephone system is prohibited, except where explicit permission has been given by an appropriate member of staff.

Social media

First and foremost, UNESCO-IHE encourages staff, participants and partners to explore and engage in social media communities at a level at which they feel comfortable, especially when the conversations concern or relate to the various areas in which UNESCO-IHE is active. However, careless use of social media can harm the good name of the Institute or associated individuals, and even lead to financial claims. Therefore, always use sound judgment and common sense and remember to adhere to the values of the Institute whether you are at work, at home or travelling. Also, remember to NEVER disclose non-public information and be aware that taking public positions online (that are counter to the Institute's interests) might cause conflict.

UNESCO-IHE employees are required to follow the directions as stated in the Social Media Guidelines provided by the Office of the Rector (this document will be available by Mid-2011) when it concerns (un)official statements and communications. Staff should inform the Office of the Rector when coming across any negative online posts about the Institute and ask for advice before responding.

The main message is to have fun, and be smart. Staff can always seek advice from the Office of the Rector in their social media communications. Instructions provided by the Office of the Rector should be followed up.

Monitoring

UNESCO-IHE retains the right to monitor use of all its facilities at any time without notice to ensure they are not being misused or Code of Conduct regulations breached.

UNESCO-IHE will perform checking of email and other data traffic via internet automatically by means of a spam-filter to prevent receipt of inappropriate material. As a consequence, some e-mails may be mistakenly labeled or deleted by the automated process.

UNESCO-IHE is committed to responding promptly to any potentially damaging publication (including e-mail) by withdrawing from its services any unacceptable materials and taking any other necessary action.

Checking the content of individual e-mail messages or other electronic data-carriers by human intervention and / or targeted covert systematic monitoring or investigation of a user is only allowed if there is serious suspicion that the Code of Conduct has been violated and is subject to authorization by the Rectorate and the Manager HR, and the chairman Workers Council in case of a WoC-member.

Such authorization must be obtained in advance except where time is of the essence and the seeking of authorization may involve a significant risk of system damage or loss of evidence. Checking individual communication though is never allowed without involvement of line management and HRM for authorization. Also in such cases, the circumstances and the action taken shall be reported to the Rectorate and Manager HR as soon as practicable thereafter.

Files and communication by the Confidentiality Counseler are in principle excluded from targeted monitoring. These persons are listed by HRM.

Users will be notified of the reasons, execution and result of any checking of individual information as soon as possible. Users will be given the opportunity to present their views on the result of any investigation. Notification of checking activities may be postponed if it may harm investigation.

IT maintenance staff are required to treat any information they might see in the course of monitoring as strictly confidential.

Authority and document control

The UNESCO-IHE Code of Conduct regarding Information Technology forms part of the institutes information and systems security policy.

Giving specific regulations for the IT domain, it forms an integral part of the UNESCO-IHE policy framework regarding (un)desirable behavior and thus is complementary to the rules stated in:
- A code of Conduct in accordance with article 7.57h and article 9.2, first paragraph, of the Higher Education and Scientific Research Act of the Netherlands;
- A Code of Conduct regarding undesirable behavior established by the Rectorate on January 1st 2003;
- The UNESCO-IHE disciplinary policy.

Thus, any infringement of this Code of Conduct constitutes a disciplinary offence under the applicable procedures in this framework and may be treated as such, regardless of legal proceedings. Sanctions may also lead to the restriction of access to or to the withdrawal of IT facilities and the institute.

The ownership of this Code of Conduct rests with the Rectorate, which has exclusive authority to establish and change its content. All management is responsible for monitoring the observance of

this Code of Conduct and for taking corrective action in case of breaches against it. The content is presented to the WorksCouncil for approval.

The IT manager is responsible for maintaining this Code of Conduct by submitting draft updates to the Rectorate, and also keeps a master copy of it.

Being part of the institutes corporate rules and procedures the Code of Conduct will be published by management using the appropriate communication channels.

Established d.d……………………………....   *Valid from: January 1ˢᵗ 2011*