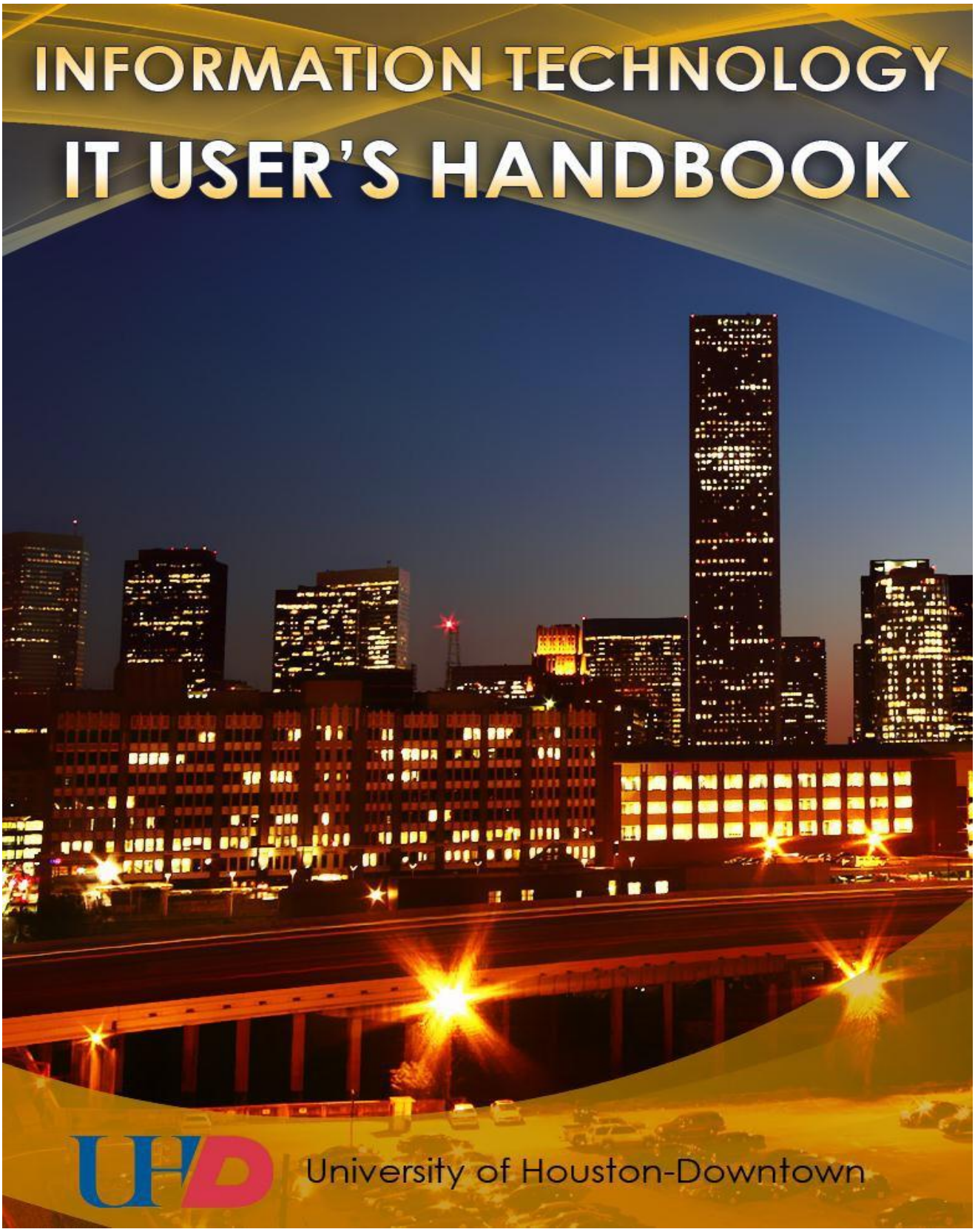
INFORMATION TECHNOLOGY

IT USER'S HANDBOOK



University of Houston-Downtown

WELCOME

to the University of Houston-Downtown

UH-Downtown has provided high-quality education to a diverse student population for over thirty years. We take pride in our diversity, excellence, and opportunity.

