

# ICT User Regulations

## IKT-R01-E

Carinthia University of Applied Sciences

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## **I Purpose and scope**

This guideline defines the user regulations of ICT (Information and Communication Technology) at all locations of the Carinthia University of Applied Sciences for all employees and students.

## **II Applicable documents and framework conditions**

[Druck- Kopierpreis](#)

[Service Level Agreement \(SLA\)](#)

[Request form project server](#)

## **III Responsible body / function**

Head of ICT department

## **IV Terms and abbreviations**

ICT - Information and Communication TechnologyQM

Library - Library Quality ManagementSLA

Service Level Agreement

## **V Publication**

Intranet - QM Library

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## **1 General provisions**

- 1.1 The Carinthia University of Applied Sciences provides ICT hardware, software and the company's ICT network to employees, students and other persons authorized by the management (hereinafter referred to as users) for the performance of ICT activities relating to the areas of teaching, applied research, continuing education and administration.
- 1.2 ICT activities that affect the entire Carinthia University of Applied Sciences are carried out in coordination with the IPM Committee.
- 1.3 The ICT User Regulations as amended from time to time and adopted by the Management of the Carinthia University of Applied Sciences are binding for all users.
- 1.4 Users are full-time and part-time lecturers, administrative staff, research staff, temporary or marginal employees of the Carinthia University of Applied Sciences, students and course participants at the Carinthia University of Applied Sciences and other persons authorized by the management.
- 1.5 Each user is responsible for complying with these ICT User Regulations; supervisors and study area managers ensure compliance by users to the extent of their ability.
- 1.6 The use of EDP room PCs and laboratory PCs for the fulfillment of tasks within the scope of courses, projects and scientific project work, in particular time-bound preparation of exercise tasks, laboratory exercises and examinations, has absolute priority over any other intended use.
- 1.7 If the provisions of these ICT Regulations are not complied with, the user's right of use may be restricted, blocked for a certain period of time or withdrawn entirely.

## **2 Rights and obligations of users**

- 2.1 Users bear full responsibility for the exercise of their user authorization (account). Passing on the account data is not permitted. Passwords must be kept secret and changed periodically.

- 2.2 The operating instructions of the responsible supervisors of the Carinthia University of Applied Sciences must be followed without fail.
- 2.3 Users who use the allocated resources for tasks other than those described in the user regulations or who cause use unrelated to the project (e.g., computer games, streaming, etc.) may have their authorization for use revoked by authorized employees of the ICT department after consultation with the head of the study area. This can also be done if a user uses IT resources in a way that disrupts the overall operation or does not use resources in accordance with the principles of efficiency, economy and expediency.
- 2.4 In the event of damage, liability for damages shall exist in accordance with the relevant statutory provisions.
- 2.5 If copies of programs and data made available to users by the ICT Department are made illegally, users are liable for claims made against the ICT Department by the licensor or owner and must indemnify and hold the ICT Department harmless. The relevant legal provisions, in particular those of the Copyright Act and the license terms, must be observed in all cases. Users may inspect the license terms of the software used.
- 2.6 Users are obliged to assist the ICT Department and organizations cooperating with the ICT Department in the investigation of improper use of or damage to ICT Department computer equipment.
- 2.7 Disturbances, damages, errors as well as security defects IT systems and programs are to be reported immediately to the ICT department. The opportunities resulting from these defects may not be used for themselves under any circumstances.
- 2.8 Any user can basically use the hardware, software as well as the network in the designated EDP rooms and laboratories within the official opening hours according to the ICT user regulations. The Carinthia University of Applied Sciences strives to permanently guarantee and optimize the offered service within the scope of budgetary and personnel possibilities.
- 2.9 In principle, users shall be enabled to use all systems (internal/external) provided by the ICT department in accordance with the principles of economic efficiency, economy and expediency.

- 2.10 The users cannot derive any permanent rights from the offered service and cannot make any claims whatsoever. The Carinthia University of Applied Sciences further excludes liability for any damages in connection with the use of the hardware, software as well as the network, computer rooms and laboratories, to the extent permitted by law.
- 2.11 All users have the possibility to store their data on the network drives provided in the network. These drives are included in the central data backup. Locally stored data is not backed up centrally. Each user is responsible for this data. It is generally recommended to store data on network drives rather than locally, since in the event of a new installation or replacement of PCs, all data located on the hard drive will be irretrievably deleted.

