



# INTERNET ACCESS POLICY

<b>Date approved:</b>	13 April 2004	<b>Date Policy will take effect:</b>	13 April 2004	<b>Date of Next Review:</b>	December 2010
<b>Approved by:</b>	Vice Chancellor				
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<b>Responsible Faculty/ Division &amp; Unit:</b>	Business Services Unit, Information Technology Services Division				
<b>Supporting documents, procedures &amp; forms of this policy:</b>	<a href="#">Check Web Quota Service</a> <a href="#">Internet Access Guidelines</a>				
<b>References &amp; Legislation:</b>	<a href="#">Crimes Act, 1914 (Commonwealth)</a> <a href="#">Student Conduct Rules</a> <a href="#">IT Acceptable Use Policy (including the Requirements Governing the Use of IT Facilities)</a>				
<b>Audience:</b>	Public – accessible to anyone				
<b>Expiry Date of Policy:</b>	Not applicable				

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## 1 Purpose of Policy

1. This policy outlines the University's provision of Internet services to the University community.
2. The University of Wollongong is committed to the appropriate use of Information Technology and Services in support of its teaching, research, administrative and service functions. This policy is an adjunct to the University's IT Acceptable Use Policy which defines the acceptable behaviour expected of users and intending users of the facilities, including the Internet. The University requires users to accept the IT policies and associated Requirements Governing the Use of IT Facilities as a condition of their use. These are accessible via the University Policy Directory.

## 2 Definitions

Word/Term	Definition (with examples if required)
University	University of Wollongong
User	Any person using any of the University's Information Technology Facilities
IT facilities	Information Technology facilities operated by the University, whether owned or leased
ISP	Internet Service Provider
DVC (Academic)	Deputy Vice-Chancellor Academic
DVC (Research)	Deputy Vice-Chancellor Research
Chief Technology Officer	The Chief Technology Officer, Information Technology Services
ITS	Information Technology Services at the University of Wollongong

## 3 Application & Scope

1. This policy applies to all usage of all University Internet services. This policy represents the University Institutional position and takes precedence over other relevant policies which may be developed at a local level.
2. All users should be aware of the policy, their responsibilities and legal obligations. All users are required to comply with the policy and are bound by law to observe applicable statutory legislation.

## 4 Internet Access and Acceptable Use

1. The University encourages the use of the Internet, including email and web services, to facilitate communication among internal users and with the external community; allow users to better perform the duties assigned to them; and to allow greater efficiency in teaching, research, administrative and service functions.
2. To utilise the University's Internet resources, except for internal university web sites, it is necessary to have a user account. The University's IT Acceptable Use Policy defines the acceptable behaviour expected of users of the University's IT facilities. All users should be aware of their obligations under this policy.
3. Dial in access to Internet resources is currently provided to staff and postgraduate research students. The University does not under normal circumstances reimburse home ISP expenses.

## 5 Internet Quota System



1. The following quota system was introduced to manage Internet usage at the University:
  - 1.1. No quota is imposed for staff and postgraduate research students. Restrictions may be imposed by the relevant Senior Executive, Dean, Director or University Librarian, where usage is deemed to have been inappropriate.
  - 1.2. An Internet usage quota applies to all other current student accounts which are granted a six monthly allocation of quota at the beginning of each year and midyear.
  - 1.3. The DVC (Research) reviews the application of quotas on an ongoing basis.
  - 1.4. Free access to the Library-subscribed electronic databases and full-text datasets is available for users of the University IT facilities, when accessed via EZproxy.
  - 1.5. Users can monitor their own quota using the world wide web at: <http://www.uow.edu.au/its/services/index.html>
  - 1.6. Notification when 25% and 50% of the quota is exhausted will be sent automatically to the user.
  - 1.7. A warning will be generated in the form of an electronic mail message to the student if they have used 75% of the quota. It will advise the user to seek permission for an increase of quota from an appropriate authority, which in this case, is the Dean or the assigned delegate of the Faculty in which the student is enrolled.
  - 1.8. Once a student has exhausted their quota they can no longer access any external sites.
  - 1.9. If a student has exhausted their quota, and wishes to have it raised for educational purposes, the student can apply to their faculty for additional quota at <http://www.uow.edu.au/its/services/manage-mail/index.html#quota>. Student quotas will only be extended if the quota has been exhausted due to use for educational purposes. A student's past download history will be accessed and considered before a decision is made regarding the application.
  - 1.10. Should the Dean of the Faculty, or their nominated representative, deny the student's request for an increase in quota, the student can appeal to the DVC (Academic) who will have the final say in this matter.
  - 1.11. There is no further option for obtaining an increased quota (i.e. the possibility for the student to pay in order to have their quota increased) if a request for an increased quota has been denied through the proper channels.