As a new employee, you are undoubtedly getting all of your employment forms processed and becoming familiar with the UH-Downtown campus. This IT User's Manual will help you to complete all of your Information Technology (IT) requirements so that you can be functional within a short period of time.

This handbook will guide you through all of the IT service forms and provide helpful documentation to get you up and running during your first weeks at UH-Downtown and beyond. You will also find information about UH-Downtown's instructional technology and state-of-the-art multimedia resources.

The University of Houston-Downtown offers the technological tools to help you succeed in your work. From Instructional TV to use of presentation classrooms, to training, to sophisticated multimedia and Internet-based services, UHD has what you need.

Visit the university's website at *http://www.uhd.edu* for comprehensive information about the University of Houston- Downtown and the various Information Technology services and facilities.

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Departmental Computing Guidelines

UHD / UHS

Purpose:

These guidelines are provided to assist UHD departments and users in managing university computing assets and complying with relevant laws, regulations, policies and procedures. It also outlines key issues pertaining to computing that are commonly addressed by UHS auditors during IT and departmental audits.

Information Security Areas Addressed:

The listed following information security areas are addressed by providing departmental self-assessments in the subsequent sections of these guidelines. These self-assessments are structured to assist UHD departments in taking a critical look at computing practices at the departmental level and determining where systems and information vulnerabilities may exist helping them to correct deficiencies and issues before they become problems. These self-assessments are living documents, and, as technology requirements change, are updated to reflect the most current information available to keep our systems and information secure. Self-assessments are included for:

- Annual Security Practices;
- Equipment Disposal;
- Physical Technology Assets Protection;
- Risk Management and Business Continuity Plans;
- Security and Backups for Applications and Systems;
- Software Licensing;
- Telephone Long Distance; and
- Virus Prevention.

Relevant Policies and Procedures:

These following UH System Administrative Memorandum, UH – Downtown Policy Statements and procedures and guidelines documents, and Texas Administrative Code references are provided to assist departments in understanding the many areas in which information technology implementation university-wide must comply with standards, rules and laws. Questions regarding specific interpretation and implementation of any UH System or state or federal law should be addressed to the IT Compliance and Project Management Office within the IT Division.

- UH System Administrative Memoranda: SAM 07.A.02; SAM 07.G.01; SAM 03. A.19 and 02.A.25 (*www.uh.edu/policyservices/sam*)
- Texas Department of Information Resources Information Security Standards: Texas Administrative Code Title 1, Part 10, Chapter 202, Subchapter C (*http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?*)

- UHD Network and Information System Password Procedures (*https://www.uhd.edu/computing/help/Documents/passwordprocedure.pdf*)
- UHD PS 07.A.01 - Property Management (*https://www.uhd.edu/administration/employment-services-operations/resources/Documents/PS07A01.pdf*)
- UHD PS 08.A.01 - Review of Information Technology Resources Requests (*https://www.uhd.edu/administration/employment-services-operations/resources/Documents/PS08A01.pdf*)
- UHD PS 08.A.02 - Information Technology Policies, Procedures, Standards, and Plans (*https://www.uhd.edu/administration/employment-services-operations/resources/Documents/PS08A02.pdf*)
- UHD PS 08.A.04 - Computer Access, Security, and Use Policy (*https://www.uhd.edu/administration/employment-services-operations/resources/Documents/PS08A04.pdf*)
- UHD PS 08.A.05 - Academic Computing Services (*https://www.uhd.edu/administration/employment-services-operations/resources/Documents/PS08A05.pdf*)
- UHD PS 02.A.19 - Access to and Maintenance of Staff Personnel Files (*https://www.uhd.edu/administration/employment-services-operations/resources/Documents/PS02A19.pdf*)
- UHD PS 01.A.11 - Ethical and Legal Use of University Property (*https://www.uhd.edu/administration/employment-services-operations/resources/Documents/PS01A11.pdf*)

1. ANNUAL SECURITY PRACTICES

Objective:

To determine if all employees of the department or unit are completing the mandatory review of computing security policies and guidelines at least annually.

