Eccles Broadcast Center

Computer, Network, and Email Usage Guidelines
Building Computer Support

I. PURPOSE
Information Resources at the Eccles Broadcast Center (EBC) are to be used for educational purposes and the legitimate business of the University and EBC in a manner consistent with the public trust. EBC provides computers, networks, email and other software within the Eccles Broadcast Center (EBC), and offices residing in Milton Bennion Hall (MBH), to advance and promote the exchange of information among staff members, other University departments, state, federal and educational entities, and the various constituents that are supported by our facility. These guidelines are intended to outline the appropriate use of computers in order to safeguard against possible loss, breakage, misuse or misunderstanding of the computer resources provided. As a support staff, our position is one of trust and responsibility to the university community, its students, faculty, and staff.

II. SCOPE
These guidelines do not supercede, replace, or act as addendum to the University of Utah Policies and Procedures, they are provided simply as a guide to help orient users of Information Resources within the Eccles Broadcast Center. To see the University of Utah’s policies on acceptable information and computer use, see Policy: 1-12 (http://www.admin.utah.edu/ppmanual/1/1-12.html) and 1-15 (http://www.admin.utah.edu/ppmanual/1/1-15.html). For more information on GRAMA, see Section IV in this document. Inappropriate use of computer software/hardware, email, applications and/or the Internet can result in disciplinary sanctions from your department.

III. GUIDELINES

Individual computers and laptops

A. The University of Utah owns the computers and laptops provided to the employees of EBC. They can be upgraded, audited or inventoried at any time.

B. Before moving or relocating computer equipment, a minimum of email notification must be sent to the building computer support staff to maintain accurate inventory records. Off-campus use of facility computers is not allowed unless supervisor’s approval is received and appropriate paperwork has been filed with EBC Administration.

C. The University and department respects the legitimate expectations of privacy of employees, however, as referenced to University Policy 1-15, “Appropriate administrators and network managers may require access to records and data typically taken to be private”. “The University reserves the right to concurrently monitor an employee’s electronic communications when such monitoring is necessary to the evaluation of his/her job performance quality.” Employees will be notified when such
monitoring or surveillance may occur and the monitoring will comply with the following restrictions:

- All monitoring will be relevant to work performance;
- Employees will be given access to information about their work gained through monitoring;
- Disclosure and use of resulting data will be restricted to University-related purposes.

Software and data storage
D. Copying of software from the network server or from an individual computer for other than work-related activities is prohibited.

E. Non-licensed personal software can and will be removed from individual computers and the network.

F. Storage of personal information on the local storage devices of your assigned computer is done at your own risk. When a computer experiences problems, our staff re-images the hard drive to ensure efficient turn around time in getting the computer back in working order and functional. There are no exceptions. To safeguard your personal data, a personal storage device should be used to store your personal data.

G. Within the process of network management and utilization, EBC systems automatically record activity, amount, and ownership of data storage on our file systems,

H. Storage of personal information on the network storage devices (such as the N: R: or S: drive mappings of the EBC file server) is not allowed. If temporarily storing personal data on the network, you must then transfer personal data onto personal removable storage media. This includes storing personal MP3, JPG, GIF, MPG, WAV, or other audio, video or image formats onto the network.

Network and Internet
I. Passwords are strictly confidential, and may not be disclosed to any unauthorized co-worker or outsider. Password must be changed every 90 days. If you forget your password, please see the support staff to reset your account.

J. Downloading of files should be checked for viruses before being opened or placed onto individual computers or the network. All computers have anti-virus software.

L. Employees must log off the network when their work shifts are completed, or they leave their computer open to other users who may do business or mischief in their name and jeopardize network security.

K. Remote access is provided for work purposes only. Activity is logged and monitored as a function of routine administration and maintenance.

L. Network and Internet activity is logged as a function of routine administration and maintenance of the network. Ownership of data transmission is logged during routine
monitoring of network flows, intrusion detection, and other processes conducted to ensure the security and performance of the network.

M. Backups of ALL network services are done incrementally each night, and completely each weekend.

E-Mail

N. Any form of offensive or harassing statements on E-mail, including disparagement of others based on race, national origin, gender, sexual orientation, age, handicap, religious or political beliefs is prohibited.

O. E-mail is public. That is, e-mail is NOT private and can be referenced or subpoenaed. Our department supports the personal privacy of email. Although we do not actively monitor email transmissions, our system automatically logs email activity in the process of diagnosing problems and/or monitoring the health of the email system.

EMPLOYEE RESPONSIBILITIES

EBC users are responsible to utilize Information Resources (IR) for the legitimate business of the organization. The misuse of computer resources for activities including, but not limited to: 1) the transfer of software, files, text, or pictures in violation of copyright and/or pornography laws, 2) monopolize IR for entertainment or personal use, 3) destroy, damage or alter IR or property without proper authorization, or 4) use IR for personal gain, is in violation of University Policy 1-15. A violation of this policy is a serious offense and may result in the withdrawal of access and may subject the user to disciplinary action.

If EBC Building Computer Staff detect significant abuses or violations of University Policy 1-15 in the routine function of network administration and maintenance, they are obligated to report this information to EBC Human Resources.

