Volume II: 2.4 Information Technology Policies

2.4 Information Technology Policies

2.4.1 Acceptable Use of College Computer and Network Systems Policy

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**PURPOSE**

The purpose of this policy is to outline the acceptable use of the college’s computer and network systems and to promote the efficient, ethical, and lawful use of the college’s electronic systems and equipment.

**POLICY**

Canisius College computer and network systems are intended for use in college-related research, instruction, learning, enrichment, and administrative activities. Users must use only those systems that they are authorized to use and are permitted to use them only in the manner and to the extent authorized. Ability to access such systems does not, by itself, imply authorization to do so. Users are responsible for ascertaining what authorizations are necessary and for obtaining them before proceeding.

Further, the college expects college employees, students, and other authorized users to utilize the college’s computer and network systems in a lawful and responsible manner consistent with the college’s mission of education, research, and service. While the college makes its computer and network systems available primarily for use in college-related research, instruction, learning, enrichment, and administrative activities, it realizes the need for personal use of its systems for the convenience of the campus community. Any personal use of these systems may not violate any college practice or policy, including but not limited to the procedures and policy guidelines set forth in this policy. Moreover, the use of the college’s systems by employees for purposes unrelated to their college positions, however, must be limited and not interfere with their official responsibilities or college functions. It is the responsibility of college employees to consult their supervisors if they have any questions in this respect.
The college recognizes that users may use personal devices when conducting college business or accessing the college’s computer and network systems. Users are still responsible for following the Acceptable Use Policy when using personal devices. See the Mobile Device and Support Policy for more information.

If a user is not clear as to what constitutes an appropriate use, the user should contact the college’s chief information officer to determine whether a particular activity is permissible.

**DEFINITIONS**

**College Information**—is any data related to the business of the college including, but not limited to: financial, personnel, student, alumni, communication, and physical resources. It includes data maintained at the departmental and office level as well as centrally, regardless of the media on which they reside. Examples include: credit card information; tax identification numbers; payroll information; check requests and associated paperwork; student, parent, and employee tuition, financial aid and loan accounts information; student educational records as defined by FERPA; photographic images (especially of face or other identifying characteristic), fingerprints, handwriting, or other biometric data (e.g., retina scan, voice signature, facial geometry); medical or financial information for any employee, temporary worker, or student; other personal information to include date of birth, address, phone numbers, maiden names, customer numbers, social security numbers; college contracts; college research data; alumni and donor records; personnel records; college financial data; passwords; college proprietary information/data; and any other information for which access, use, or disclosure is not authorized by: a) federal, state, or local law; or b) college policy or operations.

**College Personnel**—Canisius College trustees, executive officers, administrators, faculty, staff, student employees, contractors, and others who act on behalf of the college.

**Computer and Network Systems**—any college owned or leased computer, mobile device, or software, as well as any part of the college’s computer, data, voice or video networks physically located on any college owned, leased, or rented property or located on the property of any third party with the permission of that party. This includes devices on such networks assigned any routable and non-routable IP addresses and applies to the college’s wireless network and the network serving the college’s student residence housing and any other vendor supplied network made available to the college community.

**Mobile Device**—any handheld or portable computing device including running an operating system optimized or designed for mobile computing, such as Android, Blackberry OS (RIM), Apple’s iOS, or Windows Mobile. Any device running a full desktop version operating system is not included in this definition.

**Software**—any programs used to operate computers and related devices. Software is frequently divided into two categories: system software and application software. System software includes the operating system and the utilities that enable the computer or device to operate. Application software consists of programs that perform productive work for users. Application software includes such items as word processors (e.g.: Word, WordPerfect), spreadsheets (e.g.: Excel), graphic and data management programs (e.g.: Photoshop, Access), and statistical packages.

**Users**—any individual granted access by Information Technology Services to a college computer and network system.

**PROCEDURES/GUIDELINES**

**Conditions of Use**

In using the college’s computer and network systems, users agree to the following conditions of use:

- Users of the college’s computer and network systems do so subject to applicable laws and the college’s policies and procedures;
- The college will endeavor to safeguard the confidentiality of users and the possibility of loss of information within the college’s computer and network systems, but will not be liable to the user in the event of any such loss. The user must take all reasonable measures to further safeguard against any loss of information within the college’s computer and network systems;
- Users of the college’s computer and network systems recognize that when they cease to be formally associated with the college (e.g., no longer an employee, student, or visitor to the college), their information/data may be removed from the college’s computer and network systems without notice. Exceptions will be reviewed by the chief information officer;
- The college reserves the right to limit permanently or restrict any user’s usage of the college’s computer and network systems; to copy, remove, or otherwise alter any information/data or system that may undermine the authorized use of the college’s computer and network systems; and to do so with or without notice to the user in order to protect the integrity of the college’s computer and network systems against unauthorized or improper use, and to protect authorized users from the effects of unauthorized or improper usage;
- The college, through authorized individuals, reserves the right to periodically check and monitor its computer and network systems, including but not limited to the right to review, access, audit and monitor files/messages on users’ assigned computers, mobile devices, and emails;
- The college reserves the right to take emergency action to safeguard the integrity and security of its computer and network systems. This includes but is not limited to the termination of a program, job, or on-line session, or the temporary alteration of user account names and passwords.

Canisius College disclaims any responsibility and/or warranties for information and materials residing on non-college computer and network systems or available over publicly accessible networks, except where such responsibility is formally expressed. Such materials do not necessarily reflect the attitudes, opinions, or values of the college, its employees, or students.

**Security Habits**

Users are expected to adhere to reasonable and necessary security habits when using college resources. These habits include:

- Keeping account information, including passwords, confidential;
- Logging out of computers or using a password-protected screensaver when leaving the office;
• Running college-provided antivirus and antispyware software;
• Installing operating system updates when prompted;
• Using caution when opening email attachments and other unexpected data; and
• Adhering to the standards of outside resources accessed from the Canisius network.

Privacy and Personal Use

Since the college’s communication systems are the property of the college, all communications are subject to review by appropriate and authorized employees at any time. Data may be retained in backup systems, even after its apparent deletion.

Users should be aware that personal privacy in their use of the college’s computer and network systems sent to or from, or stored in, the college’s systems cannot be guaranteed in the event of legal or disciplinary proceedings.

If it appears that the integrity, security, or functionality of the college’s computer and network systems are at risk, Canisius College reserves the right to take any necessary action to investigate and remediate the problem. This action may include monitoring network activity or viewing user-generated files. In such cases, a written report of the findings will be forwarded to the appropriate college officials. In order to assure continuity for academic and administrative departments, similar procedures may be used after an employee is separated from the college or no longer able to perform required duties.

Users are responsible for exercising good judgment regarding the personal use of the college’s computer and network systems. If there is any uncertainty regarding personal use of the college’s computer and network systems, users should consult the ITS Help Desk. College personnel may also consult with their supervisor or manager. At no time should the college’s computer and network systems be used in a way that is at odds with college policy or applicable state or federal law.

Unacceptable Use

Certain actions are strictly forbidden when a User is granted access to a college computer and network systems. Under no circumstances shall a user of the Canisius College’s computer and network systems:

• Engage in any illegal activity using college computer and network systems assets;
• Engage in any activity contrary to college policy using College computer and network systems assets;
• Introduce malicious software into the campus computer and network systems;
• Reveal college information or allow the unauthorized use of college computer and network systems by people outside of the Canisius community;
• Attempt to breach, disrupt, eavesdrop on, circumvent the security of, or otherwise tamper with network communications, the personal devices of others in use at the college, or technology external to the college;
• Access a college computer and network systems using another user’s account information;
• Use college computer and network systems to violate intellectual property laws;
• Use Canisius College computer and network systems assets for personal commercial or for-profit activities, or to promote political causes;
• Use Canisius equipment or network resources for viewing or exchanging pornography or sexually explicit materials except when engaged in the study of such material as part of an approved academic activity;
• Acquire college computer and network systems assets on behalf of the college, whether by purchasing, licensing, or subscribing to them, or by donating or accepting donations, whether their use is for a fee or free. In addition, users may not unilaterally dispose of college technology resources. See Computer Asset Disposal and Computer Replacement policies for more information;
• Contact information technology vendors seeking additional products or services on behalf of the college except for individuals authorized to do so as part of an approved ITS project or activity and faculty exploring instructional technologies to enhance individual courses. All additions and changes to college computer and network systems (especially systems and software) are to be governed by an organized methodology;
• Attempt to modify or repair college computer and network systems, or arrange with technology vendors or private individuals for modifications or repairs. Users must contact the ITS Help Desk promptly to report problems with technology;
• Connect personal equipment (e.g., networking equipment, keyboards, monitors, printers, scanners, etc.) to computer and network systems assets at college locations, with the exception of external storage devices;
• Give, loan, or relocate college computer and network systems assets without ITS approval;
• Use any software on personal devices connected to college computer and network systems that provides network or file services to others (such as web servers, file servers, network protocols);
• Use the college’s computer and network systems to assume the identity of another (e.g., by sending forged electronic mail);
• Utilize the college’s computer and network systems to interfere with the proper functioning or the ability of others to make use of such technologies or resources. See Computer Asset Disposal and Computer Replacement policies for more information;
• Utilize the college’s computer and network systems to engage in any conduct that is likely to result in retaliation against the computer and network systems, the personal devices of others, or technology external to the college, including engaging in behavior that results in any server being the target of a denial of service attack; and
• Attempt to decrypt encrypted information unless they are authorized staff performing security reviews or investigations. The use of network “sniffers” is restricted to authorized system administrators or contractors tasked with solving network problems or conducting security audits. Network tools must not be used to monitor or track any individual’s network activity except under special authorization by the chief information officer.

