MANHATTAN SCHOOL OF MUSIC

ADMINISTRATIVE COMPUTING POLICIES AND PROCEDURES

I. ADMINISTRATIVE COMPUTING: DEFINITION

Manhattan School of Music defines "Administrative Computing" as all computing activities required or sanctioned by the School for the conduct of its business, including but not limited to document production, communications, data processing, financial management, pedagogy, and research. Full-and part-time staff and faculty, student work-study or other categories of employees may conduct the School's business using computers on or off the School's campus. Administrative Computing is governed and managed by the School's Department of Information Technology ("I.T."). Policies concerning Administrative Computing are developed and approved in consultation with the Director of Administration and Human Relations and the School's Systems Management and Standards Committee.

Faculty members who have administrative roles, and/or permanent office locations and computer workstations on the School's campus are identified in this document as "Administrative Faculty."

The School provides very substantial hardware and software resources ("Resources") to ensure that our staff and faculty can pursue their educational and artistic mission with the assistance of effective, powerful technology. These Resources are described in Part II.

Security and privacy are of paramount importance to Administrative Computing activities. Users must understand and comply fully with the policies and procedures set forth in part III.B.

II. COMPUTING RESOURCES

Most staff and administrative faculty members are provided with a PC-compatible computer that can be used to perform job-related tasks. A small number of users use Apple computers for pedagogy, graphic design, imaging, desktop publishing, and other specialized purposes, and a small number of users are provided with laptops PCs. A general description of the PCs and their distribution is provided in part II.B. Each PC is comprised of a CPU tower, monitor, keyboard, and mouse. Common tasks such as document creation, word processing, electronic communications, and Internet searching can be performed using the software applications available on these systems. A high bandwidth connection enables users to use the Internet efficiently.

Administrative Computing is devoted in large part to the maintenance of the School's "Institutional Data." The School's Institutional Data is the collective body of digital information describing the School's staff, faculty, and students, including but not limited to biographical, contact information, employment, financial, enrollment, and academic records. Institutional Data is subject to specific I.T. policies. (See Parts D(7) and E(2) below.)

Faculty who do not have fixed work locations on the School's campus may use the Faculty Lounge for Internet browsing, e-mail, and document production. The Faculty Lounge is normally equipped with two PC workstations. Administrative Faculty and other authorized faculty may also use the School's administrative Remote Access capabilities, as described in Part II.C.

In order to ensure the integrity, safety, and appropriate, equitable distribution and use of computing resources, staff and faculty must abide by specific School policies described below in part III.B. Under certain circumstances, staff and faculty must observe specific procedures described below in part III.G. Violation of the policies or procedures will be addressed as described below in part V.

Computer hardware and software used in electronic music studios or for classroom instruction may be subject to additional policy and procedures not described in this document.

A. *Internet Connectivity*

Administrative offices are linked by a 100Base-T Ethernet local area network (the "Network") on each floor occupied by Manhattan School of Music

administrators. I.T. maintains and monitors the Network and oversees, either itself or with third-party assistance, the configuration and maintenance of the Network's hardware equipment, wiring, and LAN and Internet connectivity.

The School reserves the right to deny Network access to individuals or to all staff and/or faculty collectively whenever the School believes circumstances warrant such action. In the event I.T. will endeavor to restore Network access to individually or collectively when it is judged safe and advisable to do so.

B. *PC Workstations and Application Services*

All Administrative PCs are equipped with the following basic software:

MS Windows 2000
Novell Client
MS Office
Netscape Communicator
Internet Explorer
McAfee VirusScan

The following communication and productivity tools are provided to all staff and faculty on their campus office PCs:

(1) (1) E-mail. Staff and faculty members are assigned a Manhattan School of Music e-mail address in the form FInitialLastName@msmnyc.edu. Duplicate names are assigned e-mail addresses with additional distinguishing characters.

(2) (2) Internet access. Staff or faculty members who operate a networked PC at the School access the Internet using the Administrative T1 connection (see "Administrative Internet Connectivity" below.

