

**THE UNIVERSITY OF WESTERN ONTARIO**



**INFORMATION TECHNOLOGY POLICIES & PROCEDURES**

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**FACULTY OF ENGINEERING**  
**INFORMATION TECHNOLOGY POLICIES & PROCEDURES**

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THE UNIVERSITY OF WESTERN ONTARIO  
FACULTY OF ENGINEERING

**INFORMATION TECHNOLOGY POLICIES & PROCEDURES**

- **GENERAL:**

***THE UNIVERSITY OF WESTERN ONTARIO - INFORMATION TECHNOLOGY SERVICES (ITS) HAS DEVELOPED A SET OF POLICIES AND PROCEDURES, WHICH WILL BE ADHERED TO AND SUPPORTED BY THIS FACULTY.***

***THESE POLICIES AND PROCEDURES COVER THE FOLLOWING AREAS:***

- ***CODE OF ETHICAL BEHAVIOUR***
- ***SOFTWARE ETHICS AND***
- ***THE APPROPRIATE USE OF COMPUTING AND NETWORK FACILITIES.***

***VISIT THEIR WEB SITE & READ THESE POLICIES & PROCEDURES TO UNDERSTAND YOUR ACCESS RIGHTS AND OBLIGATIONS AS A MEMBER OF THE UWO COMMUNITY:***

**[HTTP://WWW.UWO.CA/ITS/](http://www.uwo.ca/its/)**

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1. The following policies unless otherwise stated, will be reviewed annually in relation to the faculty's annual Information Technology (IT) strategic plan, UWO standards/policies and other government / legal requirements.

**Objectives:**

- To support the faculty's strategic IT objectives and achieve this in a cost-effective manner.
- To ensure the effective use of the faculty's investment in IT by maintaining current systems and planning for & controlling their future growth.
- To assure data and system integrity, security and protection from viruses.
- To specify standards for computer hardware, software and operating systems to ensure compatibility with existing IT and provide the consistency required for effective support.
- To enhance the faculty's competitiveness through providing an IT infrastructure & systems that will enable us to achieve our objectives and potential.

2. **IT Computer Standards:** See Appendix "A": E IT Computer Standards, affixed to and forming part of this policy.
- *These standards represent the common IT operating systems, hardware and software, which will be maintained & supported by the Engineering Computer Services Group (ECS). All other IT may be supported if and when time permits on a cost recovery basis - see # 3 - IT Support.*
  - **ECS will service ONLY COMPUTING EQUIPMENT PURCHASED THROUGH UWO'S "SELECT SUPPLIERS" IN CONSULTATION WITH GROUP.**
    - See UWO Purchasing Web Site: <http://www.uwo.ca/finance/purchase>
    - It is essential from maintenance / service (i.e., warranty issues) and financial/business perspectives to deal with approved vendors.

3. **IT Computing Support & Contacts:**

See Web Site @ <http://www.engga.uwo.ca/itgroup/>

- All requests for I.T. support will be logged and dealt with on a priority basis.
  - **Network Connections:** Engineering Computer Services is responsible for the Faculty's network and performance and will therefore have the exclusive authority to connect all computers to the Engineering Network. Therefore, **at no time shall anyone other than a member of Engineering ITS connect a device to the Faculty's network!**
  - **Service Locations:** Service will be provided within the following designated Engineering buildings - Spencer, Thompson, BLWTL Annex, Elborn College & Bio-Engineering.
- A. **Services Provided:** "On supported IT & operating system platforms only – see Appendix "A" for supported equipment & software".
- i. **Standard Support – "Initial Machine Set-Up:**
- Install operating system on computer and connect to server, e-mail, ftp, telnet, and browser. No server applications.
  - **Software Installation:**
    - Shared software on UNIX servers.
    - Other packaged software will be installed providing it has been licensed.
  - **Installation of new disks, standard hardware and peripherals:**
    - Peripherals include printers, scanners, external modems, etc.
    - Format the drive, create file systems, etc.
  - **Network and user access security:**
    - Security wrapper installation (UNIX).
    - Password integrity checking (UNIX, LINUX and Windows server, as it applies).
  - **System Backups:**
    - Incremental back-ups to ITS central services are performed nightly.