Canisius College strongly protects the right of all members of the college community to be free from any form of electronic harassment or abuse. Members of the college community receiving any such unwanted or threatening electronic messages should immediately contact ITS so that appropriate disciplinary and/or legal action may be taken. In the event of an incident of Sexual or Gender-based Misconduct, the college’s Title IX coordinator may be contacted. Responsible Employees who become aware of such incidents are required to report the incident to the Title IX coordinator. See the college’s Sexual and Gender-Based Misconduct Policy for additional information, including confidential reporting procedures.

Use of College Email Systems
• Users are expected to read their college email on a regular basis and manage their email accounts appropriately, and to use their accounts in accordance with the acceptable use policies outlined above.
• College email accounts may not be used to send mass emailing or commercial solicitations (a.k.a "spam") to individuals, newsgroups, or mailing lists where such content is not part of the purpose of the group or list or for the purpose of college business.
• Microsoft Exchange email accounts are subject to the same retention policy as paper records and the college’s Email Retention Policy. Users who receive a notice of a legal hold are responsible for keeping copies of all relevant documents, including email.

Enforcement

ITS is responsible for the appropriate enforcement of this policy. During the course of any investigation of alleged inappropriate or unauthorized use, it may be necessary to temporarily suspend a user’s system privileges, but only after determining there is at least a prima facie case against the individual, as well as a risk to college’s computer and network systems if privileges are not revoked. This is a necessary action taken to prevent further misuse and does not presume that the account holder initiated the misuse. Unsubstantiated reports of abuse will not result in the suspension of user account or network access unless sufficient evidence is provided to show that inappropriate activity occurred.

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

Any student found to have violated this policy will be subject to disciplinary action through the Community Standards.

Visitors and others third party users who violate the provisions of the policy are subject to loss of access to the college’s computer and network systems. They may also be subject to criminal and/or civil proceedings. In addition, the vice president for business and finance may administer other appropriate sanctions.

Notification

Users must report any identified weakness in college computer security and any incident of possible misuse or violation of this policy to ITS.

RELATED POLICIES

Cloud Computing Policy
Copyright and Intellectual Property Policy
Email Retention Policy
Information Security Program
Health Insurance Portability and Accountability Act Policy
Mass Email Policy
Peer-to-Peer File Sharing Policy
Political Activities and Speakers Policy
Record Retention and Disposal Policy
Remote Access Policy
Sexual and Gender-Based Misconduct Policy
Standards of Ethical Conduct
Student Records (FERPA) Policy
Mobile Device Use and Support Policy
Wireless Access Points Policy

2.4.2 Enterprise Resource Planning (ERP) Access Policy

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Applicability: All Canisius College employees including student workers who require access to the ERP System as part of their employment duties.

History:

PURPOSE
The purpose of this policy is to outline the access requirements for the Canisius College Enterprise Resource Planning (ERP) system. Note that this applies only to the administrative ERP software, not to the web interface used for self-service by the college community.

This policy will outline the means by which access to the administrative ERP software, as well as specific protected information accessible through the ERP system, is granted or rescinded.

POLICY
Only authorized College employees are permitted to access the college’s ERP system. College employees granted access to the ERP system must adhere to the procedures and policy guidelines set forth in this policy.

DEFINITIONS

**College Information**—is any data related to the business of the college including, but not limited to: financial, personnel, student, alumni, communication, and physical resources. It includes data maintained at the departmental and office level as well as centrally, regardless of the media on which they reside. Examples include: credit card information; tax identification numbers; payroll information; check requests and associated paperwork; student, parent, and employee tuition, financial aid and loan accounts information; student educational records as defined by FERPA; photographic images (especially of face or other identifying characteristic), fingerprints, handwriting, or other biometric data (e.g., retina scan, voice signature, facial geometry); medical or financial information for any employee, temporary worker, or student; other personal information to include date of birth, address, phone numbers, maiden names, customer numbers, social security numbers; college contracts; college research data; alumni and donor records; personnel records; college financial data; passwords; college proprietary information/data; and any other information for which access, use, or disclosure is not authorized by: a) federal, state, or local law; or b) college policy or operations.

**College Employees**—includes Canisius College executive officers, administrators, faculty, staff, student employees, contractors, and others who act on behalf of the college.

PROCEDURES/GUIDELINES

Granting of Access
Access to the ERP system is granted by the security administrator. The request for access must be submitted, in an email message to bannersecurity@canisius.edu, by the supervisor of the employee who needs access. This request must include a delineation of the data that the employee needs to access, so that proper accommodations can be made.

Access to forms containing college information, including social security numbers, date of birth, bank account numbers, or salary data, etc. must be approved by the controller.

Rescinding of Access
Access to the ERP system will be removed immediately upon termination of employment or, in the case of a vendor or other third party, cessation of the individual’s engagement with the college. Additionally, access to the ERP system will be removed when an employee’s position changes within the college, regardless of whether there is a change in department. Access to the software, for purposes of the new position, will be granted through the standard Granting of Access procedure above.

Special Consideration for Student Access
Because of the higher turnover among student employees, ERP software access for all students will be terminated at the end of every semester. Departments that need access for their students will apply for that access at the beginning of the next semester through the Granting of Access procedure above.

There is to be no write access to the ERP system for undergraduate student employees. Graduate students may have write access, in keeping with the standards outlined in Granting and Rescinding of Access procedure above. While “generic” accounts may exist for data lookup purposes, any data modification must be done with an approved user account.

Sharing of Access
In keeping with the college’s Acceptable Use Policy, sharing of login credentials in an attempt to circumvent access restrictions is a serious offense. Users who need access to particular forms or data should contact the security administrator so that accommodations may be made. The proper owners of credentials are responsible for any actions, including data access, manipulation, modification, or deletion that takes place under the auspices of those credentials.

RELATED POLICIES

Acceptable Use of College Computer and Network Systems Policy

Information Security Program
2.4.3 Cloud Computing Policy

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Purpose

The purpose of this policy is to establish the college’s policies and procedures regarding the protection of college information placed into a cloud computing environment that is not directly controlled by Canisius College.

Policy

College information as defined in this policy may not reside within any cloud computing environment unless Canisius College has entered into a legally binding agreement with the service provider to ensure that the data is protected and managed in accordance with standards and procedures required by law and acceptable to the Information Technology Services ("ITS").

College information placed into a college authorized cloud environment must be encrypted in transit and encrypted at rest. Moreover, the cloud service provider’s contract must indicate that they conform to all relevant federal, state, and local laws and regulations. Finally, any college information residing within a cloud computing environment must be retrievable by the college and not solely by the individual who placed the data in the cloud environment, and must conform to the college’s Record Retention Policy and Schedule.

Definitions

Cloud Computing/Cloud Environment—encompasses utilizing any external computing, software services, or hosting environment that is not directly controlled by Canisius College.

College Information—any data related to the business of the college including, but not limited to: financial, personnel, student, alumni, communication, and physical resources. It includes data maintained at the departmental and office level as well as centrally, regardless of the media on which they reside. Examples include: credit card information; tax identification numbers; payroll information; check requests and associated paperwork; student, parent, and employee tuition, financial aid, and loan accounts information; student educational records as defined by FERPA; photographic images (especially of face or other identifying characteristic), fingerprints, handwriting, or other biometric data (e.g., retina scan, voice signature, facial geometry); medical or financial information for any employee, temporary worker, or student; other personal information to include date of birth, address, phone numbers, maiden names, customer numbers, social security numbers; college contracts; college research data; alumni and donor records; personnel records; college financial data; passwords; college proprietary information/data; and any other information for which access, use, or disclosure is not authorized by: a) federal, state, or local law; or b) college policy or operations.

Computer and Network Systems—any college owned or leased computer, mobile device, or software, as well as any part of the college’s computer, data, voice or video networks physically located on any college owned, leased, or rented property or located on the property of any third party with the permission of that party. This includes devices on such networks assigned any routable and non-routable IP addresses and applies to the college’s wireless network and the network serving the college’s student residence housing and any other vendor supplied network made available to the college community.

Encrypted Data—refers to information that has been converted through software into a non-human readable form typically via a password or phrase (which is also used to decrypt the file when the information is to be accessed). All encryption referred to within this policy must conform to prevailing industry standards.

Users—any individual granted access by Information Technology Services to a college computer and network system.
Enforcement

ITS is responsible for the appropriate enforcement of this policy. During the course of any investigation of alleged inappropriate or unauthorized use of cloud computing environment, it may be necessary to temporarily suspend a user’s network or computing privileges, but only after determining there is at least a prima facie case against the individual, as well as a risk to college computer and network systems if privileges are not revoked. This is a necessary action taken to prevent further misuse and does not presume that the user initiated the misuse. Unsubstantiated reports will not result in the suspension of user account or network access unless sufficient evidence is provided to show that inappropriate activity occurred.

Students and employees who violate the provisions of the policy are subject to disciplinary action pursuant to the college’s applicable disciplinary policies, as well loss of access to the college’s computer and network systems.

Visitors and others third party users who violate the provisions of the policy are subject to loss of access to the college’s computer and network systems. In addition, the vice president for business and finance may administer other appropriate sanctions.