(3) (3) Microsoft Office applications for document processing, spreadsheet, and other productivity purposes.

Many additional software packages and services not enumerated above are provided to individual departments or users for specialized purposes.

C. *Remote-access Capabilities: Virtual Office® and NetMail*

Administrative Network users may access certain Resources from campus or off-campus locations using a Web browser on any Internet-connected computer. The School's Web portal, Novell's Virtual Office, gives users access from remote locations to the following tools:

(1) E-mail;

(2) Documents stored on the Network;

(3) Staff, faculty, and student contact information;

(4) Departmental bulletin boards and chats; and

(5) Useful links to other external and internal Web resources.

Virtual Office enables staff and faculty who are working off-campus (e.g., at conferences, recruiting events, concert tours, etc) to access documents and communicate with colleagues and students efficiently.

NetMail is the School's e-mail system and it enables staff and faculty to write, retrieve, and respond to e-mail from any Internet-connected computer, both on- and off-campus.

Refer to the "Administrative E-mail Policies and Procedures" for more information about NetMail at Manhattan School of Music.

D. *I.T. Roles and Services*

(1) I.T. is responsible for all information technology strategic planning, decision-making, and implementation. No computer hardware or software, or any system or device that connects to the Administrative Network, may be acquired, installed, deployed, or used at the School without the explicit permission of I.T. Hardware or software may not be approved for use at the School for many reasons such as incompatibility with existing systems, obsolescence, and the difficulty or cost of its support or replacement.

(2) I.T. purchases, deploys, and maintains all computer hardware and software used for Administrative Computing. I.T. may also purchase, deploy, and maintain other computer hardware or software used for pedagogy or other non-administrative purposes.

(3) I.T. investigates and endeavors to correct or eliminate Network problems and threats, which include, but are not limited to

(a) complete loss of Internet or LAN connectivity,

(b) slow or otherwise impaired Internet or LAN connectivity,

(c) virus propagation, and

(d) malicious or inadvertently destructive computing activity.

(4) I.T. contacts service providers and monitor repair efforts in situations where Internet or LAN connectivity failures appear to have causes external to the Network infrastructure.

(5) I.T. addresses staff and faculty questions and problems relating to Internet and LAN connectivity.

(6) I.T. address staff and faculty questions and problems relating to the School's computer hardware and software.

(7) I.T. provides the Office of the Registrar, the Admission department, the Business Office, Senior Staff, and the President with both summary and detailed reports and analyses of Institutional Data.

(8) I.T. addresses staff and faculty questions and problems relating to the storage and retrieval of the School's electronic data.

E. *Limiations on I.T. Roles and Services*

(1) Privately-owned Computing equipment and Private Computing Activities

I.T. neither offers nor warrants technical support to staff or faculty for privately owned computer equipment. The School and its representatives are not responsible for any staff or faculty computing activities not related to the School's business.

(2) Distribution of Institutional Data

I.T. does not distribute Institutional Data to any individual staff or faculty member not specified in Part D(7). The distribution of Institutional Data may be further restricted by applicable FERPA policies.

Questions about limitations on I.T. roles and services should be directed to the Director of I.T. in person, by phone, or by email.

III. POLICIES

A. *Ownership and Licensing*

All computer hardware, software, peripherals, Network infrastructure, and licenses for use of the same deployed by the School are the School's property.

B. *Security and Privacy*

(1) Security of Infrastructure and Property

(a) Desktop Computers and Peripherals

Users should be alert to the safety of computer equipment on and near their desks. Unauthorized or unidentified persons should never be allowed to use

the School's computers or peripherals or move these from their assigned locations.

(b) Laptops

The School possesses two laptop PCs that can be borrowed by staff or faculty for short durations, such as meetings or special presentations. Users who lose or damage a laptop in their possession may be liable for damages and/or replacement costs. See Part IV.A(1) to learn how to borrow a laptop PC.