Important Information:

Per TAC 202, computer users are required to review computing security policies and guidelines at least annually. Training required of all users, such as the UHS mandated information security training, addresses UHD employee responsibility to review security practices on an annual basis. In addition to the UHS training, users are provided with copies of the UHD IT policy statements as well as the *Network and Information System Password Procedures* as part of the university account request and renewal process.

Potential Impact:

Failure to follow mandated annual security practices potentially exposes the university to allowing inappropriate access to protected information and loss or damage of equipment, and puts the university out of compliance with state regulations.

Helpful Tools:

- UH System Administrative Memorandum:

  07. A.03 – Notification of Automated System Security Guidelines

- UH – Downtown Policy Statement:

  None cited

- UHD Website:

  IT User's Handbook

  Annual Review of Security Practices

  University Account Request

  Information Technology Forms

- Other(s):

  Texas Administrative Code – Chapter 202 – Subchapter C (TAC 202 C)

  The *Secure Our Systems* training course is available online via the UHS Online Training website at http://www.uh.edu/onlinetraining/. Staff is advised to use this login link; **do not log-in through PASS.**

Contacts:
Jon Garza
help@uhd.edu
(713) 221-8400
700 South

Frequently Observed Weaknesses/Deficiencies:

- Existing staff fail to take annual online training regarding computing security policies and guidelines or newly hired staff fails to take the required mandated training within 30 days of employment.

Business Practices:

1. Ensure easy and convenient access to required training.
2. Monitor staff completion of required training during specified window(s).

AREA

This questionnaire is designed so that "no" answers indicate that an internal control weakness may exist and the procedure/ process may need to be examined in greater detail. When such weaknesses are identified, a change in the process may be necessary OR a control may need to be put into place to address the weakness. The appropriate UHD contact office (as outlined in the self-assessment text) may be contacted for assistance with identified weaknesses.

Self-Assessment of Internal Controls for: Annual Security Practices	Yes	No	N/A	Comments
Did all staff review computing security policies and guidelines annually?				
Did all new users receive copies of the UHD IT Policy statements as well as the *Network and Information System Password Procedures* as part of the university account request process?				

This is a living document and will be updated as revisions are necessary. Periodically, you may want to check for updates and revisions. We welcome any questions and feedback regarding the information contained in this tool including any comments regarding how this may be more useful and effective.

2. EQUIPMENT DISPOSAL

Objective:

To determine if departments/units coordinate with IT when disposing of any computer equipment and are in compliance with applicable policies, procedures and regulations.

Important Information:

Texas Administrative Code 202 specifies requirements for proper disposal of computers at state institutions. UHD's IT Division follows formal computer system reclaim and disposal procedures accordingly. Computer systems that are brought back in from the field as part of the Faculty and Staff Desktop Computing and Satellite Lab Refresh Programs or from other deployments are inventoried and inspected. A software application that purges the computers' hard disk to DoD 5220.22-M specifications is then used to prevent future recovery or access to data or applications previously stored on the system. Once this process is completed successfully, the systems are moved to a secured storage area and are ready for reuse or donation.

Although most university computers are maintained by the IT Division, a few departments have computers that are maintained locally. When redeploying or disposing of these systems, departments should coordinate with IT and conduct

proper disposal procedures for these systems to ensure that DoD 5220.22-M specifications are met.

Potential Impact:

Improper equipment disposal can result in unintentional and unauthorized access to protected information; potential legal consequences as well as negative public opinion could be the result if information obtained in this manner is used inappropriately.