RELATED POLICIES

Acceptable Use of College Computer and Network Systems Policy
Information Security Program
Health Insurance Portability and Accountability Act Policy
Student Records (FERPA) Policy
Wireless Access Points Policy

2.4.4 Computer Asset Disposal Policy

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PURPOSE

The purpose of this policy is to outline the rules for disposal of computer assets owned by the college. Once a computer asset has reached the end of its active life on campus, it can be purchased by a member of the college community, donated, or disposed of as waste.

POLICY

College personnel are responsible for the appropriate disposal of college computer assets in accordance with the procedures and guidelines set forth in this policy.

DEFINITIONS

*College Information*—any data related to the business of the college including, but not limited to: financial, personnel, student, alumni, communication, and physical resources. It includes data maintained at the departmental and office level as well as centrally, regardless of the media on which they reside. Examples include: credit card information; tax identification numbers; payroll information; check requests and associated paperwork; student, parent, and employee tuition, financial aid, and loan accounts information; student educational records as defined by FERPA; photographic images (especially of face or other identifying characteristic), fingerprints, handwriting, or other biometric data (e.g., retina scan, voice signature, facial geometry); medical or financial information for any employee, temporary worker, or student; other personal information to include date of birth, address, phone numbers, maiden names, customer numbers, social security numbers; college contracts; college research data; alumni and donor records; personnel records; college financial data; passwords; college proprietary information/data; and any other information for which access, use, or disclosure is not authorized by: a) federal, state, or local law; or b) college policy or operations.

*Computer Assets*—any device that contains electronic circuitry or any data storage media that keeps information. Devices with electronic circuitry include, but are not limited to: computers, laptops, mobile devices, copy machines, fax machines, calculators, and telecommunication equipment. Computer assets also includes data storage media.
Disposal—any computer asset leaving custody of the college, regardless of whether the equipment is being returned as part of a lease, being sold, donated, or being thrown away. It is the responsibility of the department and the employee in custody of the item to understand and manage the terms and conditions of its disposal.

**PROCEDURES/GUIDELINES**

Any computer equipment owned by the college that is no longer useful on campus may either be purchased by a member of the campus community or outside vendor, donated, or disposed of as waste.

**Sales**

Computer assets that have served their useful life at Canisius College may be made available for sale to a member of the Canisius College community. Such personal purchases must be approved by ITS before being offered for sale. The sale price will be based on the college’s depreciation schedule (20% straight line depreciation per year), but in no event will be less than $50. Computer assets with an original purchase price of $1,000 or more will require the completion of an Asset Disposal Form.

ITS will reformat the hard drive and re-install the operating system that came with the system. No college information will be transferred. The computer will be sold on an “as is” basis and ITS will not support the computer or the software after the purchase.

**Disposal**

If the equipment is to be discarded, ITS will use a professional computer salvage/recycling company to safely dispose of the equipment. ITS staff will ensure the asset is cleared of all software licensed to the college and any college information. In the case of purchase or disposal, ITS will complete the required paperwork for the Controller’s Office and remove the equipment from the college’s inventory. The ITS Help Desk will coordinate this activity (x8340).

**Donated**

Any hardware considered no longer in service to the college may be donated by ITS. ITS staff will ensure the asset is cleared of all software licensed to the college and any college information. Donation of a computer asset with an original purchase price of $1,000 or more will require the completion of an Asset Disposal Form.

**Data Disposition**

It is imperative that college information is not contained on any machine that permanently leaves the campus. If a computer asset is still operational, it will be booted with external media and the internal hard drive(s) will be wiped by ITS or an approved vendor with a tool such as DBAN or Disk Utility. If the computer asset is not operational, the hard drive(s) will be removed and either physically destroyed or installed in another computer and wiped with a software tool.

**Enforcement**

It is expected that ITS staff will enforce this policy whenever a piece of equipment is ready to leave campus. Responsibility for disposal and data disposition lies with the appointee of the director of user services.

**RELATED POLICIES**

Capitalization and Depreciation Policy

Computer Asset Replacement Policy

Information Technology Change Control Policy

Record Retention and Disposal Policy

### 2.4.5 Computer Asset Replacement Policy

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**COMPUTER ASSET REPLACEMENT POLICY**
PURPOSE

The purpose of this policy is to establish the procedure for annual replacement of computer assets for faculty and staff using Canisius funds allocated for that purpose.

POLICY

Replacement of computer assets will proceed annually, as long as funds for this purpose are allocated, according to the procedures and guidelines set forth in this policy.

DEFINITIONS

Computer Assets—any device that contains electronic circuitry or any data storage media that keeps information. Devices with electronic circuitry include, but are not limited to, computers, laptops, and mobile devices.

PROCEDURES/GUIDELINES

Inventory and Distribution

The list for the annual replacement will include the oldest computer assets on campus, as well as new assets as needed for new full-time college employees. Job function, needs assessment, and special requests made by the deans and area vice presidents play a role in the development of the annual replacement list. At times, it may be necessary to add some computer assets that have been problematic, or to replace a department’s assets because of a software requirement. The goal is to use the allocated funds to replace as many as possible from the list.

Standard Configuration of Macintosh and Windows Computers

ITS will negotiate with vendors to provide the best standard configurations for both desktops and laptops on both platforms. These will be posted, along with cost information, for all recipients to see.

Procedure for Notification

Deans and department chairs will be notified of the fill-time employees in their area who will receive new computer assets, as will each full-time employee receiving a new computer or device. Each person getting a new asset will have an “allotment” from the replacement budget, sufficient to fund their recommended asset. If a faculty or staff member needs or desires a model that is above the standard amount, the request will need to be justified to vice presidents, deans, and chairs.

Useful Computer Life

Campus computers are replaced based on the useful life of the computer asset.

De-accessioning

Please consult the Computer Asset Disposal Policy.

RELATED POLICIES

Capitalization and Depreciation Policy

Computer Asset Disposal Policy

Information Technology Change Control Policy

2.4.6 Electronic Accessibility Policy

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PURPOSE
The purpose of this policy is to set forth minimum guidelines for electronic accessibility at Canisius College.

POLICY

The following sets forth minimum guidelines for electronic accessibility at Canisius College:

- All information technology products (i.e., software applications, telecommunications, videos, multimedia, ATM’s, copiers, fax machines, and desktop and portable computers) purchased by the college must have the capability to use assistive software and hardware;
- The college will provide accessible information technology products for employees and students with disabilities; and
- The college provides reasonable access to web enhanced instruction, informational or instructional video media, and alternate media formats utilized as part of its academic offerings.

DEFINITIONS

*Information Technology Products* - software applications, telecommunications, videos, multimedia, ATM’s, copiers, fax machines, and desktop and portable computers.

PROCEDURES/GUIDELINES

Not Applicable.

RELATED POLICIES

Anti-Discrimination and Harassment Policy

Employee Accessibility (ADAA) Policy

Student Accessibility Policy.

2.4.7 Email Retention Policy

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<th>EMAIL RETENTION POLICY</th>
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<td>Responsible Officer:</td>
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<td>Applicability:</td>
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PURPOSE

The purpose of this policy is to establish the college’s policy guidelines and procedures regarding the retention of college employee emails on the Microsoft Exchange server.

POLICY

College employees are responsible for maintaining their Microsoft Exchange email account in accordance with the procedures and guidelines set forth in this policy.

DEFINITIONS

*College Employees*—Canisius College trustees, executive officers, administrators, faculty, staff, student employees, contractors, and others who act on behalf of the college.

PROCEDURES/GUIDELINES

Microsoft Exchange automatically deletes old emails according to the following rules:

- Emails located in the "Inbox" and "Sent Items" folders are deleted after 120 days.
- Emails located in the "Deleted Mail" folder are deleted after 30 days.
- Subfolders, and emails within those subfolders, created inside the Inbox, Sent Items, and Deleted Mail folders are deleted after 120 days (Inbox, Sent Items) or 30 days (Deleted Mail).

All other folders do not fall within this policy. Messages within folders outside the Inbox, Sent Items, and Deleted mail folders will remain until manually deleted by the user.

The user can store emails beyond the 120-day limit by creating folders outside the Inbox, Sent Items, and Deleted mail folders, and moving mail from the Inbox, Sent Items, and Deleted mail folders to these outside folders.

Canisius College’s current learning management system (LMS) sends emails with the User’s email address as the return address. However, emails sent from the LMS can be stored within a “sent mail” folder. Emails within the LMS “sent mail” folder are not governed by the Email Retention Policy, and are not purged after 120 days.

Since the LMS applies the sender’s email address as the return address to any outgoing email, subsequent email conversations connected to an LMS sent email takes place entirely outside the LMS. Therefore, any emails sent in reply to an email sent by college employees from the LMS will go to the initial sender’s (faculty or staff) Exchange account Inbox, and therefore will be governed by this policy. Any subsequent reply by the initial sender in the same email conversation will be stored in their Exchange Sent Items folder, and will thus be governed by this policy.

For detailed instructions on how to save emails, Canisius College employees are directed to a tutorial at the following address: https://wiki.canisius.edu/x/cWHi.

RELATED POLICIES
Acceptable Use of College Computer and Network Systems Policy

2.4.8 Information Security Program

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<th>INFORMATION SECURITY PROGRAM</th>
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PURPOSE

The purpose of this policy is to define the college’s information security program (“program”), which (a) establishes a college-wide approach to information security and prescribes mechanisms that help identify and prevent the compromise and misuse of covered data and information; defines mechanisms that allow the college to satisfy its legal and ethical responsibilities with regard to its networks’ and computer systems’ connectivity to worldwide networks; and prescribes an effective mechanism for responding to external complaints and queries about real or perceived non-compliance with this program.