## 6 Access to Internet Logs

1. The University has a legitimate right to capture and inspect any data stored or transmitted on the University's IT facilities (regardless of data ownership), when investigating system problems or potential security violations, and to maintain system security and integrity, and prevent, detect or minimise unacceptable behaviour on that facility.
2. It is the intention of the University not to divulge information, available from Internet access logs, such that the identification of any individual who accessed any particular URL would be permissible. Detailed URL information will not be released to persons within or outside of the University, except in response to:
  - a. permission from the user; or
  - b. a request from the Senior Executive, Dean, Director or University Librarian, made in writing and accepted by the Chief Technology Officer or delegated persons, to investigate a potential breach of policy; or
  - c. a request from the Senior Executive, Dean, Director or University Librarian, made in writing and accepted by the Chief Technology Officer or delegated persons, for access to be granted; or
  - d. where deemed appropriate by the University in order to uphold the statutory rights of individuals in matters such as privacy, copyright, occupational health and safety, equal employment opportunity, harassment and discrimination; or



- e. a proper request from an appropriate law-enforcement officer investigating an apparently illegal act, including a court order; or
  - f. a relevant statute.
3. Internet log files will be stored on a secure system. Access to Internet logs will always be via network or systems administrators, or via persons nominated by the Chief Technology Officer. The University's policy and statutory legislation relating to privacy will be upheld in all cases.

## 7 Administration and implementation

### Administration of Quotas

1. The DVC (Research) reviews the application of quotas on an ongoing basis.
2. The volume of Internet traffic is monitored closely.
3. There is an ongoing awareness program for users, to inform as well as to help users to manage their own Internet quota. These include guidelines for Internet usage available on the University Policy Directory.

### Compliance

4. The University treats misuse of its IT facilities seriously. Violations of the conditions of use of IT facilities may result in temporary or indefinite withdrawal of access, disciplinary action under the University's, or relevant entities, discipline procedures, and/or reimbursement to the University.
5. IT misconduct by students will be dealt with under the Student Conduct Rules. The Chief Technology Officer or their nominee will be the Primary Investigation Officer of allegations of IT misconduct by students. Detailed investigation procedures and the penalties that may be awarded to students engaging in IT misconduct can be found in the Student Conduct Rules.
6. A user's access will be withdrawn given a written request from an appropriate staff member of the sponsoring organisation. Access may also be withdrawn by ITS in response to a suspected policy violation.
7. A student whose IT access has been withdrawn as a result of an investigation under the Student Conduct Rules can appeal the decision or the penalty to the Student Conduct Committee. Otherwise, a user whose access has been withdrawn may request reconsideration of the decision by the Chief Technology Officer who shall consider the withdrawal with the relevant Senior Executive, Dean or Director or the University Librarian. Following this the Chief Technology Officer shall confirm the withdrawal or reinstate access.
8. Misuse or unauthorised use of University IT facilities may constitute an offence under the Crimes Act, 1914 (Commonwealth) and/or other pieces of State or Commonwealth legislation. Nothing in this policy or the Requirements Governing the Use of IT Facilities may be taken as in any way diminishing or removing a person's obligations to comply with the law, or their liability to prosecution and punishment under law.
9. Users are encouraged to report any misuse and any reports will be treated as confidential.

## 8 Roles & Responsibilities

1. Roles and responsibilities are as detailed in this policy.

## 9 Version Control and Change History

Version Control	Date Effective	Approved By	Amendment
1	13 April 2004	Vice-Chancellor	Initial policy
2	1 July 2004	Vice-Chancellor	ITPAC and IT Forum approved version



			<p>Policy converted into new ITS policy format.</p> <p>Removed references to quota values.</p> <p>Included compliance section, consistent with Acceptable Use policy.</p> <p>Improved links to IT Acceptable Use policy.</p> <p>Moved Internet Access Guidelines out of the policy and into a separate guidelines document.</p>
3	1 September 2004	Vice-Chancellor	Added imposing quota restrictions on non-capped accounts.
5	6 May 2009	Vice-Principal (Administration)	Migrated to UOW Policy Template as per Policy Directory Refresh
6	9 March 2010	Vice-Principal (Administration)	Future review date identified in accordance with Standard on UOW Policy
7	1 March 2011	N/A	Updated links to supporting documents