



SFTS Information Technology Policies Guide For Computer Resources, Network Access & Electronic Communications

Introduction

This policy guideline covers information on the Information Technology services available to faculty, administration, staff and students of San Francisco Theological Seminary (hereafter known as SFTS). These guidelines reflect the general ethical principles of the SFTS community and indicate, in general, what responsibilities are characteristic of the Seminary computer network. Access to computing resources is a privilege to which all approved Seminary users are entitled. Certain responsibilities accompany that privilege; understanding them is important for all computer users.

Please report trouble with any Seminary-owned computers or network equipment to the SFTS Help Desk at 415-451-2803 or helpdesk@sfts.edu.

Computer & Network Services

Computer and network services include assistance with Seminary-supported hardware and software, direct LAN (Local Area Network) and WAN (Wide Area Network) access, e-mail communications and Internet usage.

SFTS provides computer technology and support to the members of its faculty, administration, staff, and student body for the enhancement of their work in service to the Seminary's stated mission. The Seminary is committed to a high standard of computer resources by maintaining a continuous and timely upgrade of hardware and software as job responsibilities and institutional goals require.

It is important that the Seminary community share a common understanding of what represents appropriate expectations and use of the school's electronic resources and equipment. This guide articulates policies in this area and provides information about how to use computer resources effectively.

Desktop and laptop computers provided by SFTS to members of the faculty, administration, and staff are the property of SFTS. They are provided to help Seminary employees carry out effectively their job responsibilities. Since computers play such a vital role in the everyday operation of the Seminary, the IT support staff acknowledges that computer or network downtime can result in the disruption of normal Seminary operations. Consequently, problems are addressed as quickly as possible.

Computer & Network Usage Policy

The smooth operation of the network relies upon the proper conduct of those using the system. In general, this requires efficient, ethical and legal utilization of the network resources. Individuals found to be in violation of any of these provisions may have their computer and network privileges terminated and future access may be denied.

The following policies outline acceptable use of the computing systems and facilities located at or operated by SFTS. The definition of SFTS systems and computing facilities includes any computer, printer, server or network service provided or supported by SFTS. Use of the computer facilities includes the use of data/programs stored on SFTS computing systems, data/programs stored on magnetic tape, network data storage, floppy disk, CD ROM or any other storage media that is owned and maintained by SFTS. The “user” of the system is the person requesting an account (or accounts) in order to perform work in support of SFTS programs or projects authorized by SFTS. The purpose of these policies is to ensure that all SFTS users use the Seminary’s computing facilities in an effective, efficient, ethical and lawful manner.

1. SFTS accounts are to be used only for the purpose for which they are authorized and are not to be used for non-SFTS related activities except where prior approval has been granted. Unauthorized use of SFTS computing systems and facilities may constitute grounds for either civil or criminal prosecution.
2. Users shall not engage in activity that would be discriminatory, harassing, obscene, or for any other purpose that is illegal, against SFTS policies, or not in the best interest of SFTS.
3. Users are responsible for protecting any information used and/or stored on/in their SFTS accounts.
4. Users shall not download or make unauthorized copies of copyrighted materials, except as permitted by law or by the owner of the copyright.
5. Electronic communication facilities (such as e-mail) are for authorized use only. Fraudulent, harassing or obscene messages and/or materials shall not be sent from, to or stored on SFTS systems.
6. Transmission of any material in violation of any federal or state regulations is prohibited. This includes, but is not limited to: copyrighted material, threatening, harassing or obscene material, or material protected by trade secret. Use for commercial activities, product advertisement, or political lobbying is prohibited. Any transmission or reception of pornographic material is expressly prohibited.
7. Vandalism may result in cancellation of privileges, and may result in criminal prosecution and restitution for damages caused. Vandalism is defined as any malicious attempt to harm, destroy, or misrepresent data of another user, agency, or other networks that are connected to the Internet. This includes, but is not limited to,

the uploading or creation of computer viruses or causing physical harm to the computer hardware.

8. Users shall not attempt to access any data or programs contained on SFTS systems for which they do not have authorization or explicit consent of the owner of the data/program.
9. Users shall not engage in any illegal activities that utilize the Internet access provided by SFTS (such as hacking, cracking, or web site defacement).
10. Users shall not install or run peer-to-peer file sharing programs on any SFTS systems except where prior approval has been granted.
11. Requests for computer support for Seminary-supported computing resources must be made through the SFTS Help Desk. Please call (415) 451-2803 or e-mail helpdesk@sfts.edu to request assistance. SFTS makes no guarantees for the performance of the computers in the lab or lounge, USE THEM AT YOUR OWN RISK. Service for the lab and lounge computers will be on a best opportunity basis, and it will be scheduled by the IT Department. The IT Department does not offer support for personal computers or services not directly provided by SFTS.
12. Computers attempting to access SFTS Network services must have a Network Interface Card (NIC) installed and must be configured to use Dynamic Host Control Protocol (DHCP – see “Using DHCP” below).