POLICY

It is the policy of the college to maintain a comprehensive program in compliance with The Gramm Leach Bliley Act (GLBA). The objective of the program is to: ensure the security and confidentiality of covered data and information in compliance with applicable GLBA rules as published by the Federal Trade Commission; safeguard against anticipated threats to the security or integrity of covered data and information, including electronic data; and guard against unauthorized access to or use of covered data and information that could result in harm or inconvenience to college students, employees, and customers.

The college’s program incorporates, by reference, college-wide and departmental policies and procedures that address the security and confidentiality of data encompassed by the definition of “covered data and information,” below. These include, but are not limited to, the college’s Student Records (FERPA), Identity Theft Prevention, Mobile Device Use and Support, Acceptable Use of College Computer and Network Systems, Confidential Information, and HIPAA policies.

DEFINITIONS

College Employees—Canisius College trustees, executive officers, administrators, faculty, staff, student employees, contractors, and others who act on behalf of the college.

College Information—is any data related to the business of the college including, but not limited to: student and employee financial information. It includes data maintained at the departmental and office level as well as centrally, regardless of the media on which they reside. Examples include: credit card information; tax identification numbers; payroll information; check requests and associated paperwork; student, parent, and
employee tuition, financial aid and loan accounts information; student educational records as defined by FERPA; photographic images (especially of face or other identifying characteristic), fingerprints, handwriting, or other biometric data (e.g., retina scan, voice signature, facial geometry); medical or financial information for any employee, temporary worker, or student; other personal information to include date of birth, address, phone numbers, maiden names, customer numbers, social security numbers; college contracts; college research data; alumni and donor records; personnel records; college financial data; passwords; college proprietary information/data; and any other information for which access, use, or disclosure is not authorized by: a) federal, state, or local law; or b) college policy or operations.

Covered Data and Information—for the purpose of this policy, covered data and information includes student and employee financial information required to be protected under the Gramm Leach Bliley Act (GLB). In addition to this coverage which is required by federal law, Canisius College chooses as a matter of policy to also define covered data and information to include college information as that term is defined in this policy. Covered covered data and information includes both paper and electronic records.

Employee Financial Information—that information the college has obtained from an employee in the process of offering a benefit or service. Offering a benefit or service includes all college sponsored benefit plans and college financial services such as the Employer Assisted Housing Program, computer loans, flexible spending accounts, and personal payroll services. Examples of employee financial information include bank and credit card account numbers, income and credit histories and social security numbers, in both paper and electronic format.

Student Financial Information—that information the college has obtained from a student in the process of offering a financial product or service, or such information provided to the college by another financial institution. Offering a financial product or service includes offering student loans to students, receiving income tax information from a student’s parent when offering a financial aid package, and other miscellaneous financial services as defined in 12 CFR § 225.28. Examples of student financial information include bank and credit card account numbers, income and credit histories and social security numbers, in both paper and electronic format.

PROCEDURES/GUIDELINES

The Gramm Leach Bliley (GLB) mandates that the college appoint an information security plan coordinator, conduct a risk assessment of likely security and privacy risks, institute a training program for all employees who have access to covered data and information, oversee service providers and contracts, and evaluate and adjust the program periodically.

In order to comply with GLB, the college has designated the chair of the ITS Systems and Security Committee (SSC) to serve in the role of information security program coordinator. The chair of this SSC as well as the committee members must work closely with college legal counsel and all relevant academic and administrative schools and departments throughout the college. The chair of SSC is appointed by the chief information officer.

The coordinator (or the coordinator’s designee) must help the relevant offices of the college identify reasonably foreseeable internal and external risks to the security, confidentiality, and integrity of customer information; evaluate the effectiveness of the current safeguards for controlling these risks; design and implement a safeguards program, and regularly monitor and test the program.

Risk Assessment and Safeguards

The coordinator (or the coordinator’s designee) must work with all relevant areas of the college to identify potential and actual risks to security and privacy of information. Each department head, or designee, will conduct an annual data security review, with guidance from the coordinator. Vice presidents will be asked to identify any employees in their respective areas that work with covered data and information. In addition, the relevant departments of ITS will conduct an annual review of procedures, incidents, and responses, and will document all relevant materials. Selective publication of these materials is for the purpose of educating the college community on network security and privacy issues. ITS will assure that procedures and responses are appropriately reflective of those widely practiced at other institutions of higher education, as measured by four advisory groups: The Educause Security Institute, The Internet2 security working group, the SANS Top Twenty issues. ITS will assure that procedures and responses are appropriately reflective of those widely practiced at other institutions of higher education, as measured by four advisory groups: The Educause Security Institute, The Internet2 security working group, the SANS Top Twenty risks list, and the Federal NIST Computer Security Resource Center.

In order to protect the security and integrity of the college network and its data, ITS will develop and maintain a registry of all computers attached to the college network. This registry will include, where relevant, IP address or subnet, MAC address, physical location, operating system, intended use (server, personal computer, lab machine, dorm machine, etc.), the person, persons, or department primarily responsible for the machine, and whether the machine has special access to any confidential data covered by relevant external laws or regulations.

ITS assumes the responsibility of assuring that patches for operating systems or software environments are reasonably up to date for systems that it administers, and will keep records of patching activity. Furthermore, ITS will seek to enforce: i) currency with respect to security level of all systems attached to the network; and ii) virus and worm protection of all systems attached to the network. ITS will review its procedures for patches to operating systems and software, and will keep current on potential threats to the network and its data. Risk assessments will be updated annually.

ITS bears primary responsibility for the identification of internal and external risk assessment, but all members of the college community are involved in risk assessment. ITS, working in conjunction with the relevant college offices, will conduct regular risk assessments, including but not limited to the categories listed by GLB. Department heads will cooperate with the committee and play an active role in addressing security in their areas.

The college’s administrative software system, processes, and devices are limited to authorized users. Moreover, information system access is limited to the types of transactions and functions that authorized users are permitted to execute. The college’s administrative software system schema and reports identify those users who have been granted such access. Moreover, the college annually conducts an audit that requires departmental supervisors to verify those individuals that may continue to have electronic access to covered data and information via the college’s administrative software system.

ITS will assure the physical security of ITS administered computers, including servers, which contain or have access to covered data and information. The SSC will conduct a survey of other physical security risks, including the storage of covered paper records in non-secure environments, and other procedures which may expose the college to risks.
While the college has discontinued usage of social security numbers as student identifiers, one of the largest security risks may be the possible non-standard practices concerning social security numbers, e.g. continued reliance by some college employees on the use of social security numbers. Social security numbers are considered protected information under both GLB and the Family Educational Rights and Privacy Act (FERPA). By necessity, student social security numbers still remain in the college student information system. The college will conduct an assessment to determine who has access to social security numbers, in what systems the numbers are still used, and in what instances students are inappropriately being asked to provide a social security number. This assessment will cover college employees as well as subcontractors such as the bookstore and food services.

ITS ensures that all electronic covered information is encrypted in transit and that the central databases are strongly protected from security risks.

All Canisius College employees are expected to adhere to the Canisius College Standards of Ethical Conduct and other applicable policies. In addition, the college requires that all new College hires undergo background and reference checks prior to hire. See the college’s Background, Reference and Verification Screens Policy.

ITS has developed an Identity Theft Prevention Policy to detect and mitigate any actual or attempted attacks on covered systems. In addition, ITS has developed a contingency plan which includes incident response procedures for actual or attempted unauthorized access to covered data or information.

The information security coordinator will periodically review the college’s disaster recovery program and data-retention policies and present a report to the Senior Leadership Team.

Employee Training and Education

While directors and supervisors are ultimately responsible for ensuring compliance with information security practices, ITS and the SSC will work in cooperation with Human Resources to develop training and education programs for all employees who have access to covered data and information.

Oversight of Service Providers and Contracts

The information security program requires the college to take reasonable steps to select and retain service providers who maintain appropriate safeguards for covered data and information. The Business and Finance Office will request assurances of GLB compliance to all covered contractors.

Evaluation and Revision of the Information Security Program

GLB mandates that this program be subject to periodic review and adjustment. ITS will review its policy and procedures at least once each year. Processes in other relevant offices of the college such as data access procedures and the training program undergo regular review. The program itself as well as the related data retention policy are reevaluated annually in order to assure ongoing compliance with existing and future laws and regulations.

RELATED POLICIES

Confidential Information Policy
Information Security Program
Health Insurance Portability and Accountability Act Policy
Record Retention and Disposal Policy
Standards of Ethical Conduct
Student Records (FERPA) Policy
Mobile Device Use and Support Policy

2.4.9 Information Technology Change Control Policy

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<th>INFORMATION TECHNOLOGY CHANGE CONTROL POLICY</th>
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<td>History:</td>
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PURPOSE

The purpose of this policy is to manage changes to the college’s computer and network systems in a rational and predictable manner so that college employees can plan accordingly.

POLICY

All changes to the college’s computer and network systems are subject to the formal change management processes set forth in this policy. Once approval is acquired, all related purchase requests (including hardware and software related purchases) must adhere to current college purchasing policies and procedures.