EBC E-Mail Tips:

• Effort should be taken when sending broadcast messages, both locally and outside our facility, to avoid sending to unintended recipients. Your name is being referenced to the content you distribute, representing both you and the facility. Think about how it appears to others when opened.

• Be careful in the content and wording selection of communications using email. Subtle, sarcastic, or innuendo can result in misunderstanding and frustration. Occasionally, users “read into” a message something that may or may not be the intended. If an ensuing email results, it can sometimes be in a non-productive form of communication, referred to as a “flame.” Use the phone or face-to-face interaction if an email becomes non-task oriented in nature. Explanation, escalation, or clarification are best left to conventional forms of human interaction, as few are gifted enough to produce eloquent prose in email.

• **Using facility wide email lists:** o Want to sell something, use 4saleEBC
 o Want to post non-work related information/etc, use XtraEBC
- **EBC** mail list is strictly for University, facility or other work related information or announcements. **EBC is not a forum for personal commentary.**
- Do not send large graphic or executable files over the facility wide lists. If reference to the file is necessary, copy the file to the shared volume of the network and include a description of its location in the email only.

PLEASE be courteous and use the appropriate list for facility wide messages.

- User can manually delete email and empty email trash daily, as desired. Email storage is subject to U of U Umail policies and personal user quotas.

**Customer Support / Network, Internet and Computer Support**

**P.** Building Computer Support staff is not responsible for computer failures. We are responsible for resolving computer malfunctions as quickly as possible and helping resolve computer difficulties for users. See Section V for contact information.

**Q.** All computer and printer requests for help should be submitted through our trouble ticket system, found at http://www.ebc.utah.edu. Prioritization is given to help requests queued in our trouble ticket system. Support staff is not responsible for verbal requests for help that have become delayed or elapsed. However, if after submitting a request for help at our site, no staff has contacted you (via email, phone, or in person), please contact the Local Network and Building Support Manager immediately.

**R.** If you are unable to submit a help request via your computer, or from a colleagues computer in your department, -or- you need immediate assistance, please page or call the support staff for assistance.

**S.** The exchange of information is facilitated by a reliable and secure local area network that provides access to local resources and access to the Internet. Infrequent network or Internet outages may occur. The support staff monitors these systems daily to proactively monitor and identify problems before they occur to minimize downtime for users. Please feel free to report any unusual activity to the support staff.

**T.** Scheduled outages are a routine function of computer support. As policy, notification will be provided to avoid any disturbance or inconvenience in user activity. If an emergency outage occurs, please contact the support staff to attempt restoration or recovery of data.

**IV. GRAMA**

The law, under which EBC is required to maintain information (reference II above), is known by the term GRAMA. It stands for the Government Records Access and Management Act. Utah has a State Records Committee and Guidelines that govern the disposition of all records created by a governmental agency. Here at EBC, we have the publication that identifies the State's General Record Retention Schedule. We can follow that general schedule or request another schedule for record disposal if we can justify our request. Regarding E-mail (reference M, above), the general schedule requires that records be categorized with a different retention schedule identified for each category. That is, each person would have to make a categorical decision about each E-mail that is sent and/or received. This is obviously such an onerous problem that we have chosen to follow the general schedule for the most restrictive category.
(the one that has the longest retention schedule). In fact, there are E-mails, which, by law, must be kept indefinitely (reference e-mail tips, above). This is the reason why we keep and archive backups.

The purpose of the law is to protect the rights of individuals to have access to government records. The law does protect some records from public access, but those records must be defined in the General Guidelines as Private or must be approved by the State Records Committee under that category. For your information, you may want to review the General Retention Schedule.

**Communication with your supervisor is the appropriate action, if there remains any confusion or doubt as to these guidelines.**

V. **CONTACT INFORMATION**

Trouble ticket system. This will be the preferred way for you to request computer help. Go to [http://www.ebc.utah.edu](http://www.ebc.utah.edu) and then click on the “Trouble Ticket System”, or go directly to [https://jira.uen.org/servicedesk/customer/portal/1](https://jira.uen.org/servicedesk/customer/portal/1).

When you arrive at the trouble ticket system web page it will prompt you to login. Enter your Unid and your building password (this is the same password that is needed for file and print services). This system will allow users to track their tickets and get updates to their tickets through email. If for any reason you cannot access the ticket system when you need help, please call or email Computer Support for help.

Building computer support contact information:

**Email:**
- BCS group email: [cbs@lists.utah.edu](mailto:cbs@lists.utah.edu)
- Allen Fox: [fox@uen.org](mailto:fox@uen.org)
- Jill Doty: [jill@uen.org](mailto:jill@uen.org)
- Sean Keanaaina: [seank@uen.org](mailto:seank@uen.org)
- Mathew Wallin: [mathew.wallin@uen.org](mailto:mathew.wallin@uen.org)

**Phone:**
- Group phone: 801-587-1999
- Allen Fox: 801-585-6115
- Jill Doty: 801-581-4347
- Sean and Mathew: 801-581-5698

**Jill Doty, Desktop Systems Administrator**
wk: 581-4347, Mobile: 201-7899 email: [jdoty@media.utah.edu](mailto:jdoty@media.utah.edu)

**Allen Fox, Sr. Network Administrator**
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