Policy Title

Information and Communication Technology (ICT) Service Provision and Acceptable Use Policy

Preamble

This Policy is consistent with:

- Privacy Act 1988 (Cth)
- Crimes Act 1958 (Vic)
- Copyright Act 1968
- Copyright Amendment Act 2006 (Cth)
- The Spam Act 2003 (Cth)
- Privacy Amendment (Notifiable *Data Breaches*) Act 2017 (Cth)

Information and Communication Technology (ICT) is provided to staff and students for use during the course of study and work. Use of ICT facilities must meet acceptable use standards as detailed in this policy.

Purpose

This policy provides the scope in which provided ICT equipment and services are to be used in a safe, secure and acceptable manner to ensure Deakin College is a safe and supportive learning environment and workplace for staff and students.

Scope

This policy applies to all staff and students who work or study on all Deakin College Campuses and use any ICT equipment and/or services provided.

Policy

1. Principles

1.1. ICT infrastructure and services are provided to support staff and students in the application of working or studying at the College.

1.2. The range of ICT facilities, services and materials will be reviewed regularly to ensure that they remain relevant.

1.3. Deakin College is committed to the secure management of ICT assets and to reduce risk of any ICT incidents that may impact the confidentiality, integrity and availability of information and necessary protection of the College's people and assets.

1.4. All users of Deakin College ICT infrastructure and services must abide by Common Law, State and Federal Legislation and the Deakin College Codes of Conduct.

1.5. Where Deakin College infrastructure and services are provided by Deakin University (for example email and library) an acceptable use agreement must be accepted. All staff and students must abide by University policies and procedures.

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1.6. Where Deakin College infrastructure and services are provided by Navitas, staff must sign the Navitas acceptable use policy agreement and abide by the relevant Navitas policies and procedures.

1.7. Where Deakin College services are provided by 3rd parties (for example Microsoft or Google) staff and students may be required to accept and abide by any provided 3rd party agreement to use those services.

1.8. The IT Manager will regularly review the range of ICT facilities, services, and materials to ensure that the services are provided in accordance with Deakin College plans and meet the core functions of the College.

1.9. Staff members or students must not initiate a project that has an ICT dependency unless it has been reviewed and endorsed by the IT Manager.

1.10. In order to provide a secure and reliable ICT service and ensure compliance with the Common Law, State and Federal Legislation and Deakin College policy, the IT Manager may authorise monitoring and auditing of the use of ICT facilities, services and materials, and may view data stored on these facilities and services, as well as material received or transmitted via these facilities (including email).

1.11. The IT Manager is responsible for receiving and acting upon notifications of alleged breaches of use of ICT facilities, services and materials.

2. ICT Equipment and Facilities Provided

2.1. Equipment and Facilities which may be provided to staff and students include, but are not limited to: computers including desktop, laptop, and tablet; mobile phones; network and internet access; Office 365 associated services; Gmail associated services; access to shared network drives; SharePoint access; Software; Accounts to access certain services; student portal and Moodle.

3. Security

3.1. Any user accounts and passwords supplied to individual staff members or students must be kept secure and never provided to any other person.

3.2. Deakin University secure accounts with multifactor authentication, an extra layer of security, staff and students are to monitor the multifactor service and only approve self-login and report any suspicious activity and requests.

3.3. Navitas secure accounts with multifactor authentication, an extra layer of security, staff are to monitor the multifactor service and only approve self-login and report any suspicious activity and requests.

3.4. Deakin College recommends the use of multifactor authentication for any other services used, including for personal use.

3.5. Any devices provided for individual use (for example, staff laptops and mobile phones) must be looked after and kept secure at all times. Mobile phones must be

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locked by a PIN or other security measure to keep information and data on them secure. Corporate provided iPhones will have "Find my iPhone" turned on. If staff step away from any device, it must be locked to ensure no unauthorised access occurs.

3.6. Any access passes and keys to secure areas shall be kept secure at all times.

3.7. Visitors to secure areas are to be escorted at all times.

3.8. Any loss, breach or potential breach in security is to be reported immediately to either the manager for staff, or to Deakin College reception for students.

4. Notifiable Data Breach

4.1. Deakin College has a responsibility to report to the Australian Information Commissioner any data breach that has the potential to cause serious harm and to notify individuals whose personal information is involved in this data breach.