(c) Projectors

The School possesses two projectors that can be connected to PC or Apple computers and used for presentations. One projector is reserved for administrative use only. A second is also available to faculty as well as students who obtain faculty approval to use the equipment. Users who lose or damage a laptop in their possession may be liable for damages and/or replacement costs. See Part IV.A(2) to learn how to borrow a projector.

(2) Security of Electronic Data, Including Electronic Directories, E-mail Communications, Messaging, and Other Kinds of Digital Information

The School makes every effort to protect the security and privacy of its electronic data, including but not limited to documents, databases, and email communications. The School implements basic security and privacy measures as part of routine operations to help protect to the extent possible the School's electronic data and Resources from service degradation and from the effects of illegal activities such as physical damage or theft, computer viruses, hacking, spyware, and other malicious activities and devices. These measures may include, but are not limited to: routine testing of services and facilities, monitoring for activity patterns commonly indicating misuse, and placing temporary or permanent limits on bandwidth use consistent with maintaining stable and reliable services. The School reserves the right to access and inspect any of its technology Resources, and in so doing may obtain information stored or otherwise contained in them without the permission of, or notice to any staff or faculty member.

Staff and faculty members play a critical role in ensuring the security of the School's electronic data. Users should not leave computer workstations unattended if logged into the School's Network, but should log off or otherwise secure their workstations against misuse. Users should log off the Network and their workstations at the end of each business day, and should turn off computer monitors to conserve energy. Users should *not,* however, apply to any electronic document or any computing Resource any additional password or encryption method not approved by I.T. Doing so may render a document or Resource unusable in the event that a password is forgotten or encryption cannot be decoded.

Users must ensure that their Internet practices (e.g., site browsing) and e-mail communications conducted using the School's Resources do not violate any of

the standards, policies, or protocols of Manhattan School of Music or statutory law. Violators may be subject to disciplinary, civil, or criminal penalties. *The School's policies against sexual or other harassment apply fully to email: no email communication should be created, sent, forwarded, or received that contains intimidating, hostile or offensive content pertaining to gender, race, religion, color, national origin, sexual orientation, age, marital status, disability or any other classification protected by law.*

The School does not guarantee or monitor the security or privacy of electronic data produced or transmitted using privately owned hard- or software. Users must themselves determine whether privately owned hard- or software is adequately secured for use in connection with the School's business and are responsible for the consequences of misuse or compromise.

(3) Network Usernames and Passwords

To help ensure the security of the School's electronic data *every Administrative Network user is required to change his or her password every 90 days.* Automated reminders will alert users to the imminent expiration of their passwords.

In addition to Network usernames and passwords, individual staff and faculty may have other usernames and passwords associated with specialized applications such as student information or scheduling systems. Such usernames and passwords should never be disclosed or shared, except as instructed by I.T.

Newly hired staff and faculty are assigned usernames and initial passwords by I.T. Supervisors should notify I.T. at least two weeks in advance of the expected start date of a new employee.

C. *Terms of Support*

I.T. assists users with problems and questions relating to Administrative Computing, including the use of Virtual Office and NetMail, during normal weekday business hours (9:00 am to 5:00 pm EST). Problems or questions that arise outside of business hours may be submitted to I.T. via e-mail or phone and will be addressed at the earliest opportunity the next business day. In severe crises such as a complete Network failure, best and reasonable effort will be made to address the matter at the earliest opportunity regardless of the day or time.

D. *Off-campus Personal Computing*

I.T. neither offers nor warrants technical support to administrators or faculty who operate personal computer equipment off-campus. The School and its representatives assume no responsibility of any kind for staff and faculty private computing activities off-campus.

E. *Acceptable Use*

(1) Internet and Ethernet connectivity is provided to staff and Administrative Faculty for administrative, educational, research, and incidental personal use, provided such use does not interfere with the School's business, academic, artistic, and information technology operations, or burden the School with incremental costs or excess bandwidth utilization, or interfere with staff's and faculty members' other obligations to the School.