Using DHCP

Computers attempting to access SFTS Network services must be configured to use Dynamic Host Configuration Protocol (DHCP).

DHCP is the default networking protocol used for connecting a computer to a network. If you need to connect to the Internet from any of the on-campus wireless locations, you must have DHCP enabled. Chances are DHCP is enabled since the vast majority of new computers are configured with DHCP enabled by default. If you have never changed your network settings, then your computer is most likely set to use DHCP. However, if you have trouble connecting to the Internet, it is a good place to start troubleshooting. Please refer to your operating system documentation for instructions on configuring the DHCP settings. Detailed instructions on how to enabling DHCP can be found on the Internet by searching on the key words “enable DHCP”.

Public Computers and Internet Access

SFTS provides eight on-campus locations offering public computers and or wireless/wired Internet access for student, faculty and staff use.

Public computers and Internet access locations:

1. The Library computer lab located adjacent to the Library in Geneva Hall
2. The public use computers on the reference floor of the Library in Geneva Hall
3. Scott Hall (classroom building) offers public computers in the student lounge and wireless Internet access throughout the building
4. The Holy Grounds student lounge located in Alexander Hall offers one public computer and wireless Internet access
5. Baird Hall with wired in-room Internet access and wireless Internet access in the lounge and dining room
6. Montgomery Hall offers wireless Internet access on all floors
7. Hunter Hall apartments offer wired Internet only access
8. Landon Hall apartments offer wired Internet only access
9. SFTS provides printers and printing supplies in all computer lab locations

Geneva Hall (Library Building)

Geneva Hall is the location of the main computer lab, adjacent to the Library circulation desk. The computer lab offers six public computers and two networked printers. Each computer offers Internet access, Microsoft Office 2007, Adobe Acrobat, Windows Media Player and other additional software. These computers also have CD-ROM drives and an external USB connection for use with portable storage devices.

The computer lab contains a wireless access point and additional wired network connections for laptop user access; these connections do not require usernames or passwords. Computers accessing these connections must have a Network Interface Card (NIC) installed and must be configured to use Dynamic Host Control Protocol (DHCP – see “Using DHCP” above).

All computers are provided “as is.” SFTS makes no claim for interoperability with other software or hardware. SFTS makes every effort to provide a reliable, up-to-date computer lab environment, but acknowledge we cannot provide for every possible computing need.

The computer lab is unlocked during library hours. For 24-hour access, see “Keys” below.

Library Reference Floor (Geneva Hall)

The Main Library circulation area has 4 computers with Internet access and networked printers that are open to students and the public. The Library reference area also offers wireless Internet access.

Scott Hall (Classroom Building)

Scott Hall offers 3 public computers with Internet access and networked printing. The computer lab is located on the second floor in the Student Lounge. The public computers offer Internet access, Microsoft Office 2007, Adobe Acrobat, Windows Media Player and other additional software. These computers also have CD-ROM drives and an external USB connection for use with portable storage devices.

Scott Hall also offers wireless Internet access throughout the building including all classrooms.

The Scott Hall computer lab is unlocked during library hours. For 24-hour access, see “Keys” below.

Holly Grounds Student Lounge (Alexander Hall)

Holly Grounds offers one public computer with Internet access. The public computer offers Internet access, Microsoft Office 2007, Adobe Acrobat, Windows Media Player and other additional software. The computer also has a CD-ROM drive and an external USB connection for use with portable storage devices.

Holly Grounds student lounge also offers wireless Internet access.

Baird Hall (short-term student housing)

Baird Hall offers wired in-room Internet access. Ethernet cables are provided by SFTS and are located in every room. In addition, wireless Internet access is offered in the Baird dining and living rooms.

If you experience difficulties connecting to any wired or wireless SFTS network service, please note the section on Using DHCP above

Email Account Policies

Email accounts are created for all students and regular employees of SFTS. Accounts will only be created for student workers and part-time employees; if it's determined an email account is required to perform effectively at that position. Student Email accounts are issued as <logon name> @students.sfts.edu. Employee email accounts are issued as <logon name> @sfts.edu.