Helpful Tools:

- UH System Administrative Memorandum:
  None cited
- UH – Downtown Policy Statement:
  None cited
- UHD Website:

  IT: Help Desk

Other(s):

DoD Issuances (official site for access to Department of Defense publications)

US Department of Defense 5220.22-M Clearing and Sanitization Matrix

Texas Administrative Code – Chapter 202 – Subchapter C (TAC 202_C)

Contacts:

Jon Garza	Help Desk
help@uhd.edu	help@uhd.edu
(713) 221-8400	(713) 221-8031 or x3000
701 South	700 South

Frequently observed Weaknesses/Deficiencies:

- Equipment is disposed of without consulting with IT or applying a checklist from DOD 5220.22-M to ensure all protected, confidential, or sensitive information is permanently removed from the equipment.

Best Business Practices:

1. Use of DoD 5220.22-M specifications to purge computer hard disk or other electronic equipment storage media.

2. All computer equipment to be disposed of should be identified and reported to the Office of Information Technology to ensure that the proper disposal of that equipment is done.

AREA

This questionnaire is designed so that "no" answers indicate that an internal control weakness may exist and the procedure/ process may need to be examined in greater detail. When such weaknesses are identified, a change in the process may be necessary OR a control may need to be put into place to address the weakness. The appropriate UHD contact office (as outlined in the self-assessment text) may be contacted for assistance with identified weaknesses.

Self-Assessment of Internal Controls for Equipment Disposal	Yes	No	N/A	Comments
Are all computers maintained by IT taken out of service by IT staff to allow hard disk purging via DoD 5220.22M specifications?				
Does department staff responsible for disposing of all technology equipment maintained by the department consult with IT prior to the equipment's disposal?				
Does department staff responsible for disposing of all technology equipment maintained by the department use DoD 5220.22-M specifications to purge computer hard disk or other electronic equipment storage media?				

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3. PHYSICAL TECHNOLOGY ASSETS PROTECTION

Objective:

To protect university equipment by ensuring its proper use, maintaining the equipment as needed and securing it against misuse.

Important Information:

Physical access to non-public IT resource facilities are granted only to authorized personnel of UHD or other authorized contractors or vendors. All systems considered critical to UHD business operations are located within designated areas equipped with environmental and physical security access control mechanisms.

All departments are responsible for enforcement of property management and appropriate use of computing resources guidelines relating to technology assets. UHD software and hardware standards policy (UHD PS 08.A.02) requires departmental

purchases be consistent with UHD's short and long term IT plans. Written justification and approval of the CIO and/or the Information Systems Steering Committee are required for technology implementations outside the scope of traditional IT supported systems.

Standards for centralized computing equipment are maintained by IT. Departments are expected to maintain physical security standards for computing equipment in the offices and facilities they manage. Electronic locking systems are in place for most classrooms which contain technology equipment; however, some rely on traditional key based access control.

Departments are encouraged to purchase locking mechanisms for portable devices and machines. All general use computers are equipped with surge protection. IT managed systems designated as critical are protected via UPS' and physically secured via electronic access systems. Department managed facilities, some facilities have electronic access systems.

IT personnel working in a secured or highly sensitive area are required to complete regular and ongoing training and wear appropriate identification.

As required by TAC 202, users are advised that suspected security violations are to be reported to the Division of Information Technology (and the UHD Police Department if criminal activity is suspected) for investigation. UHS Mandated Information Security Training, which is required of all users, addresses this requirement. Security incidents are included in a monthly security incident report submitted to the Department of Information Resources (DIR).