(2) Each staff and Administrative Faculty member must take reasonable security and privacy precautions to avoid succumbing to computer viruses and other computer attacks which may result in loss of data, unintentional release of personal information, or a negative impact on services and equipment. Such precautions include careful examination of suspicious e-mail, avoidance of commercial Web sites known for their distribution of spyware and malicious applications. I.T. installs and maintains anti-virus software on all computers it oversees in the School's facilities or premises.

(3) Staff and Administrative Faculty may never under any circumstances reveal their Network usernames or passwords to any other person. All authorized users of the Network are assigned individual, unique usernames and passwords. No other persons are authorized to access the Network or use its Resources.

(4) Staff and Administrative Faculty must comply with all pertinent laws and regulations concerning the copying, downloading, and uploading of copyright material when using technology Resources. Users may not copy, transfer, download, upload, send or receive copyrighted information, documents, or software without the copyright holder's permission.

F. *Prohibited Activities*

Staff and Administrative Faculty are prohibited from engaging in the certain activities that are exemplified by, but not limited to the following:

(1) Permitting or abetting the use of the School's administrative technology Resources by any unauthorized individual.

(2) Using a computer, computer account or system (including scanning systems for security loopholes, user accounts, passwords, etc.) without authorization.

(3) Using the School's Network to gain unauthorized access to any computer.

(4) Knowingly performing an act that will interfere with, damage or otherwise degrade the normal operation of other systems and/or the Network, including but not limited to, running, installing or distributing programs such as computer viruses, Trojan Horses and worms.

(5) Attempting to monitor or tamper with another entity's electronic communications, including scans and probes of the Main Building, Residence Halls, and other networks.

(6) Attempting to circumvent data protection or security mechanisms.

(7) Misrepresenting your identity to avoid accountability (e.g. falsifying your e-mail address).

(8) Using another's Network username and password for any purpose.

(9) Violating applicable software licensing agreements or copyright protection laws, including making available of materials such as music, videos, text or software without appropriate permission.

(10) Taking any action that invades the privacy of individuals or entities that are creators, authors, users, or subjects of information resources.

(11) Violating any federal, state, or local law or regulation, or School codes of conduct.

(12) Using the Network for commercial purposes or charging for any service provided across the Network.

(13) Facilitating access to the Network by unauthorized persons from off-campus.

(14) Using an unauthorized or static IP address without the explicit permission of I.T.

(15) Using electronic mail, services, or facilities to harass others by means including, but not limited to sending unsolicited mass mailings (spam) over the Network (chain mail, solicitations, etc.).

(16) In general, no staff or faculty member may perform or abet any computing activity that diminishes the dignity and integrity of the School.

(Certain activities will not be considered misuses when explicitly authorized by I.T. for the purposes of security or performance testing.)

G. *Conduct*

The following guidelines specifically concern the treatment and handling of computing Resources.

(1) Consumption of food or beverages is discouraged near computer workstations or peripherals.

(2) Computer equipment, furnishings, or accessories may not be removed from their intended locations without the authorization of I.T.

(3) The use of peripheral computing devices not provided by I.T. is prohibited without the prior, explicit authorization of I.T.

(4) Users may not install software of any kind on any PC without prior explicit authorization from I.T. Requests for permission or assistance to install new software must be made to the I.T. in writing.

(5) Anti-virus and any other security software must run at all times, and users must not attempt to disable them.

(6) Users may not use file-sharing software (e.g., Napster, Kazaa).

H. *Recommendations*

To ensure uninterrupted, efficient Internet connectivity for the Administrative Network, users are asked to observe the following recommendations:

(1) Do not play Internet radio.

(2) Limit your viewing of streaming videos.

(3) Exercise caution when visiting unfamiliar Web sites. Some Web site pages will install unwanted and damaging files on your PC that slow or otherwise interfere with its proper operation or compromise the privacy of your data.

I. *Acquisition, Installation, and Use of Hardware and Software*

The School's administration uses only hardware and software approved for use by the I.T. Department, and duly purchased by and licensed to the School. Users may not install at the School privately owned hardware or software under any circumstances. Nor may users purchase on behalf of the School

any hardware or software. All acquisitions of hardware and software are made by I.T.