ii. **Other Services:**

- **User Support:** Will provide assistance as required for systems support and hardware/software troubleshooting.
- **Restores:** Restoring computer operations following systems failures.
- **System Logging, availability and Network Monitoring:**
  - System logs will be checked on a daily basis for problems.
  - **To protect the Engineering Network, Computer Services will disable network ports to known problem systems until issues have been resolved.**

B. **Support Areas:**

- i. **Academic & Administrative:** Technical support will be provided for all designated “Academic Computing Labs” and faculty / staff primary office workstations used for “Administrative or Academic” purposes.
  - Departments will be responsible for all hardware and software costs and upgrade plans for their respective needs.
- ii. **Research:** Technical support provided to researchers in conjunction with Research Projects will be allocated the following charges:
  - Support will be provided at the rate per hour defined **in the Faculty’s Recovery Policy** for services in excess of “initial set-up”.
  - Cost of hardware and software (Note: proportional unit charges may be assessed where software site licenses exist).
  - Cost of network line installation(s), that may include the purchase of network switches subject to the number of new lines required.
  - Cost of data **back-ups &/or** back-up tapes when requested by researcher.

#### 4) User Accounts:

- **E-Mail Accounts:** User accounts will be set up as follows:
  - **Faculty & Staff:** ~~UNIX (Engineering)~~, UWO (ITS) and/or Engineering Windows Admin Server.
  - **Students (All), Researchers:** UWO (ITS), ~~UNIX (Engineering)~~.
- **User Network Accounts:** To assist in network management and IT support, the following centralization of user network accounts is maintained:
  - **PC access:**
    - Windows Admin server: Staff & Faculty accounts only.
    - Academic Computer Lab's: Students & Instructors only.
  - **UNIX Servers:** Faculty, Students & Researchers.
- **Accounts Set-up Process:**
  - Engineering:
    - PC accounts: Contact ES-IT Services - SEB 1025.
    - UNIX accounts: Contact ES-IT Services - SEB 1023.
  - UWO accounts: Bring UWO employee or student card to ITS (2<sup>nd</sup> floor of Natural Science building).
- **Network Access Rights:**

*Only the following groups of individuals have the right to hold an Engineering IT accounts and have access to Engineering's computer networks, provided they are not in violation of any Engineering or UWO IT policy:*

- **Faculty members**
- **Staff members**
- **Students - graduate & undergraduate, enrolled at UWO & taking ES courses**
- **Researchers - contracted or visiting**

5) **Computer Software Licensing Policy:**

All commercially available computer software is only "sold" as licensed for use by the software developer and owner. There is a legal prohibition to the use of software that has not been legally acquired or is used in contravention of the Vendor's software licensing policy for simultaneous (concurrent) users.

**The Faculty of Engineering policy is that only legally acquired and licensed software (authorized for teaching, research or administrative use), will be installed, copied or otherwise used on the Faculty's networks and computers.**

**The faculty's software policy is embodied in the following guidelines:**

- a) Network versions of all purchased software will be utilized in accordance with each individual software vendor's licensing policy for simultaneous users.
- b) Individual standalone versions of all purchased software will be utilized according to the software vendor's policy for single computer use.
- c) Illegal or pirated software will not be installed or copied onto any faculty computer.
- d) Unauthorized use of software: No software (including commercial, shareware, or freeware) is to be installed or copied onto any Faculty computer that is in contravention to any part of this policy.
- e) It is the responsibility of each individual user to act in accordance with this policy as a member of the Faculty of Engineering, as the Faculty is ultimately responsible for complying with software licensing agreements.
- f) It is further the responsibility of the Engineering Computer Committee, ECS staff and Department Chairs for ensuring compliance to this policy.
- g) Engineering Computer Services will maintain master lists of common Faculty software and licensing.

6) **Computer Security Policy:**

a) **Security System:** To preserve the security of the faculty's computer resources and for the protection of employees, students and visitors, the faculty has installed an internal 24-hour security system. This system continually monitors access at designated entry points into the Engineering building via remote cameras and controls entry via card access and timed door locks. Also connected to this system is a fibre optic cable network to prevent the loss of valuable computer assets.