Ongoing training is required and maintained in the following areas:

- UHS Mandated Information Security Training (as required by TAC 202) addresses security incident reporting; protection of physical technology assets
- Computing access procedures training is conducted for every new employee as part of their departmental orientation on or near their first day of work.
- Environmental hazards procedures are maintained within the Business Continuity and Disaster Recovery Guide. Testing and training is conducted once per year, is incorporated into the IT Training and User Development program and accessible in multiple formats (face to face or via portable media VHS delivery). The vendor is responsible for environmental control systems at UHD is also required to complete system testing on a yearly basis.
- Departmental training is conducted by the manager or supervisor.

Potential Impact:

Potential impacts can include the loss of University property and/or t h e loss of critical protected or institutional information if information security is breached. Additionally, it may expose the institution to financial loss or legal issues if equipment is lost, misappropriated, damaged or u s e d for purposes other than University business because it is not physically secure and must be replaced.

Helpful Tools:

03. E.02 – Property Management

- UH – Downtown Policy Statement:

Property Management – 07.A.01 – Property Management

Property Management – 07.A.03 - Annual Inventory of Capital Property

Information Systems – 08.A.04 – Computer Access, Security, and Use Policy

Information Systems – 08.A.02 – Information Technology Policies, Procedures, Standards, and Plans

- UHD Website:

  IT User's Handbook
  IT: Help Desk

- Other(s):

  Texas Administrative Code – Chapter 202 – Subchapter C (TAC 202 C)

Contacts:

Jon Garza
help@uhd.edu
(713) 221-8400
700 South

Paul Tichenor
tichenorp@uhd.edu
(713) 221-8450
970 Sout

Frequently Observed Weaknesses/Deficiencies:

- Equipment not properly secured
- Required training not conducted by university/completed by employees.
- Annual inventory not properly conducted by property custodian.
- Inventory not properly conducted when property custodian changes.
- Classrooms containing technology equipment not properly secured.
- Departmental technology equipment not properly secured.

Best Business Practices:

1. Assign a person within your department to be the property custodian responsible for the proper management and control of university property. Classrooms containing technology equipment not properly secured.
2. Conduct an annual inventory for all computing property owned by the organization
3. Monitor acquisition and disposal procedures and processes to see that university, state and or federal requirements are met
4. Require the completion of a "Request to Remove Capital Property Form" and signature by the Property Manager prior to removal of property off campus.
5. Obtain/renew approval when property located off-campus extends past the end of the fiscal year.
6. Take an inventory of all equipment whenever the custodian of the property changes or leaves their position and assign an alternate property custodian, if even on a temporary basis.
7. Ensure assigned property custodians are properly trained to comply with all pertinent rules and regulations.

AREA

This questionnaire is designed so that "no" answers indicate that an internal control weakness may exist and the procedure/ process may need to be examined in greater detail. When such weaknesses are identified, a change in the process may be necessary OR a control may need to be put into place to address the weakness. The appropriate UHD contact office (as outlined in the self-assessment text) may be contacted for assistance with identified weaknesses.

Self-Assessment of Internal Controls for Physical Technology Assets Protection	Yes	No	N/A	Comments
Have you assigned a person within your department(s) to be the property custodian that is responsible for the proper management and control of university property? *(SAM 03.E.02, § 2.10; UHD PS 07.A.01, § 2.2).*				
Do you perform an annual inventory of your property? *(SAM 03.E.02, § 4.3.b, 4.4, and 7.1; UHD PS 07.A.03, § 2.3 and UHD PS 07.A.01, § 2.16)*				
Do you monitor acquisition procedures for all technology purchases? *(UHD PS 07.A.01)*				
Do you require a "Request to Remove Capital Property Form" be completed and signed by the Property Manager prior to removal of property off campus? *(SAM 03.E.02, § 5.1; UHD PS 07.A.01, § 2.12)*				
Is approval obtained/renewed when property located off-campus extends past the end of the fiscal year? *(SAM 03.E.02, § 5.2; UHD PS 07.A.01, § 2.12)*				
Is departmental inventory taken whenever the property custodian changes? *(UHD PS 07.A.01, § 2.2.2)*				

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4. RISK MANAGEMENT AND BUSINESS CONTINUITY

Objective:

To determine if the department/unit practices effective IT risk management and has developed and documented a comprehensive business continuity plan as it relates to its dependency on technology resources.