Users may not remove from the School, copy, or otherwise distribute School-owned software on any device not used for the School's business. Users may not violate the license terms of the School's hardware or software.

IV. PROCEDURES

A. *Requesting Computer Hardware or Software*

On-site users may request new or additional hardware, software, and other services in writing by using the Service and Supply Request Form available at our Intranet page http://intranet.msmnyc.edu/mantra/InfoTech/Docs/SRFrm.pdf. Paper copies of the form can also be obtained from the I.T. Department.

(1) Borrowing a Laptop PC

Staff who wish to borrow a laptop PC for short-term business use should inform I.T. in writing of their need, including the pick-up and return date and time. The borrower should collect the laptop from the I.T. department at the agreed upon pick-up time and return the equipment to the I.T. department at the agreed upon return time. The laptop, laptop carrying case, and all cables and accessories should be returned complete and in working condition. Laptop loans may require a department manager's approval in addition to the approval of I.T.

Staff or faculty who wish to borrow a laptop PC for short-term use, such as a lecture or meeting, must complete a "Computer Equipment Loan Form" available from I.T.

(2) Borrowing a Projector

Staff who wish to borrow a projector for short-term business use should inform I.T. in writing of their need, including the pick-up and return date and time. The borrower must make arrangements at least a week in advance if he or she wishes the I.T. staff to deliver and setup the projector. Otherwise, the borrower may collect the projector from the I.T. department at the agreed upon pick-up time and return the equipment to the I.T. department at the agreed upon return time. The projector, projector carrying case, and all cables and accessories should be returned complete and in working condition. Projector loans may require a department manager's approval in addition to the approval of I.T.

Staff, faculty, or students who wish to borrow a projector for short-term use, such as a lecture or meeting, must complete a "Computer Equipment Loan Form," available from I.T. Students must obtain the signature of a supervising faculty member to borrow a projector.

B. *Reporting Technology Problems*

Questions and problems regarding Administrative Computing can be reported to the I.T. Department in writing, by e-mail (infotech@msmnyc.edu), or by phone.

The Department's Service and Supply Request Form, available on-line, can be used to report problems or request computing services.

C. *Using Virtual Office and NetMail*

Detailed, illustrated instructions for staff and faculty using Virtual Office and NetMail will be made available on the School's Web site.

D. *E-mail Spam and Safety*

Spam e-mail is a serious problem endemic to the Web and is addressed by the School in a variety of constantly evolving ways. I.T. is engaged in an ongoing effort to reduce the delivery of E-mail Spam at the School.

Staff and faculty members sometimes receive e-mail messages that appear to be from senders with legitimate sounding names like "support@msm," "msm.edu team," or "the management." I.T. does not send such messages, and these should be deleted immediately. Any communication from I.T. will always be signed by a current member of the department, and its purpose will be unambiguous.

Staff and faculty should exercise special caution when opening email attachments, especially if the email message is blank or incoherent, you are not expecting to receive an attachment, or the email is addressed generically, for example, to "Nobody."

E. *Donations of Computer Equipment*

Any person who wishes to donate new or used computer hardware or software to the School should contact the I.T. to describe the equipment (brand, model, and other pertinent information) and--in the case of used equipment--its age and condition. I.T. can determine whether the equipment can be used at the School and may, at its discretion, need to physically examine it to make a final determination. Donation irrevocably transfers ownership of the equipment to the School.

Reasonably current, functioning equipment that can be usefully and safely deployed at the School will be accepted with gratitude.

V. SANCTIONS

Violations of the policies, rules, and procedures set forth in this document, as well as other kinds of illegal or inappropriate conduct, are prohibited by Manhattan School of Music and are subject to disciplinary actions to be determined by the School's Administration at its discretion. A user may be liable for any and all damages he or she

causes to equipment, Network infrastructure, or furnishings belonging to or provided by the School.