



## NETIQUETTE@ITC

2009

*Computer, E-mail and Internet*

A manual that is not about technical issues

### Introduction

This is a description of the code of conduct to be followed by all users of IT-facilities at ITC. If all users behave in accordance with this code of conduct, risks such as computer-malfunctioning, network- or internet connection overload, viruses and attacks by hackers can be reduced to a minimum and the performance of IT-facilities can be guaranteed.

In general we would like to say that the IT-facilities (computer, software, data, media, printer, dial-up-facilities, internet, e-mail, etc.) provided by the Institute are to be used for the benefit of ITC business. Since the possibilities of the current IT-technology are almost unlimited, it is important to be clear about what is allowed and what is'nt.

This code of conduct for ITC students and staff is known as netiquette@itc.

### Computers: Do's and Don'ts

- Your computer is provided to you for the benefit of ITC business.
- You are authorised to use only the login accounts that are officially provided to you.
- Never give your username/password to someone else!
- Do not change anything to do with your computer, peripherals or accompanying software without the permission of your head of department (staff), course director (students), graduate programme director (PhD), and IT contact-person.
- Treat your password as carefully as you treat your PIN- number. If someone has to stand in for you, please consult your head of department (staff), course director (students) or graduate programme director (PhD).
- If possible, shut down your computer at the end of the day.
- Do not use any screensaver other than the default one.
- Installation or copying of music, films, etc. is not allowed.
- Do not install software without consulting your IT contact-person and without having obtained his permission. This way, we can reduce the risk of computers being infected by viruses and we can also keep illegal software, music, films, etc. outside ITC. This is the best way to respect the copyrights and property-rights of all available products.

### E-mail: Do's and Don'ts

- E-mail is provided to you for the benefit of ITC business.
- Everyone should be aware that e-mail is not a foolproof, 100% confidential, system. E-mail can easily be sent (in an altered form) to a third party.
- All e-mail content and attachments, particularly those going outside ITC, must be correct and presentable and must not infringe on the rights of others.

### Internet: Do's and Don'ts

- The internet-facilities are provided to you for the benefit of ITC business.
- Use of the internet must be correct and ethical, and must not infringe on the rights of others. In brief, your use of the internet should not leave ITC open to the risk of undesirable publicity.
- Downloading or providing software, music, films and pictures for personal use is not allowed.



### **Supervision, not Big Brother**

Is the use of your computer supervised at all times? The answer is easy: No. There is no systematic, individual supervision at ITC. Sometimes it will be necessary to monitor the systems and the network in order to maintain the correct functioning of the infrastructure. Your computer will be included in this monitoring. The management however does not receive (nor wishes to receive) regular reports on the individual use of e-mail or internet. ITC operates on a basis of trust. As a rule no one will be 'watching over your shoulder'. Occasionally, however, we may have to make an exception: for example, in the case of an explicit assumption of criminal or indecent practices or of a violation of this code of conduct. Those checks will be carried out only with the written permission of the Directorate.

### **Privacy and Use for Private Purposes**

Use of IT-facilities at ITC for private purposes is restricted, not forbidden – so this does leave some room for interpretation. This is deliberately done so. ITC regards the use of IT-facilities in the same way as the use of a telephone: You have to be able to arrange some personal affairs that cannot be done from home. This occasional use should not interfere with your work or the work of others. If a special situation arises, you should contact your head of department (staff), course director (students) or graduate programme director (PhD students).

ITC will not tolerate the viewing or downloading of pornographic, racist, discriminatory or offensive material.

The IT-facilities are not provided to you to enable the storage of private data. Occasionally, however, you may have to store some private data. ITC wishes to respect this, and offers you a simple and effective solution: the M-drive. This is a personal data storage location available to everyone using the ITC network. The data are secured by your username and password. This code of conduct also applies to the M-drive and the data on it.

### **Trust and Measures**

The relationship between ITC and students and associates is based on trust. ITC assumes that all students and associates will use their common sense when using the provided IT-facilities. Of course ITC is aware of the fact that people make mistakes. So if someone violates the rules (be it deliberately or unintentionally) ITC will take appropriate measures. In the worst case a staff-member will be denied access to the IT-facilities, a student will be expelled. Such measures will be taken if the individual use of IT-facilities leads to damaging publicity for ITC, if the rights of third parties are violated, or if this code of conduct is seriously violated.

### **Related Codes of Conduct**

This manual concerns the code of conduct to be followed by all users of IT-facilities. In addition, there is a document containing the code of conduct to be followed by the IT system- and network- managers at ITC. It defines the permissions granted to the ITC system- and network-managers regarding (confidential) information they are having access to because of their work.