- This system is for your benefit and protection and any perceived unauthorized misuse or access should be reported.

b) **Virus Protection:**

- Trend Anti-virus software - for the preservation of the faculty's computers & network and to ensure data integrity, all network connected PC workstations and servers will have this software loaded & configured by ECS Staff.
- It is recommended that no external disks be used on any faculty computer without previously being scanned for viruses.
- It is also recommended that no files or e-mail messages be downloaded or accepted from any suspected insecure source.
- **Note: Supervisors are responsible for ensuring their students are informed of computer policies & procedures. Failure to comply can result in damage to data and systems that belong to you or others.**

c) **Password Protection:**

- Each user should keep their password confidential to prevent unauthorized access to their data, files and systems.
- It is recommended that users regularly change their network passwords and to password protect files (if permitted by the software).
- Windows users can use screen saver passwords to prevent access to their PC's.

d) **Back-ups:**

- Back-ups of all central servers in the Faculty are performed as follows: daily - incremental, monthly - full. It is advisable that your files are stored on one the Faculty's central servers (i.e., H: drive for PC's) or you are responsible for performing back-ups of your own files stored elsewhere. Contact ECS Group regarding data back up.

e) **Data storage:**

- All data medium (i.e., back-up tapes, disks), reports and files (especially those of a confidential nature) must be stored in a secured area to prevent loss, damage or theft.

f) **Borrowing of Faculty computer property:**

- All computer equipment, program disks, software, manuals and documentation are the property of the Faculty of Engineering, UWO and shall not be copied and/or removed from premises, without approval from your respective supervisor or Department Chair.
- Individuals who wish to borrow tagged equipment (i.e., having a UWO inventory #), must first fill out the UWO "Authorization For Off-Campus Use of Equipment" form and have this approved. See: <http://www.uwo.ca/finance/purchase/section6.html#Off>

7) **User responsibilities: System Access & Ethics Policy:**

- You are required to participate in assuring the legal and ethical use of Faculty computer systems and user accounts.
- The faculty's computer systems are a valuable resource and they should not be abused or wasted.
- **Unauthorized access to files and directories:**
  - You must not engage in any activity that is intended to circumvent computer security.
  - You are prohibited from using software that is designed to destroy data, provide unauthorized access to the computer systems, or disrupt computing processes in any other way.
  - You must not access the accounts of others with the intent to read, browse, modify, copy or delete files and directories unless they have given you specific authorization.
- The faculty's computer systems and resources are for the sole use of academic, research or administrative purposes and should not be used for any other activity.
  - You are prohibited from using the faculty's computer systems for personal or private financial gain.
- Each user is responsible for the operation of his/her computer equipment and must avoid any activities that may result in damage to any hardware component, software or data.
- **Disclaimer:** Just because a particular activity is not expressly prohibited by this policy, does not indicate that it is acceptable. The faculty reserves the right to monitor all systems for signs of illegal/ unauthorized activity and will investigate any alleged abuse of its computer resources.
- **Acceptable Use Policy for Computer Equipment: See Appendix "B", affixed to and forming part of this policy.**
- **Acceptable Use Policy for Engineering Web Server and Content: See Appendix "C", affixed to and forming part of this policy.**

## Appendix "A"

### Engineering - IT Computer Software & Hardware Standards

#### A. PC Hardware:

- **Operating System:** Windows Platforms
- **Workstations:** Pentium Processors or equivalent.
- **Printers:** Hewlett Packard or Xerox LaserJet or Deskjet

#### B. UNIX Hardware:

- **Operating Systems:** AIX; SUN Solaris; LINUX
- **Workstations:** SUN, IBM, Compaq, SGI

#### C. Software:

- **Academic Computing Labs:** See web site @ <http://www.engga.uwo.ca/itgroup/complabs.htm>
- **Administration:** MS Office, PeopleSoft

## Appendix "B"

### Engineering - Acceptable Use Policy for Computer Equipment Located in the Faculty of Engineering

The following rules are to be observed by all users of the computing facilities in the Faculty of Engineering, UWO. These rules have been implemented to ensure efficient and productive use of the Computer labs. Unless otherwise specified by faculty responsible for specific computers, these rules also apply to research laboratories. Use of the computing equipment will imply agreement to the terms and conditions of this policy.