4.2. The overall responsibility for protecting the privacy of all personal information held by Deakin College resides with the College Director and Principal, with the day-to-day management delegated to the Director Quality and Student Services.

4.3. Breaches of the privacy rights of an individual must be reported to the Director Quality and Student Services who will manage the breach in conjunction with the relevant area.

4.4. Staff members at Deakin College undertake training in the required data breach identification and reporting. The protocol includes:

- Data breaches immediately reported by the staff member to his or her line manager and to the Navitas Australian Regional Data Protection Manager;
- The staff member then sends an email to the central data breach email account - dataprotection@navitas.com;
- The incident response team will assess the seriousness of the breach, contact the staff member for further information and/or in containing the breach; and
- The incident response team implements the appropriate reporting action.

5. Electronic Data Storage

5.1. All personal data is:

- securely stored and password protected;
- contains the correct details and required information;
- Not kept any longer than the purpose for which it was processed, and is available to the supervisory authority upon request. See the Deakin College Privacy Policy for more information about use protection and storage of personal information.

6. Safeguarding Information and Data

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6.1. Information and data are regularly shared as part of the College's operational requirements, whether via hardcopy or electronically. Staff and students have a responsibility to keep data safeguarded and protect personal information of yourself and others.

6.2. Any printed document which includes personal information or data is to be always kept safe, and never left unattended. If the document is no longer required and does not need to be kept for compliance purpose, the document is to be shredded or placed in the secure bins provided at each campus.

6.3. Any electronic document which needs to be shared and includes personal information or data is to be password protected. To share either internally or externally to the College, staff or students need to follow a current best practice (for example save and share the document from corporate OneDrive as read only, or share via Microsoft Teams), to ensure only the intended recipient(s) will access.

7. IT Department Support for Students and Staff

7.1. The IT department monitor a shared email account dcoll-ithelp@deakin.edu.au available to staff and students.

7.2. Deakin College staff can request IT support through the Navitas IT Service Desk.

7.3. Online Moodle training is provided for academic staff as part of the Navitas Learning & Teaching department.

8. Non-acceptable Use

8.1. At no time shall any user access, or attempt to access, any equipment, information or services they are not lawfully required to access as part of their duties or studies.

8.2. Any attempts to access equipment, information or services shall be reported to the Deakin College Senior Management Group for any further action to be taken.

Related Policies

Deakin College Policies

- Privacy Policy
- Student Code of Conduct

Deakin University Policies

- Information and Communications Technology Acceptable Use Policy
- Information and Communications Technology Security Policy
- Information and Records Management Policy
- Information Technology Service Provision policy
- Social Media Policy

Navitas Policies

- Code of Conduct UPA
- IT Change Management Policy

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- IT Acceptable Use Policy (for Staff)

Procedure
Data Breach Reporting and Management Procedure (Navitas)

Definitions

Key Term or Acronym	***Definition***
ICT	Information and Communication Technology.
ICT Facilities	All physical spaces (e.g. server rooms, network or communications closets, computer laboratories), hardware and infrastructure (e.g. servers, workstations, laptops, voice and data network, audio visual equipment and portable storage devices) associated with the delivery of ICT services and materials.
ICT Services and Materials	All software and applications, all services (including but not limited to telephony and internet access), and data contained or stored in any ICT facility.
ICT User	Any authorised person with access to the College ICT facilities, services and materials, including but not limited to staff, students, honorary staff members, any authorised visitors (staff, academic, contractors, agents, alumni or students).
Moodle	Deakin College web service learning management system.
Portal	Secure web service provided to staff and students requiring login for accessing news, Google services, communications, and other learning support services.
Data Breach	Occurs when personal information may have been accidentally or unlawfully accessed, lost, disclosed, altered or destroyed.
Personal Information	Includes any information that can identify and individual (students or staff) such as a person's name address phone number email address, bank details, education activities etc

Status and Details

Identification	Information and Communication Technology (ICT) Service Provision and Acceptable Use Policy
Initial Issue Date	27/04/2018
Status	Current
Domain	Information Management and ICT
Effective date	1/12/2022

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Review date	30/12/2024
Approval Authority	Senior Management Group
Implementation Officer	IT Manager
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