DEFINITIONS

Change—anything that transforms, alters, or modifies the operating environment or standard operating procedures that have potential to affect the stability and reliability of ITS supported information technology resource infrastructure and disrupt the business of the college. A change can be planned or unplanned.

Computer and Network Systems—any college owned or leased computer, mobile device, or software, as well as any part of the college’s computer, data, voice or video networks physically located on any college owned, leased, or rented property or located on the property of any third party with the permission of that party. This includes devices on such networks assigned any routable and non-routable IP addresses and applies to the college’s wireless network and the network serving the college’s student residence housing and any other vendor supplied network made available to the college community.

PROCEDURES/GUIDELINES

Change Control Process

Information Technology Services constantly assesses the college’s computer and network systems and considers changes as necessary. Steps leading up to and involving the change control process include the following:

- Request for change (i.e., new version of software, bug fix, hardware purchases, etc.) triggers the need for the change control process;
- Steps required to make the change are identified by Information Technology Services in consultation with appropriate end user department staff;
- Initial risk and impact on Canisius College is determined and documented;
- A test plan is created;
- A date of implementation is estimated based on who is affected and how long it will take to complete the change;
- Appropriate approval is obtained (see below).

Requests for additional reviews of technology resources must be submitted to the chief information officer.

Approval and Schedule

Low Impact Changes: Low impact changes include installation of new systems or reconfiguration of existing systems where the procedure impacts only a minimal amount of Canisius College departments and can be reversed easily and quickly with minimum downtime. Low impact changes must be approved by the affected end user departments to ensure that the proposed change to Canisius College’s system, equipment and/or software will function properly with Canisius College's network configuration and that there is no duplication in equipment or services. Once approval is obtained, all system resource related purchase requests (including hardware and software related purchases) must adhere to current Canisius College purchasing procedures. Low impact changes can be made as soon as the change control request is approved.

Medium and High Impact Changes: Medium and High impact, strategic changes include installation of new systems or reconfiguration of existing systems that affect the entire college. The changes may also require significant down time. Information Technology Services must initially recommend to the Senior Leadership Team and president the change request to ensure that the proposed change to the system, equipment and/or software will function properly with Canisius College's network configuration and that there is no duplication in equipment or services. Once final approval is obtained, all system resource related purchase requests (including hardware and software related purchases) must adhere to current Canisius College purchasing procedures. Changes can be made on the agreed upon date after approval as described above, proper notification, and testing.

Emergency Changes

There are situations where in order to support the continuity of Canisius College operations an emergency production change will be required. An “Emergency” includes any change, which if not implemented, would greatly impede college productivity or cause unacceptable additional costs. All emergency changes will be implemented pursuant to the ITS Management Escalation Procedures.

Notification Requirements

Upon approval, notification of changes is required as part of the change control process. The individuals notified will depend on several things including: department affected by the change, the level of risk involved, and the amount of downtime needed to make the change. Outside of emergency changes, the timing of notifications must be reasonable to allow for a response and any alternate plans that need to be made by those affected by the changes.

RELATED POLICIES

Computer Asset Replacement Policy
2.4.10 Mass Email Policy

MASS EMAIL POLICY

Effective Date: May 8, 2017
Policy Number: II – 2.4.10
Supersedes: Not Applicable.
Issuing Authority: President
Responsible Officer: Chief Information Officer
Applicability: All members of the Canisius College Community.

PURPOSE

The purpose of this policy is to provide guidelines for the distribution of mass e-mails to distribute official and commercial messages to members of the Canisius College community or on behalf of the college for commercial purposes.

POLICY

It is the policy of Canisius College that all authorized users of assigned college email accounts desiring to send a mass email, whether it be an official college email message or commercial messages (see Definitions) conform with the guidelines set forth in this policy, as well as the requirements of the CAN-SPAM Act of 2003 (Controlling the Assault of Non-Solicited Pornography and Marketing) and, when applicable, the Canadian Anti-Spam Legislation (CASL). Note that all mass emails must also adhere to all other existing College policies (e.g., Acceptable Use of College Computer and Network Systems Policy, the Use of the College Name, Seals and Logos Policy, etc.).

DEFINITIONS

Commercial Email Messages—a mass email message that offers or promotes products and services.

Official Email Messages—emails messages which alert the college community to substantial changes in governance, policy, or practice; to immediate threats to health, safety, property, or research; to computer or telecommunications issues; and to shared community interests.

Listserv—an internet communication tool that offers its members the opportunity to exchange ideas, make suggestions, or ask questions to a large number of people at the same time.

Mass Email—any unsolicited electronic mailing sent to more than 50 addressees.

PROCEDURES/GUIDELINES

Pursuant to the CAN-SPAM Act and CASL, the college has adopted different policies and procedures for official and commercial mass email messages sent via a college email account.

I. Distribution of Official Messages

Official messages alert the college community to substantial changes in governance, policy, or practice; to immediate threats to health, safety, property, or research; to computer or telecommunications issues; to shared interests; and approved surveys (see the college’s Survey Policy). Shared interest messages do not include messages of commercial interest (see Commercial Messages below for further explanation). Since official messages relate to an employment or transactional relationship and are non-commercial in nature, they are exempt from the decline (opt out) provision in the CAN-SPAM Act of 2003.

To facilitate official communications, the Office of Information Technology Services (ITS) maintains email lists based on administrative data (for example, Faculty, Staff, Graduate Students, Undergraduate Students and many other lists). Please contact ITS for the most current list names based on administrative data. All official messages are exempt from the decline (opt out) provision in the CAN-SPAM Act of 2003 and must be approved by the appropriate vice president and Office of Marketing and Communication prior to distribution.

Announcements that do not meet the official message criteria outlined above may not be distributed via mass e-mail. Additionally, inappropriate uses of mass e-mail include:

- Messages that are not aligned with the mission of the college;
- Messages that are personal in nature;
- Messages that are commercial in nature, with the exception of those messages that are in support of college business;
• Messages that solicit participation in, support of, or advocacy for events, activities, or campaigns that are not aligned with and/or sanctioned by the college.
• Messages that do not conform to the Acceptable Use of College Computer and Network Systems Policy or other college policy.
• Messages that are not targeted.

II. Commercial Messages

Commercial messages that offer or promote college products and services are specifically covered by the CAN-SPAM Act of 2003 or CASL. Both require the sender to provide recipients with a clear and conspicuous opportunity to decline (opt-out) to receive further commercial messages. Moreover, CASL requires express or implied consent from the recipient prior to sending the email.

All commercial emails must receive advance approval from the Office of Marketing and Communication and the appropriate vice president. Once approved, the college department or organization desiring to send the email must coordinate with ITS to create an appropriate list serve (listserv) to communicate/broadcast the email.

The following guidelines must be adhered to when sending a commercial message:

• The message must include a non-deceptive subject line, from, and to fields;
• The message must include an opt-out mechanism to unsubscribe from the sender’s e-mail list;
• The message must contain the sender’s physical mailing address; and
• If the email message is being sent to a recipient in the United States and is unsolicited (exchange not initiated by the recipient), the email must clearly indicate that it is an advertisement or solicitation. Include the word “advertisement” or “solicitation” in the subject line as appropriate.

III. Exceptions

Individuals exempt from the requirement to obtain approval to use the mass email account groups to disseminate official communications include members of the Senior Leadership Team and their designees acting in their official capacities.

IV. Sanctions

Employees and students who violate the provisions of this policy are subject to disciplinary action pursuant to the college’s applicable disciplinary policies, as well loss of access to the college’s computer and network systems.

RELATED POLICIES

Acceptable Use of College Computer and Network Systems Policy

2.4.11 Mobile Device Use and Support Policy

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PURPOSE

The purpose for this policy is to outline the requirements and user expectations for reading and manipulating college information on mobile devices. Mobile devices extend the security boundary of the campus, in that they allow for the transportation, storage, and manipulation of college information. This policy is intended to outline mechanisms for safeguarding that information. In addition, this policy outlines expectations with respect to the general use of mobile devices on the college campus or at college activities.

POLICY

The policies and procedures/guidelines relating to the use of mobile devices are below. The use of mobile devices is also subject to the college’s Acceptable Use Policy, the Standards of Ethical Conduct, Copyright and Intellectual Property Policy, and other applicable college policies.

The use of a mobile device to access college information must be accomplished via secure and encrypted means if the mobile device is not directly connected to a college network. Unauthorized access to college information utilizing a mobile device is prohibited.
In addition, users are prohibited from using mobile devices utilizing the college’s network(s) to violate copyrights including, but not limited to, copyrighted music, movies, software and publications. Moreover, photographing or digitally recording individuals with any mobile device that has photographic or video capturing capabilities in areas such as bathrooms, locker rooms, or other areas where there is a reasonable expectation of privacy is prohibited. Taking photographs or video of an individual against their will is prohibited. Electronic transmission via the college’s network(s) of photographs or video of any person without the subject’s express permission is also prohibited. Finally, mobile devices may not be used on campus to record conversations unless all parties to the conversation give their consent, with the exception of recordings made for the purpose of law enforcement.

