



Acceptable Use of Information and Communication Technology

Introduction

These rules cover the use of all computing facilities in the RCS by staff and students. The facilities include use of the internet/intranet and related systems, software, operating systems, databases, network accounts providing access to electronic mail and the internet, and any other related networking components. This policy should be read in conjunction with RCS's Information Security Policy.

Acceptable use of ICT is a team effort involving the participation and support of every RCS member of staff and student who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and conduct their activities accordingly.

Scope

This policy applies to employees, contractors, consultants, temporaries and other members of staff at RCS, including all personnel affiliated with third parties. It also applies to all registered students, and to all equipment that is owned, leased or lent by the Conservatoire.

Acceptable Use of ICT

This policy is designed to ensure efficient and effective access to RCS computer facilities for staff and students. An implication of this policy is that compliance with it will ensure that computer use contributes to staff effectiveness and to the student learning experience. Compliance with the policy will ensure that the IT staff are able to support the systems to the best of their ability and without the hindrance of extraneous factors.

1. Staff

- 1.1.1 RCS computers are connected to the JANET network to enable access to the Internet and to web email services. Users of such computers are also bound by the JANET Acceptable Use and the JANET Security Policy
<https://community.ja.net/library/janet-policies>
- 1.2 RCS email accounts (address ending '@RCS.ac.uk') should be used for RCS business. Messages using these addresses will carry a disclaimer and signature information identifying the sender, their job title and contact information.
- 1.3 For the purpose of 1.2, RCS business is deemed to include any messages relating to professional matters or RCS-related staff activity.

- 1.4 Staff should treat email as written communication and ensure that comments contained in an email comply with Section 3 below. Staff should ensure their email is not susceptible to forming grounds for any complaint or legal action against the individual or the Conservatoire. Staff should be fully aware of their obligation under the UK Data Protection Act 2018 & the EU General Data Protection Regulations (GDPR) regarding data privacy. Staff should also be aware of their records management obligations under the Freedom of Information (Scotland) Act 2002. Limited personal use of electronic mail and Internet is inevitable, but this must not be excessive, nor interfere with business needs or normal operations and must comply with Section 3 below.
- 1.5 Staff wishing to use RCS machines for personal web or email access may do so outside their normal working hours provided that a machine is available and that its use complies with the Acceptable Use Policy. Staff should be aware that use of email and the web on RCS machines can be monitored in accordance with the Conservatoire's Information Security Policy.
- 1.6 RCS computers are pre-loaded with basic software. The IT staff will acquire and loan any other software requested by a member of staff for their work, provided that it is compatible with existing packages and approved by budget holders.
- 1.7 Staff may not download and install computer programs from the Internet or open unsecure files contained in email messages without first consulting the IT staff. 'Computer programs' includes packages such as screen savers which often take up more disk space than users realise and affect the running of the computer.
- 1.8 Staff should be aware that any customisation of the Windows desktop display carried out by them may be lost when systems upgrades are carried out.
- 1.9 The IT staff will make every effort to inform staff in advance when access to a computer is required and to fit in with individual preferences for times of access. It may however, be necessary to access a computer without the knowledge of a member of staff if they cannot be contacted. In these circumstances, the IT staff will subsequently inform the staff member that the computer has been accessed and why.

2. Students

- 2.1 RCS computers are connected to the JANET network to enable access to the Internet and to web email services. Users of such computers are also bound by the JANET Acceptable Use and the JANET Security Policy
<https://community.jisc.ac.uk/library/janet-policies>

- 2.2 Students should treat email as written communication and ensure that comments contained in an email comply with Section 3 below. Students should ensure their email is not susceptible to forming grounds for any complaint or legal action against the individual or the Conservatoire.
- 2.3 Students may not download and install computer programs from the Internet or open unsecure files contained in email messages without first consulting the IT staff. 'Computer programs' includes packages such as screensavers which often take up more disk space than users realise and affect the running of the computer.
- 2.4 The IT staff will make every effort to inform students well in advance when network downtime is required. It may, however, be necessary to withdraw access to the network without warning if a security issue arises or in the case of equipment failure.
- 2.5 Students should always endeavor to store academic work on the appropriate drive (Office365 OneDrive) as local storage may result in loss of data. All data stored should be work related and can be monitored.
- 2.6 The IT staff will not provide support for problems arising out of use of computers for non-course related activities, or for software not authorised through the Conservatoire's standard procedures.
- 2.7 Computers are provided to enable students to carry out their studies effectively. The number of machines available is limited and students may not use them to play computer games or to participate in Internet chat rooms. Personal related web or email access is acceptable provided that a machine is available and that its use complies with the Acceptable Use Policy. Students should be aware that use of email and the web on RCS machines can be monitored in accordance with the Conservatoire's Information Security Policy.