#### **RULES:**

1. **No food or drinks of any kind are permitted in the labs.**
2. Users must be diligent about compressing files for storage and deleting unused files from their accounts.
3. Material that may be deemed offensive by other members of the Faculty of Engineering community, either graphical, text or any other format must not be displayed, stored or processed in any way on the computing equipment or printed on any output device.
4. All users are responsible for the data in their personal directory. If a file is in your personal disk area, then you assume full responsibility for it.
5. Activities will be conducted in such a manner as to preclude any form of dishonesty, such as theft or misappropriation of equipment, supplies, documents, computer programs or computer time.
6. It is the policy of the University to comply fully with both the letter and spirit of the law with respect to copyright and patents (i.e., computer software, publications, technology).
7. Games of any kind are not acceptable at any time and will not be tolerated. **The computing facilities are for academic use only and any activity not deemed in support of such initiatives are in violation of this policy.**
8. Engineering Computer Services staff (to be known as ECS) is responsible for the management of the computing labs. Users are to adhere to the policies as set out above and as directed by the ECS staff, whom are available as a resource. Any issues, comments or suggestions should be directed to these staff members.

## **Appendix "B" cont'd...**

### **Consequences of Failure to Comply with the above Stated Rules:**

Failure to comply with any of the above stated rules would result in any or all of the following actions being taken by the Faculty:

1. On observation of an infraction of the User policy, there will be immediate temporary loss of computing privileges in the Faculty of Engineering Science, UWO.
2. The infraction will be reported at the discretion of the computing support personnel to the Chair of the Faculty of Engineering Computer Committee. The Chair in consultation with the Computer Committee and / or the Dean of Engineering, will decide within two working days on an appropriate long-term course of action.
3. Long-term consequences may include permanent expulsion from and the right to use the computing facilities of the faculty.

### **Procedure for Handling Complaints:**

The Chair of the Faculty of Engineering Computer Committee (Director Financial Services) will receive complaints directly or through the full-time ES - IT Services staff from anyone having knowledge of infractions to these rules.

## Appendix "C"

### Engineering - Acceptable Use Policy for Web Server Located in Faculty and maintained by ECS Staff

The following rules are to be observed by all units or groups having access to the Faculty of Engineering Web server. These rules have been implemented to present a professional image of the Faculty of Engineering, to ensure efficient and productive use of the Web server and set acceptable content guidelines. Access to the faculty's Web server will imply agreement to the terms and conditions of this policy.

#### Web Access:

- Access to the Faculty Engineering web server will be limited to faculty departments, research centres, ancillary units and related faculty sponsored student groups.
- Access will only be granted for legitimate faculty purposes, which include:
  - Promotion of Engineering and UWO
  - Information and communication relating to Engineering Science and UWO activities
  - Community outreach
  - Student activities
  - Teaching
- Groups within engineering wishing to develop and maintain a comprehensive Web area should **complete the following application** and forward to the faculty's Webmaster. The Webmaster upon approving the application will arrange for the establishment of the groups' subdirectory on the Engineering web server.
- Each group must select a representative to serve as their Webmaster. This person will be given an account to access their respective subdirectory of the Engineering web server.

#### Web Content Guidelines:

- **Personal pages:** are not permitted to be set-up on this server, instead students should contact UWO - ITS, who manage a university central site that allows this endeavor.
- The content should be related to engineering.
- Offensive content is unacceptable, which includes any material that could be considered racist or sexist. **There is a zero-tolerance policy in dealing with this issue.** If in doubt, contact the Engineering Science Webmaster.
- Disk space on web server may be limited.

## Appendix "C" cont'd...

### **Engineering Webmaster Responsibilities:**

- Responsible for management of the Engineering web site with respect to group access and content.
- Approval of group applications for Engineering web access and content acceptability decisions, which may involve contacting any/all of the following Web-Subcommittee, Computer Committee or Chair and/or Dean.
- Chair Web Sub-Committee and report to Engineering Computer Committee.