Important Information:

Risk management involves identifying, analyzing, and taking steps to reduce or eliminate the university's exposure to loss. Every universities encounter risks, some of which are predictable and controllable, and others which are unpredictable and uncontrollable. UHD IT updates its *Risk Assessment for Major IT Systems* as well as the resulting *Risk Management Plan* annually. The risk assessment process involves:

- The reassessment of risks for major IT systems,
- A critical system validation,
- A business impact analysis for major systems,
- A review of the documented formal data classification scheme for each system,
- The validation of application ownership and custody for each system,
- A current status analysis for the technical environment relevant to each system, and
- An update of the IT business continuity and disaster recovery procedures relevant to restoring each system in the event of disaster or major system failure.

Systems reviewed as part of the risk assessment process at UHD include both academic and administrative systems. The process is coordinated by UHD IT and also includes designated application owners for each of the critical systems. Every other year, key stakeholders and department representatives are also invited to participate in the risk assessment process in order to provide a sufficiently broad perspective on potential risks. These individuals are appointed by university Vice Presidents. Risk Assessment and Risk Management Plan results are presented to university leadership, and the President signs off on the plan.

In addition to participating in the biennial risk assessment process, departments and units can practice effective risk management by being "risk aware" at all times, and report any potential risks associated with their owned applications and systems to the IT Department once identified or experienced, whichever comes first.

UHD also IT maintains the *UHD IT Business Continuity and Disaster Recovery Manual* (BCDR) for critical systems. This manual details critical IT systems recovery processes, as well as system ownership, and server center information. The procedures are updated regularly throughout the year as new systems are added and as environments and recovery procedures change. A comprehensive review and update of the procedures and manual is conducted annually as part of the update of university's risk assessment and business impact analysis for critical systems. This process is coordinated by UHD IT. The manual is stored in electronic format, which is backed up nightly, and versions are maintained on and off site. A printed version of the manual is also produced annually and stored on and off site. University departments and units are also required to participate in the maintenance of the university-wide *UHD Business Continuity Plan*

(BCP) that address the critical academic and business operations for the university. Departments and units should periodically assess both the BCDR and BCP to ensure that recovery and continuation processes for critical applications, systems, and business functions for which they are responsible are effectively documented and in place.

Potential Impact:

If departments and units do not plan effectively for business continuity risks, University operations impacting faculty/staff and students may be adversely affected by an interruption of those services due to unforeseen circumstances and poor to no planning. This may result in other negative consequences and/or financial losses for the university.

Helpful Tools:

- UH System Administrative

  Memorandum: None cited

- UH – Downtown Policy Statement: Information Technology

  Information Systems – 08.A.02 - Information Technology Policies, Procedures, Standards and Plans

- UHD Website:

  UHD Website Main Page

  UHD Emergency Website

- Other(s):

  Texas Administrative Code – Chapter 202 – Subchapter C (TAC 202 C)

Contacts:

Jon Garza
help@uhd.edu
(713) 221-8400
700 South

Frequently Observed Weaknesses/Deficiencies:

- Failure to have documented business continuity plans.
- Inadequate or nonfunctional business continuity plans.
- Failure to periodically review and update plans.
- Failure to communicate plans to responsible individuals, as well as to other employees of the unit.
- Only one employee knowledgeable of and/or in possession of business continuity plans and execution of them
- Failure to appoint a backup person for execution of plans
- Inappropriate storage location/site for plan (maintaining plans in same area and/or building that may be affected)
- Lack of alternative work space arrangements established in the event current space is unusable.
- Data are stored locally and if the current space is inaccessible, data are unavailable.