3. Misuse of ICT equipment – *STAFF & STUDENTS*

To safeguard the Conservatoire and individual users, the following are unacceptable and are likely to lead to disciplinary action being taken.

- Gaining or attempting to gain unauthorised access to accounts and passwords
- Gaining or attempting to gain access to restricted areas without appropriate authorisation
- Disrupting the work of other users
- Wasting network resources, or wasting time of staff involved in the support of such resources
- Violating the privacy of other users

- Using the network connection in a way that denies other users access to computer systems
- Creating, transmitting, downloading, browsing, viewing, reproducing or accessing, any image, material or other data of any kind which contains unacceptable content, including but not limited to: sexually explicit messages, images, cartoons, jokes or any other material of a sexual nature; any other content which may offend, harass, provoke, demean, degrade or threaten any other person whether on grounds of sex, sexual orientation, age, race, national origin, disability, religious, political belief, or otherwise
 - Promotes or causes violence
 - Is illegal
 - Includes inappropriate use of chat-rooms, newsrooms or bulletin boards
 - Is defamatory, slanderous, libellous or derogatory
 - Deliberately introduces viruses into the computer systems of the Conservatoire or any other party or is designed to corrupt or destroy the data of other users
 - Involves private business purposes or conflicts with the Conservatoire's interests or policies
 - Infringes or may infringe the intellectual property or other rights of others, such as copying or transmitting (without authority) materials accessed on the Internet
 - Involves the disclosure of information that is confidential to the Conservatoire or its users
 - Benefits any political or commercial organisation

These restrictions apply to both work and personal use.

It is recognised that certain staff, in connection with their work, may require to access to what could be classed as inappropriate material. Such exceptions must be registered in advance and approved through the appropriate Conservatoire Director and the IT department.

4. Legislation and Licenses

- 4.1 All users must comply with the UK Data Protection Act (2018), the EU GDPR and the Freedom of Information (Scotland) Act 2002, insofar as it is relevant to their computing activities. The Data Protection Policy is included in the Conservatoire Rules and Regulations and further information can be found on the RCS Portal.
- 4.2 All users must comply with the provisions of the Copyright, Designs and Patents Act 1998, the Computer Misuse Act 1990 and other relevant statutes.

- 4.3 No user may copy programs or data which are copyright or subject to restrictive license agreements on removable media such as USB or on to portable harddrives. Users should assume that ALL software is subject to a restriction unless there is a clear indication that this is not the case.
- 4.4 The Royal Conservatoire of Scotland has a statutory duty, under the Counter Terrorism and Security Act 2015, termed "PREVENT". The purpose of this duty is to aid the process of preventing people being drawn into terrorism. In addition to the misuse outlined above, you must not create, download, store or transmit unlawful material, or material that is indecent, offensive, defamatory, threatening, discriminatory or extremist. RCS reserves the right to block or monitor access to such material in line with the information security policy.

5. System Security and Access Restrictions

- 5.1 A user must log on to the network system or stand-alone machines only under a username or into an area which he or she has been allocated. Logging-in to a machine using someone else's username is a disciplinary offence.
- 5.2 It is the responsibility of all users to maintain the security of their own passwords. Any user who fails to take reasonable steps to do so commits a disciplinary offence and may be held liable for any consequences which follow if another person makes use of them. Failure to maintain security of a password may lead to a suspension of use.
- 5.3 Anyone authorised to use the computing resources shall treat as privileged any information about individuals or organisations which may become available through access to those resources. The disclosure of such information to third parties is a disciplinary offence.

6. Remote Facilities

Rules covering the use of remote facilities accessible through network links or any other method are the responsibility of the appropriate administering body. Those authorised by the Conservatoire to use the remote facilities must agree to abide by the appropriate rules. Network services administered by the Conservatoire must not be used for unauthorised access to, or activity on, such remote facilities.

7. Disciplinary Action

Breach of any of these Regulations by authorised users will normally be dealt with under the appropriate Disciplinary Procedures. Users may have their authorisation to use Conservatoire computing facilities or remote facilities immediately suspended pending an investigation by an authorised person in the Conservatoire. The Conservatoire may, if it considers it necessary, use an external agency to carry out appropriate investigations in cases of misuse. In the event of loss being incurred by the Conservatoire or members of the Conservatoire as a result of breach of these rules by a user, that user may be held responsible for the reimbursement of that loss. In the case of students, RCS will accept no responsibility for the effect disciplinary action might have on a student's academic progress and achievement.