### **Group & Group Webmaster Responsibilities:**

- Group Webmasters will be empowered to manage the content on their Web areas without requiring prior approval.
- **Group Webmasters will be held responsible for the content of the web areas they maintain.**
- Funding own software upgrades.

### **Engineering Computer Services Responsibilities:**

- Maintenance of web server as part of the faculty IT infrastructure, including back-ups and network & software upgrades.
- Set-up and revoke web server access as directed by the Engineering Webmaster or Engineering Computer Committee; load user software; and set & control disk space/quotas.

### **Consequences of Failure to Comply with the above Stated Guidelines:**

Failure to comply with any of the above stated guidelines would result in any or all of the following actions being taken by the Faculty:

- **Any material that is considered offensive, illegal or inappropriate by the Faculty Web Committee or Webmaster will be removed.**
- Web access privileges for the group involved may be suspended.
- Further sanctions and penalties may be applied against the content provider, as appropriate.

### **Procedure for Handling Complaints:**

The Webmaster & Chair of the Faculty of Engineering Computer Committee (Director Financial Services) will receive complaints directly or through the full-time ES - IT Services staff from anyone having knowledge of infractions to these rules.

**Appeal Procedure:** Appeals on any sanctions can be made to the Chair Engineering Computer Committee.

**Appendix "C"**

**Engineering - Group Web Server Application**

**Group:** \_\_\_\_\_

**Purpose of Application:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Group Webmaster:** \_\_\_\_\_  
(Name)

**Student or Staff #:** \_\_\_\_\_

**Faculty Advisor:** \_\_\_\_\_  
(Student Groups Only)

**Faculty Advisor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

I have read this policy and agree to abide by its provisions.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Return to: SEB 1025**

## Appendix "D"

### ACADEMIC COMPUTER LAB USE POLICY

The student computing labs operated and maintained by Engineering Computer Services staff are designated for "ACADEMIC USE ONLY" and are open 24 hours a day pending availability and user access rights.

These labs, including equipment and software can only be used as currently available and configured.

ANY USE OF THESE FACILITIES AND EQUIPMENT OTHER THAN NOTED ABOVE MUST BE APPROVED BY THE Chair, Engineering COMPUTER COMMITTEE, subject to the provisions of this policy.

- Use of these facilities for academic courses and labs is scheduled through the Office of the Associate Dean Academic.
- Non-Academic Lab Use: Will be subject to the following user fees pending approval of Chair, Computer Committee and arrangement of appropriate scheduling/staffing arrangements:
  - Daily use of Lab facilities (per room): \$250
  - Engineering Computer Services Support Staff: \$60/hr
- The suggested minimum lead-time for these requests is 2 weeks.

**Note:**

Staffing fees will be applied to each hour of support required to set-up, monitor lab and assist users (including software installation, configuration and testing of workstations and/or server; and uninstall of software and reconfiguration of workstations and/or server, if necessary).

- SOFTWARE REQUESTS: All software required for use in these computing labs must be requested in accordance with the Faculty of Engineering "Academic Lab Software Acquisition Process" (see Appendix E of this policy).

TO REQUEST USE OF LAB (S) OR SOFTWARE INSTALLATION, PLEASE COMPLETE ATTACHED FORM AND SUBMIT TO THE CHAIR, ENGINEERING COMPUTER COMMITTEE (Engineering Financial Services).

Appendix "D"

THE UNIVERSITY OF WESTERN ONTARIO

FACULTY OF ENGINEERING

ACADEMIC COMPUTER LAB USE / SOFTWARE INSTALLATION REQUEST FORM:

**"SUBMIT TO CHAIR, ENGINEERING COMPUTER COMMITTEE"**

(C/O Financial Services)

Check applicable box(s).