**DEFINITIONS**

**College Information**—any data related to the business of the college including, but not limited to: financial, personnel, student, alumni, communication, and physical resources. It includes data maintained at the departmental and office level as well as centrally, regardless of the medium on which they reside. Examples include: credit card information; tax identification numbers; payroll information; check requests and associated paperwork; student, parent, and employee tuition, financial aid, and loan accounts information; student educational records as defined by FERPA; photographic images (especially of face or other identifying characteristic), fingerprints, handwriting, or other biometric data (e.g., retina scan, voice signature, facial geometry); medical or financial information for any employee, temporary worker, or student; other personal information to include date of birth; address, phone numbers, maiden names, student/customer numbers, social security numbers; college contracts; college research data; alumni and donor records; personnel records; college financial data; computer passwords; college proprietary information/data; and any other information for which access, use, or disclosure is not authorized by: a) federal, state, or local law; or b) college Policy or operations.

**College Network**—any part of the college’s data, voice, or video network physically located on any college owned, leased, or rented property or located on the property of any third party with the permission of that party. This includes devices on such network assigned any routable and non-routable IP addresses and applies to the college’s wireless network and the network serving the college’s student residence housing and any other vendor supplied network made available to the college community.

**Mobile Device**—any handheld or portable computing device including running an operating system optimized or designed for mobile computing. Any device running a full desktop version operating system is not included in this definition.

**Remote Wipe**—the ability to erase all data on a device when the user and the device are physically separated. This is most often done through a service that the manufacturer provides via a website.

**Security Patch**—a fix to a program or application that eliminates a vulnerability exploited by malicious hackers. Most mobile devices will notify the user of updates to their installed applications that include the latest vulnerability fixes.

**User**—any individual granted access by ITS to the campus Exchange environment, or the college outlook web access portal.

**PROCEDURES GUIDELINES**

**Device Precautions**

The following security requirements govern the use of any mobile devices that are used on the college’s network(s), regardless of whether or not the device was purchased with college funds:

- Remote access to the college’s nonpublic-facing systems will be protected via secure or encrypted protocols. Only those employees and contractors whose job duties require this level of access will be granted remote access;
- All mobile devices accessing the college’s network(s) must be updated to the latest device operating system with the latest security patches and anti-virus software;
- All applications must be updated with the latest security patches;
- Users may not allow someone who is not authorized access to the college network to use their devices if the device has been used to store, access and/or process college administrative data;
- All devices that have been used to store, access and/or process college administrative information must delete the data stored on their devices immediately after the work with it is completed;
- All devices must be configured with a PIN, passcode, or password-enabled lock screen configured to activate at no more than 5 minutes of inactivity;
- All devices with built-in encryption capability must have the device’s encryption enabled;
- All devices must have “remote wipe” enabled through a third party application or the manufacturer’s website;
- All devices that have been used to store, access and/or process college administrative information must be wiped to remove such data before they are transferred to someone else through sale or gifting;
- In the event that a device which has been used to store, access and/or process administrative information becomes lost, stolen or compromised, the owner must contact ITS;
- Rooted (Android) or jailbroken (iOS) devices are strictly forbidden from accessing the college’s network(s).

**Consent**

Users of personally-owned handheld devices may access information through the outlook web access portal. In accessing the portal with a personal mobile device, the user understands and agrees that the college will not reimburse or otherwise compensate the user for any costs associated with accessing the college network with a personal mobile device. Such costs may include, but are not limited to, monthly call and data plans, long distance calling charges, additional data or roaming fees, charges for excess minutes or usage, equipment, surcharges and any applicable fees or taxes. The user also understands that he/she may be held liable for any criminal and/or civil penalties that may result from loss, theft or misuse of the administrative data accessed and/or stored on the personal device.

Upon termination of affiliation with the college, users agree: (a) to immediately delete all college information stored on the device; and (b) to remove the college email account and Wi-Fi settings from the device. Failure to complete the above may result in the device being wiped by ITS.
Initial Configuration

To ensure proper initial configuration of handheld devices, users should consult with ITS before purchasing a new device to verify its suitability for our network environment.

For allowed college-owned devices, ITS will configure the device to access the campus email and calendar resources. A brief orientation session on proper use of the device can be scheduled with either ITS User Services or the Center for Online Learning and Innovation.

For allowed personal devices, ITS will provide written procedures for configuring devices to access campus resources. It is the responsibility of the owner to configure the device properly, and should they need assistance, contact their service provider for further assistance.

Support

For allowed college-owned devices, users should contact the Help Desk for assistance. ITS will handle all technical issues on behalf of the college.

For allowed personal devices, users should contact their service provider for troubleshooting assistance.

Student Use of Mobile Devices in the Classroom

Mobile devices may not be used in a manner that causes disruption in the classroom or library. Moreover, Canisius College does not allow the use of such devices to photograph or video any classes without instructor permission. Abuse of devices with photographic or video capabilities for purposes of photographing test questions or materials is a violation of Canisius College policy.

Risks/Liabilities/Disclaimers

While the college will take every precaution to prevent the user’s personal data from being lost in the event it must remote wipe a device, it is the user’s responsibility to take additional precautions, such as backing up notes, documents, application data, etc. The college reserves the right to disconnect devices or disable services without notification.

The user is personally liable for all costs associated with a non-college issued device and assumes full liability for risks including, but not limited to, the partial or complete loss of college and personal data due to an operating system crash, errors, bugs, viruses, malware, and/or other software or hardware failures, or programming errors that render the device unusable.

Enforcement

Each user of college information is responsible for following this policy.

Sanctions

Students and employees who violate the provisions of the policy may be subject to disciplinary action pursuant to the college’s applicable disciplinary policies, as well loss of access to the college’s ITS resources.

Visitors and others third party users who violate the provisions of this policy are subject to loss of access to the college’s ITS resources. Moreover, the vice president for business and finance may administer other appropriate sanctions.

RELATED POLICIES

Acceptable Use of College Computer and Network Systems Policy
Cloud Computing Policy
Intellectual Property Rights and Ownership Policy
Standards of Ethical Conduct
Information Security Program
Mobile Device Use and Support Policy

2.4.12 Password Policy

<table>
<thead>
<tr>
<th>PASSWORD POLICY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective Date:</td>
</tr>
<tr>
<td>Policy Number:</td>
</tr>
<tr>
<td>Supersedes:</td>
</tr>
<tr>
<td>Issuing Authority:</td>
</tr>
<tr>
<td>Responsible Officer:</td>
</tr>
</tbody>
</table>
Applicability:

Anyone who has been issued authentication credentials for an account on any system that resides at any Canisius College facility, has access to the Canisius College network, or stores any non-public Canisius College information. This includes both members of the Canisius community, such as faculty, staff, or students, as well as members of third party organizations granted access to college resources.

History:

Purpose

The purpose of this policy is to establish a standard for creation of strong passwords, the protection of those passwords, and the procedures and guidelines for resetting passwords.

Policy

It is the policy of Canisius College that anyone who has been issued authentication credentials for an account on any system that resides at any Canisius College facility, has access to the Canisius College network, or stores any non-public Canisius College information, including both members of the Canisius community, such as faculty, staff, or students, as well as members of third party organizations granted access to college resources (“user”), adhere to the password procedures and policy guidelines set forth in this policy. At no time should a user grant access to his/her account by providing someone else the password.

Definitions

User—anyone who has been issued authentication credentials for an account on any system that resides at any Canisius College facility, has access to the Canisius College network, or stores any non-public Canisius College information, including both members of the Canisius community, such as faculty, staff, or students, as well as members of third party organizations granted access to college resources.

Procedures/Guidelines

All newly generated or issued passwords will be strong passwords, as described below.

Generating Passwords

All passwords must have the following characteristics:

- Contain both upper and lower case characters (e.g., a-z, A-Z);
- Have digits and punctuation characters as well as letters e.g., @#$)(*;<=>"`;=#; dash, underscore, pound and others as defined on the Canisius password change web form or in the wiki password creation tips;
- Are at least eight characters in length;
- Are not a word in any language, slang, dialect, jargon, etc.
- Cannot contain user’s name (last or first) and must not be based on personal information, names of family, etc.
- Passwords must never be stored on electronic media in unencrypted clear text form. Strong encryption must be used. When writing passwords down, keep them in a secure place that is not easily accessible to others.
- Password history will be enforced for end users of the college’s administrative ERP system.

Protecting Passwords

All passwords are to be treated as sensitive, confidential Canisius College information. Here is a list of “don’ts”:

- Do not use the same password for Canisius College accounts as for other non-Canisius College access (e.g., personal ISP account, option trading, benefits, etc.);
- Do not share Canisius College passwords with anyone, including administrative assistants or secretaries;
- Don’t reveal a password over the phone to ANYONE;
- Don’t reveal a password in an email message;
- Don’t talk about a password in front of others;
- Don’t hint at the format of a password (e.g., “my family name”);
- Don’t reveal a password on questionnaires or security forms;
- Don’t share a password with family members;
- Don’t use the “Remember Password” feature of applications (e.g., Firefox, Thunderbird);
- Don’t store passwords in a file on ANY computer system without encryption.

If an account or password is suspected to have been compromised, report the incident to ITS and change all passwords.

Password cracking or guessing may be performed on a periodic or random basis by ITS or its delegates. If a password is guessed or cracked during one of these scans, the user will be notified and required to change it.

Forgotten Passwords
In the event that a password is forgotten:

- A self-service forgotten password reset program is available at http://apps.canisius.edu/pwforgot. Only authorized, full time employees of the Canisius College may reset passwords by means other than the self-help program. A log of authorized users will be kept by the chief information officer.
- A self-service password reset program is available for end users at: http://www.canisius.edu/passwordreset;
- No passwords will be changed on behalf of a computer user without positive identification such as a Canisius College ID card;
- If the user cannot come to the Help Desk, then resets may be performed over the phone after alternate verification of the user’s identity;
- Reset passwords will follow the guidelines for strong passwords above; and
- If technically possible, the new password that is reset on behalf of a computer user will be set to expire upon first use by the user, who will then be prompted to choose a new password.