### 3 Software, data and resources

- 3.1 Inadmissible uses of ICT resources of the Carinthia University of Applied Sciences are in particular
- An inappropriate use for private purposes or personal business
  - Use with the purpose of illegal acts and attempting to gain unauthorized access to systems, software, services or information.
  - Use if it interferes with other users or service providers or if it interferes with the good functioning of the services of the Carinthia University of Applied Sciences Network or its partner networks.
  - The network of the Carinthia University of Applied Sciences and the services offered may not be used for transit for third party networks unless written permission has been granted by the ICT department or the management.
  - Any communication which endangers public order and safety or morality or which violates the law (FG 1993, § 16 (2) Z 1)
  - a use that causes a gross nuisance or fright to other users (FG 1993, § 16 (2) Z 2).
  - Commercial advertising is not permitted. However, discussion of the advantages and disadvantages of a product by users is permitted. Commercial providers are allowed to comment on issues concerning their product, as long as this does not take the form of advertising.
- 3.2 Any changes to hardware and software configurations of all ICT devices are the sole responsibility of employees of the ICT department or persons authorized by the ICT department.

- When leaving the PC workstation, it must be left in a clean condition.
- It is forbidden to change the hardware configuration
- Without exception, ICT equipment or components may only be relocated to another site with the consent of the ICT department, unless the equipment is intended for mobile operation.
- Users must observe the license rights and the terms of use of software and data. In particular, these may not be copied or modified without express permission and may only be used at the workstations intended for them. Misuse may result in recourse claims.
- Software for which there is no corresponding user license and privately owned software products may not be installed or used.
- The processing of data worthy of protection in the sense of the Data Protection Act is generally not permitted

3.3 Eating, drinking and smoking is prohibited in all teaching rooms, computer rooms and laboratories.

#### **4 Printing-copying costs (students)**

4.1 The settlement of the incurred print-copy costs is done by debiting the personal account (uniFlow) of the respective student.

4.2 The personal uniFlow account can be topped up at all locations of the Carinthia University of Applied Sciences via Moneyloader stations (banknotes).

4.3 The account balance can be checked directly at the moneyloaders or with the help of the uniFlow program, which is installed on all PCs.

4.4 The current print-copy prices are available on the intranet (current print-copy costs). The prices can be adjusted at any time with regard to economic efficiency.

4.5 Disbursement or transfer of the uniFlow credit is not possible; the credit must be used by the end of the study period.

## 5 Helpdesk

The ICT department provides a helpdesk for all users as a central point of contact for ICT problems and inquiries. All ICT-related inquiries are processed via the helpdesk without exception.

- The general conditions (opening hours, tasks, response times, etc.) for the helpdesk are set out in the [Service Level Agreement \(SLA\)](#). This can be viewed in the QM Library section of the intranet.
- Each request is assigned a unique processing number: "ticket number". Users will be notified about the status of the respective ticket by mail.
- The helpdesk can be reached by phone at +43 5 90 500 7575 or via the link [www.fh-kaernten.at/helpdesk](http://www.fh-kaernten.at/helpdesk).

## 6 Project processing

6.1 If IT resources are required for projects, the following information must be provided in full to the ICT Helpdesk at least 4 weeks before the planned start of the project:

- Name of the project supervisor
- Expected start date and duration of the project
- Names of the participating students
- A project manager is to be appointed from the group of students, who will be assigned local administration rights for the duration of the project. This person thus assumes responsibility for all project-related ICT activities of the entire project group.
- All required ICT resources (network, software, etc.) If a project server is required, this must be requested separately on the intranet ([form](#)).

6.2 If required, appropriate drive resources will be made available by the ICT departments for project handling.

6.3 This special project use authorization ends with the completion of the corresponding project. At the end of the project usage authorization, but no later than 4 weeks after the end of the project, all stored project data will be deleted from the assigned drive resources. If there is a particular need for longer-term storage of project-relevant data, the ICT department must be notified in good time before the end of the project.

## **7 Installation of software for courses**

- 7.1 The software required for holding courses must be reported to the software coordinators of the respective study program in good time before the start of the semester.
- 7.2 Software installations and updates are carried out by the ICT department only 2x a year before the start of the semester, without exception.

## **8 Liability**

- 8.1 The Carinthia University of Applied Sciences and its staff shall not be liable for any damages whatsoever incurred by the users due to defects or errors of the equipment as well as software or hardware provided by other parties.
- 8.2 Users are obligated to hold the Carinthia University of Applied Sciences harmless from claims for damages by third parties.
- 8.3 If you use the IT systems on your own private devices, you use these systems and the associated data, functions or resources at your own risk and, to the extent permitted by law, the Carinthia University of Applied Sciences excludes any liability for any damage, including for data loss, computer viruses,...