SOFTWARE FOR COMPUTING LABS

COMPUTER LAB USE

Requestor & Group: \_\_\_\_\_

Signature: \_\_\_\_\_

Purpose of Request: \_\_\_\_\_ DATE: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

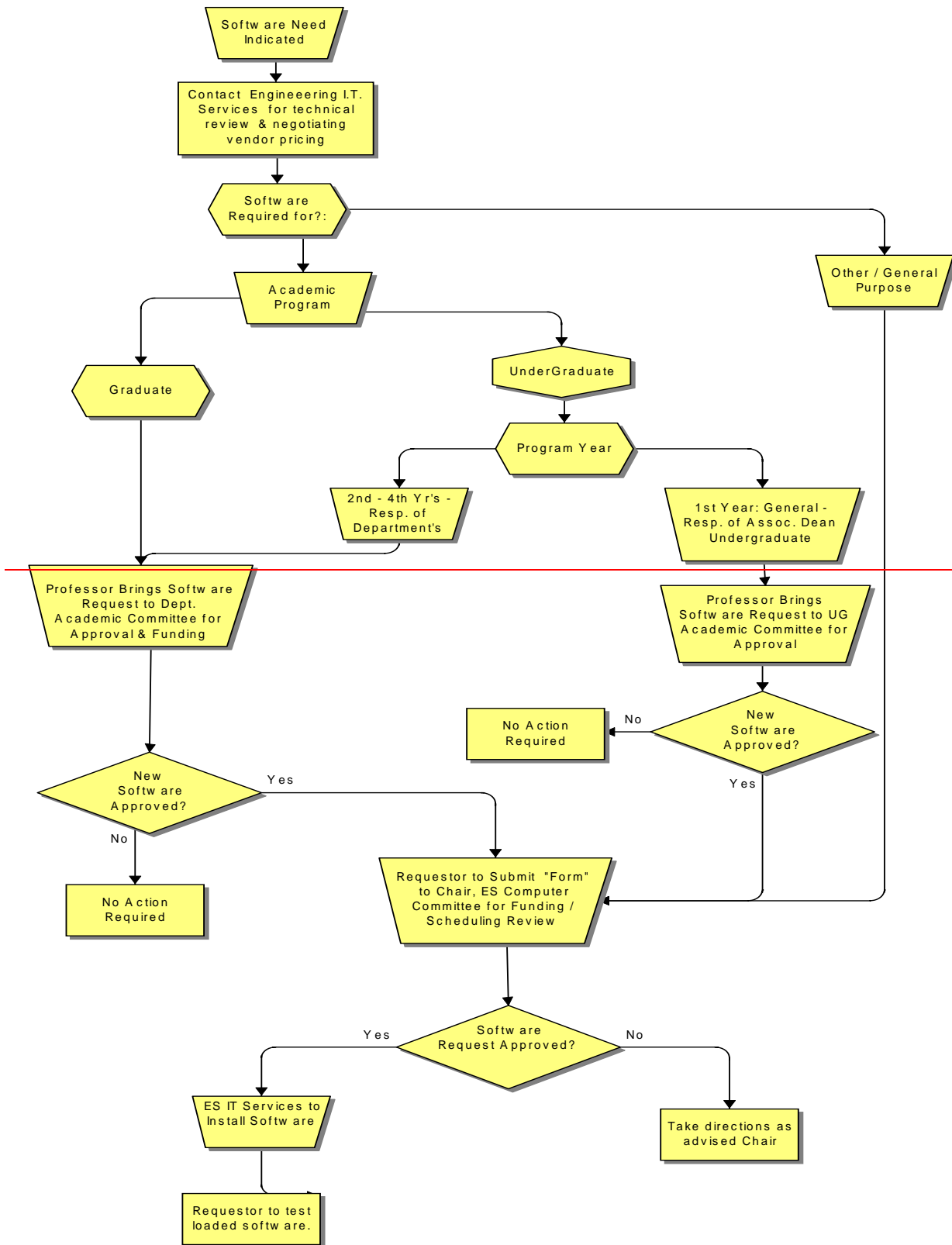
Chair, Computer Committee: \_\_\_\_\_ DATE: \_\_\_\_\_

APPROVED:       YES       NO

NOTES:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CHAIR, ENGINEERING COMPUTER COMMITTEE

**APPENDIX "E"**  
**FACULTY OF ENGINEERING SCIENCE**  
**ACADEMIC LAB SOFTWARE ACQUISITION PROCESS**



# APPENDIX " E "

## FACULTY OF ENGINEERING SOFTWARE ACQUISITION PROCESS