Privileged Account Passwords

There are additional rules that apply to ITS personnel and vendors in the use of privileged accounts and in the initial configuration of network equipment.

- All production system-level passwords must be part of the Information Technology Services (ITS) administered global password management database;
- User accounts that have system-level privileges granted through group memberships or programs such as “sudo” must have a unique password from all other accounts held by that user;
- Where SNMP is used, the community strings must be defined as something other than the standard defaults of “public,” “private” and “system” and must be different from the passwords used to log in interactively. A keyed hash must be used where available (e.g., SNMPv2);
- Under no circumstances will the ITS person who changes a user password attempt to access any data and/or applications of that user beyond simple verification of the password reset. Violation of this provision will result in the most serious disciplinary consequences, up to termination of employment.

Application Development Standards

Application developers must ensure their programs contain the following security precautions.

- Applications should support authentication of individual users, not groups;
- Applications should not store passwords in clear text or in any easily reversible form;
- Applications should provide for some sort of role management; such that one user can take over the functions of another without having to know the other’s password;
- Applications should support CAS, TACACS+, RADIUS, and/or X.509 with LDAP security retrieval, wherever possible.

Password Expiration

All faculty and staff passwords will be scheduled to expire 180 days from the date they were last set.

Advance warnings of upcoming password expiration will be sent to the account holder via campus email beginning 30 days prior to expiration, with repeated reminders thereafter until the expiration date or until your password is changed. An account holder may change his or her password at any time -- it is not necessary to wait for expiration.

Please note that no data will be lost between the time a password expires and the time it is reset. Email accounts will continue to receive messages during this period but existing mail will not be accessible and new mail will not be able to be sent out.

Enforcement

Any employee or student found to have violated this policy may be subject to disciplinary action in accordance with applicable college policy.

RELATED POLICIES

Acceptable Use of College Computer and Network Systems Policy

Information Security Program

2.4.13 Peer-to-Peer File Sharing Policy
PURPOSE

The purpose of this policy is to provide for annual disclosures to students regarding the college’s policies and sanctions related to unauthorized peer-to-peer file sharing, as required by The Higher Education Opportunity Act of 2008 (the “HEOA”), as well as outline the college’s fulfillment of its obligations in the area of copyright enforcement under the HEOA.

POLICY

In compliance with the HEOA, it is the policy of the college to prohibit the use of peer-to-peer file sharing programs and applications for the unauthorized acquisition or distribution of copyrighted or licensed material on any college computer or network system. In addition, peer-to-peer file sharing programs and applications commonly used for these illicit purposes may not be installed on any applicable college computer or network system asset and technological deterrents will be used to block their use.

Users of the college’s college computer or network system are prohibited from attempting to circumvent, bypass, defeat, or disrupt any device, method, or technology implemented by the college to prevent illegal file sharing. Legal alternatives to illegal file sharing practices include the use of services such as Apple iTunes, Netflix, Hulu, Amazon, Google Play Store, etc.

Canisius College will annually inform students of this Policy and associated procedures and guidelines, consistent with the requirements of the HEOA.

DEFINITIONS

Computer and Network Systems—any college owned or leased computer, mobile device, or software, as well as any part of the college’s computer, data, voice or video networks physically located on any college owned, leased, or rented property or located on the property of any third party with the permission of that party. This includes devices on such networks assigned any routable and non-routable IP addresses and applies to the college’s wireless network and the network serving the college’s student residence housing and any other vendor supplied network made available to the college community.

College Personnel/Employee—Canisius College trustees, executive officers, administrators, faculty, staff, student employees, contractors, and others who act on behalf of the college.

Digital Millennium Copyright Act (P.L. 105-304)—a 1998 amendment to the Copyright Act of 1976 that establishes certain limitations of copyright infringement liability for online service providers (OSPs), including colleges and universities, when certain requirements are met by the OSP. The Act contains a number of other provisions, including prohibitions on circumvention of technological protection measures among others.

DMCA Notice or Takedown Request—a warning or request issued from a copyright holder or a representative of the copyright holder. These copyright holders have identified computers on the college’s network as having potentially violated the DMCA and issue warnings regarding the particular infringement to the college.

Information Technology Resources—college computing resources, information technologies, networks, voice messaging equipment, computer software, data networking systems, including remote and wireless and electronically stored institutional data and messages owned, controlled, or managed by the college.

Peer-to-Peer—a network environment where participants share their resources (such as files, disk storage, or processing power) directly with their peers without having to go through an intermediary network host or server.

Peer-to-Peer file Sharing Applications and Programs—Programs or services that use peer-to-peer technology to share music, movies, software, or other digitally stored files.

Users—any individual granted access by the Information Technology Services to a college computer or network system.

PROCEDURES/GUIDELINES

The college’s obligations under HEOA are handled using a variety of methods.

Technical Limitations

Technologies are utilized at the network border in order to block peer to peer file transfer protocols with no legitimate use. Users who require an exception may request one, in writing, from ITS.

Communication to Students

The college makes readily available to the campus community, including enrolled and prospective students, the college’s policies and sanctions related to peer-to-peer file sharing including: (i) a statement that explicitly informs individuals that unauthorized peer-to-peer file sharing may subject the student to civil and criminal liabilities; (ii) a summary of the penalties for violation of Federal copyright laws; and (iii) this policy.

DMCA Notices

All Digital Millennium Copyright Act notices are addressed in accordance with the college’s Copyright and Intellectual Property Policy.

Sanctions
Students and employees who violate the provisions of the policy are subject to disciplinary action pursuant to the college’s applicable disciplinary policies, as well loss of access to the college’s computer or network systems.

Visitors and other third party users who violate the provisions of the policy are subject to loss of access to the college’s college computer or network system. Moreover, the vice president for business and finance may administer other appropriate sanctions.

In addition to the above, violators of this policy may be subject to criminal and civil sanctions.

Policy Review

This policy is reviewed yearly by ITS to ensure that it still meets the requirements and objectives for which it was drafted.

RELATED POLICIES

Acceptable Use of College Computer and Network Systems Policy
Copyright and Intellectual Property Policy
Mobile Device Use and Support Policy

2.4.14 Remote Access Policy

REMOTE ACCESS POLICY

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<tr>
<th>Effective Date:</th>
<th>May 8, 2017</th>
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<td>Policy Number:</td>
<td>II – 2.4.14</td>
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<td>Supersedes:</td>
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<td>Issuing Authority:</td>
<td>President</td>
</tr>
<tr>
<td>Responsible Officer:</td>
<td>Chief Information Officer</td>
</tr>
</tbody>
</table>

Applicability:

Canisius College employees, including both administrative employees and faculty, who need access to resources on the Canisius network that are not accessible from the Internet at large. This includes Desktop Banner, as well as various department- or job-specific resources.

PURPOSE

The purpose of this policy is to define standards for VPN-based remote access to the Canisius college network by employees utilizing an off-campus internet connection. These standards are designed to minimize the possibility of information disclosure to unauthorized parties, while still providing necessary informational resources to the college community.

POLICY

The appropriate area vice president approves area positions that are granted VPN user credentials. All VPN credentialed employees wishing to connect to the college VPN must do so with a computer that has been built and audited by Canisius College ITS. This machine must be provided by the employee’s department, and will not be used for any non-college purpose.

DEFINITIONS

*College Informational Resources*—is any data related to the business of the college including, but not limited to: financial, personnel, student, alumni, communication, and physical resources. It includes data maintained at the departmental and office level as well as centrally, regardless of the media on which they reside. Examples include: credit card information; tax identification numbers; payroll information; check requests and associated paperwork; student, parent, and employee tuition, financial aid, and loan accounts information; student educational records as defined by FERPA; photographic images (especially of face or other identifying characteristic), fingerprints, handwriting, or other biometric data (e.g., retina scan, voice signature, facial geometry); medical or financial information for any employee, temporary worker, or student; other personal information to include date of birth, address, phone numbers, maiden names, student/customer numbers, social security numbers; college contracts; college research data; alumni and donor records; personnel records; college financial data; computer passwords; college proprietary information/data; and any other information for which access, use, or disclosure is not authorized by: a) federal, state, or local law; or b) college policy or operations.

PROCEDURES/GUIDELINES
It is the responsibility of employees with VPN privileges to ensure that unauthorized users are not allowed access to Canisius College resources.

VPN access is to be controlled using the employee’s NetID and LDAP password.

When connected to the college VPN, all traffic from the user will be sent through the encrypted tunnel. All other traffic will be dropped.

Split-tunneling is not enabled.

The VPN concentrator(s) will be set up and maintained by Canisius College ITS.

All computers connecting to the college VPN must have active, up-to-date antivirus software and operating system patches.

VPN users will be automatically disconnected from the network after 60 minutes of inactivity.

In the unusual circumstance that an employee connects to the VPN using non-college equipment, he or she must configure that equipment to comply with Canisius College VPN and network standards.

Only VPN clients approved by Canisius College ITS may be used to connect to the college VPN.

ITS will occasionally require the user of a VPN-connecting computer to bring it to campus to be audited and updated. Failure to do so will result in the suspension of the user’s VPN privileges.

Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, possibly including termination of employment.

RELATED POLICIES

Acceptable Use of College Computer and Network Systems Policy

Cloud Computing Policy

Copyright and Intellectual Property Policy

Standards of Ethical Conduct

Information Security Program

Mobile Device Use and Support Policy

2.4.15 Supported Computer, Equipment, and Software Policy

SUPPORTED COMPUTER, EQUIPMENT, AND SOFTWARE POLICY

<table>
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<th>Effective Date:</th>
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<td>Policy Number:</td>
<td>II – 2.4.15</td>
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<td>Supersedes:</td>
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<td>Issuing Authority:</td>
<td>President</td>
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<tr>
<td>Responsible Officer:</td>
<td>Chief Information Officer</td>
</tr>
<tr>
<td>Applicability:</td>
<td>All Users of Canisius College supported equipment and software.</td>
</tr>
</tbody>
</table>

PURPOSE

The purpose of this policy is to describe those services that are available for college supported computers, equipment, and software. This policy also sets forth the college’s procedural guidelines regarding laptop repairs.

POLICY

It is the policy of Canisius College for the Office of Information Technology Services (“ITS”) to service college supported computers, equipment, and software. For a listing of supported equipment, please see the Procedures/Guidelines section of this policy.

DEFINITIONS

Not applicable.

PROCEDURES/GUIDELINES

Supported Software

For supported software packages (see wiki.canisius.edu for a current listing), ITS provides consulting services, training, documentation, and acts as a technical liaison between users and the vendor’s software consultants. Software that is not listed as supported will receive “limited support.” ITS will provide consulting for such software on a time available basis. Please note that ITS does not have the expertise to recommend the statistical methods appropriate for particular data analysis.
Supported Equipment and Computer Repair

ITS will repair college-owned computers and computer peripherals (except for printers) provided that:

- The equipment was purchased based on ITS recommendations and/or standards;
- The equipment is logged in the Canisius College inventory system and was originally installed by ITS or its agents;
- Parts can be located and are reasonably priced;
- The equipment is still functional, fills a business/educational need, and is sufficiently current that reasonable support can be provided. Reasonable support precludes items where support personnel require additional specialized training, where documentation fails to exist or is difficult to locate, or where the cost to repair at ITS expense exceeds the cost to upgrade equipment; and
- Failures are not caused by abuse, misuse, neglect or vandalism. Failures caused by departments who attempt to move equipment on their own, or by agents other than ITS, will be charged for repairs.

Currently ITS will move ("trickle down") computers to a new location if they are still usable. Older computers may be able to be supported as long as they are used in their present location.

Equipment problems should be reported to the Help Desk at (716) 888-8340. ITS will attempt to respond to trouble calls within one business day. When spares of like equipment are available, ITS will loan this to the user while theirs is replaced or repaired. Some laptop repairs can be performed only by the manufacturer, in which case ITS will facilitate the repair.

Users should consider maintenance contracts for critical equipment.

Repair of Damaged Laptops

ITS repairs college-owned desktop and laptop computers when problems result from normal wear and tear. Damage to computers, especially laptop computers, which results from neglect, abuse, or improper handling, is not covered by User Services. In the latter case, the individual employee assigned the computer or the department of that employee is responsible for the cost of the repair. User Services will perform or facilitate the repair or replacement as appropriate.

Laptop computer users are advised to take special care of their computers when traveling. College laptop computers are at risk of becoming severely damaged when they are placed in the overhead bins on airplanes. ITS recommends that all college-owned laptop computers be placed under the seat in front of the passenger when traveling by air.

RELATED POLICIES

Mobile Device Use and Support Policy

Repair of Laptop Computers Policy TBA

2.4.16 Wireless Access Points Policy

<table>
<thead>
<tr>
<th>WIRELESS ACCESS POINTS POLICY</th>
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<tbody>
<tr>
<td>Effective Date: May 8, 2017</td>
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<tr>
<td>Policy Number: II – 2.4.16</td>
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<td>Supersedes: Not Applicable.</td>
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<td>Issuing Authority: President</td>
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<td>Responsible Officer: Chief Information Officer</td>
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<tr>
<td>Applicability: All users of the Canisius College’s wireless access points.</td>
</tr>
<tr>
<td>History:</td>
</tr>
</tbody>
</table>

PURPOSE

The purpose of this policy is to provide guidelines regarding the installation and use of wireless access points on the college campus.

POLICY

In order to provide wireless access to authorized users, the Office of Information Technology Services ("ITS") installs “access points” in and around the campus. These access points are generally small, antenna-equipped boxes that connect directly to the local area network (LAN), converting the LAN’s digital signals into radio signals. The radio signals are sent to the network interface card (NIC) of the mobile device (e.g. smartphone, IPad, laptop, etc.), which then converts the radio signal back to a digital format the mobile device can use. All users employing wireless methods of accessing the college’s network systems must use Canisius College approved access points.

Personally-owned and unauthorized wireless access points that are installed without the knowledge or permission of ITS and used by individuals to gain unauthorized access to the college network are strictly prohibited. Any unapproved personal access point discovered in operation and connected to the college network is subject to being disabled and/or removed immediately and indefinitely.
Use of the Canisius College wireless network is subject to the college’s Acceptable Use of College Computer and Network Systems Policy and Information Security Program.

Definitions

College Information—is any data related to the business of the college including, but not limited to: financial, personnel, student, alumni, communication, and physical resources. It includes data maintained at the departmental and office level as well as centrally, regardless of the media on which they reside. Examples include: credit card information; tax identification numbers; payroll information; check requests and associated paperwork; student, parent, and employee tuition, financial aid, and loan accounts information; student educational records as defined by FERPA; photographic images (especially of face or other identifying characteristic), fingerprints, handwriting, or other biometric data (e.g., retina scan, voice signature, facial geometry); medical or financial information for any employee, temporary worker, or student; other personal information to include date of birth, address, phone numbers, maiden names, customer numbers, social security numbers; college contracts; college research data; alumni and donor records; personnel records; college financial data; passwords; college proprietary information/data; and any other information for which access, use, or disclosure is not authorized by: a) federal, state, or local law; or b) college policy or operations.

Computer and Network Systems—any college owned or leased computer, mobile device, or software, as well as any part of the college's computer, data, voice or video networks physically located on any college owned, leased, or rented property or located on the property of any third party with the permission of that party. This includes devices on such networks assigned any routable and non-routable IP addresses and applies to the college’s wireless network and the network serving the college’s student residence housing and any other vendor supplied network made available to the college community.

Mobile Device—any handheld or portable computing device including running an operating system optimized or designed for mobile computing, such as Android, Blackberry OS (RIM), Apple’s iOS, or Windows Mobile. Any device running a full desktop version operating system is not included in this definition.

Users—any individual granted access by the Information Technology Services to a college computer and network system.

Procedures/Guidelines

Wireless Access Point Approval

All wireless access points within the college’s firewall must be approved and centrally managed ITS. The addition of new wireless access points within campus facilities will be managed at the sole discretion of ITS staff.

ITS will periodically conduct sweeps of the wireless network to ensure there are no unauthorized access points present.

ITS reserves the right to turn off without notice any access point connected to the network that it feels puts the college’s network, college information, or users at risk.

Access point broadcast frequencies and channels are set and maintained by ITS. Any device or equipment found to be interfering with access point signals may be subject to relocation or removal, including cordless phones, microwave ovens, cameras, light ballasts, etc.

Wireless access users agree to immediately report to ITS any incident or suspected incidents of unauthorized access point installation.

Enforcement

ITS is responsible for the appropriate enforcement of this policy. During the course of any investigation of alleged inappropriate or unauthorized use, it may be necessary to temporarily suspend a user's network or computing privileges, but only after determining there is at least a prima facie case against the individual, as well as a risk to the college network if privileges are not revoked. This is a necessary action taken to prevent further misuse and does not presume that the user initiated the misuse. Unsubstantiated reports will not result in the suspension of user account or network access unless sufficient evidence is provided to show that inappropriate activity occurred.

Sanctions

Students and employees who violate the provisions of this policy are subject to disciplinary action pursuant to the college’s applicable disciplinary policies, as well as loss of access to the college’s network. They may also be subject to criminal and/or civil proceedings.

Visitors and others third party users who violate the provisions of the policy are subject to loss of access to the college’s network. They may also be subject to criminal and/or civil proceedings. In addition, the vice president for business and finance may administer other appropriate sanctions.

Disclaimer and Limitation of Liability

Canisius College makes no representations as to the performance, accuracy, or reliability of the college’s information technology resources. The college disclaims all warranties of any kind, expressed or implied, to the fullest extent permissible pursuant to applicable law, including, but not limited to the implied warranties of merchantability and fitness for a particular purpose.

By using the college's wireless access network, users agree that Canisius College, its trustees, or employees have no liability whatsoever for damages in any form under any theory of liability or indemnity in connection with a user’s use of the college’s network, even if the college has been advised of the possibility of such damages. Users further recognize that the college has no control over the content of information servers on external electronic systems or the Internet accessed via the college's wireless network. The college, therefore, disclaims any responsibility and/or warranties for information and materials residing on non-college information servers on external electronic systems or the Internet. Such materials do not necessarily reflect the attitudes, opinions, or values of Canisius College.
RELATED POLICIES

Acceptable Use of College Computer and Network Systems Policy
Copyright and Intellectual Property Policy
Information Security Program
Mobile Device Use and Support Policy