Student email accounts are initially set-up to automatically forward all incoming mail to the student's personal email account. Students preferring directly access their student email account may do so by contacting Larry Pickard in the IT Department and requesting their username and password information. (Email: lpickard@sfts.edu, Phone: 415.451.2803) Students with direct access can personally use and manage all aspects of their email account.

Employee email accounts will be valid during the time of employment at SFTS. Upon termination of employment, email accounts and network access will be disabled. Special circumstance arrangements can be made to forward email to an outside email address for a limited time after leaving with the prior approval of the SFTS administration. It is up to the employee to contact their supervisor to obtain approval for any and all special arrangements.

Email attachments should not exceed 10MB in size. If larger attachments must be sent, please contact the SFTS IT department to make alternate arrangements.

The opening of email attachments should be done with extreme caution. Only open attachments from known sources. If you have some doubts about an email or email attachment, contact the SFTS IT department prior to opening the message and we will instruct you on how to proceed.

SFTS allows limited personal use for email communications, so long as it does not interfere with staff productivity, pre-empt any business activity, or consume noticeable amounts of resources. SFTS prohibits personal use of its email systems and services for unsolicited mass mailings, non-SFTS commercial activity, dissemination of chain letters.

Privacy

SFTS makes every effort to maintain the privacy of information related to computer and Internet use. SFTS does not trade or sell information gathered from students, faculty, administration, staff or guests.

Privacy, as it applies to SFTS, is defined as the right of an individual or an organization to create, maintain, send, and receive electronic data, software, and communications files that are safe from examination and disclosure by others. Users are responsible for exercising caution when posting/using confidential information on electronic media and are not to disclose confidential material unless it is a normal requirement of the user's position and has been so authorized. Information obtained through special privileges is to be treated as private.

Users should note that some electronic files are copied to backups and stored for indefinite periods in centralized locations. In such instances, user deletion of an electronic file, such as an e-mail message, may not delete a previously archived copy of that file. Moreover, in cases of suspected violations of Seminary information technology policy, the Seminary reserves the right to monitor all aspects of its computer systems including but not limited to e-mail, sites visited by users on the Internet, chat groups, news groups, and material downloaded or uploaded by users.

Offensive Material

Material is accessible on network resources, which some individuals may consider objectionable or offensive. The Seminary does not encourage or endorse the access of such material except for legitimate academic purposes. Users are to exercise caution and good judgment if there is a reasonable expectation that accessed material may be considered objectionable by some. Such material is to be accessed in a private

environment and in a manner that will not negatively affect those who may deem it objectionable or offensive.

Public workstations (i.e., those in open offices, the library, and other public places) are not to be used to access such material. Hard copies of such material are not to be directed to public printers, and potentially offensive material is not to be forwarded to others without their consent. The use of potentially offensive language in the text of network messages or to identify technological resources is prohibited. The use of Seminary technological resources for creating or sending annoying, harassing, or obscene materials or messages is also prohibited. Moreover, users of network resources are prohibited from engaging in any activity that is proscribed by federal and/or state law.

Keys

The computer labs located in Geneva Hall and Scott Hall Lounge is open during library hours. If you wish to have 24-hour access to either the computer lab or the lounge, or if you wish to use the fitness center (gym) in Oxtoby Hall at any time, keys can be obtained by contacting SFTS Accounts Receivable (Montgomery Hall 308). The cost is \$50.00, one half of which is refundable upon return of the key. This provides access to these areas 24 hours a day.

Computer & SFTS Network Support

The SFTS Information Technology (IT) Department provides support for all Seminary owned computers, network resources and network services provided by SFTS. This includes student lab connections and network wiring up to the point of entry into the student apartments (where offered). Support is provided on an as-available basis to the computer lab and lounge. We strive for a same-business-day response to computer lab issues. Some issues may require longer response times. The IT Department does not provide support for personal computers or services not directly provided by SFTS.

Requests for computer support for Seminary-supported computing resources should be made through the SFTS Help Desk. Please call (415) 451-2803 or e-mail helpdesk@sfts.edu to request assistance.

Hold Harmless

SFTS makes no guarantees of any kind, whether expressed or implied, for the service it is providing. SFTS will is not responsible for any damages, physical or electronic, suffered as a consequence of using our technology; including, but not limited to, loss of data resulting from delay, non-deliveries, or mis-deliveries; service interruption caused by negligence and/or errors or omissions; and physical harm from keyboards, mice, computer furniture, monitor screens or operating environment.

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