Best Business Practices:

1. Develop and document comprehensive business continuity plans and review these plans on an ongoing basis.
2. Report, manage and address infrastructure risks on a continuing basis.
3. Identify maximum acceptable outage times for critical business processes and operations.
4. Identify the process for converting operations from your current facility to alternate processing facilities if necessary.
5. Make certain plans incorporate building plans, network/communication diagrams and other documents warranted by the unique function(s) of the department/unit.
6. Make certain plans include any special software that the department/unit may utilize and how that software would be acquired during an emergency.
7. Ensure employees of the department/unit are familiar with business continuity plans and acceptable outage/down times.
8. Relay business continuity plans to staff on a consistent basis dependent on the business need.
9. Ensure a copy of the business continuity plans is stored off-site and/or in an appropriate second location outside of the area/building that may be affected.
10. Encourage employees to promptly report business risks that they may discover.

AREA

This questionnaire is designed so that "no" answers indicate that an internal control weakness may exist and the procedure/ process may need to be examined in greater detail. When such weaknesses are identified, a change in the process may be necessary OR a control may need to be put into place to address the weakness. The appropriate UHD contact office (as outlined in the self-assessment text) may be contacted for assistance with identified weaknesses.

Self-Assessment of Internal Controls for Risk Management and Business Continuity	Yes	No	N/A	Comments
Do employees know what to do if they become aware of a potential or realized risk to departmentally-owned applications or systems?				
Do employees know what to do if their computers are not available to use?				
Are sources or primary data stored on a network drive?				
Does the department have plans for the following scenarios? – IT resources are down. The department is still functioning. – Building or department is down, but IT resources are available at other locations. – Both are down. – Neither are down, but staffing is unavailable (i.e., influenza epidemic).				
Has the department identified down time tolerance levels for above scenarios? 0-72 hours, 72-120 hours, and 120 hours or more?				
Has the department identified critical times where IT resources are required (i.e., grades are due for posting, resident match week, payroll, student registration, grant submissions, etc.)?				
Do all department or unit employees know where to locate the UHD BCP and emergency management information on the UHD website?				

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5. SECURITY AND BACK-UPS FOR APPLICATIONS AND SYSTEMS

Objective:

Determine if IT Security measures exist in the department/unit to safeguard electronic data and information systems. These measures should include procedures the department/unit has in place for backing up institutional information periodically. Additionally, to determine if employees are performing the backups and adequate protection/storage exists for backups.

Important Information:

All university-wide Enterprise Systems applications, like the Banner Student Information System or Blackboard, are managed and secured centrally, with UHD IT or UHS IT as custodian. Application/Data owners are verified annually or biennially as part of the university's TAC 202 *Compliance and Risk Assessment Plan* which is coordinated by UHD IT. Individual departments, however, take on management and security responsibilities for department-specific applications and systems.

The roles and responsibilities for department-specific systems vary to some degree by department and application. Most department-specific applications are housed on servers that are centrally managed and secured by UHD IT. However, ownership and accountability for the data and use of these systems is the responsibility of the individual departments and designated application owners.

The university maintains standards for supported software and hardware through the UHD Information Technology Division. Departments are expected to work with the IT Division and through the university planning process to define options to address software needs that cannot be addressed effectively with existing software. Additionally, security and maintenance issues, such as application integration standards, network location and system access best practices, user security awareness, early detection and mitigation of security incidents, must be considered in the development or purchase of new enterprise computer applications. Additional reference regarding applicable procedures can be obtained by referring to (SAM 07.G.01) – *System Development Life Cycle* and UHD PS 08.A.02 – *Information Systems Policies, Procedures, Standards, and Plans*.

Backups for the centrally managed systems occur nightly. In situations where software systems are acquired by or for departments and are set up as department-specific and department-managed applications, the department is expected to work with the IT Division to define roles and responsibilities, as well as security and backup procedures. Automatic backup of users' data (including critical files) are performed on their computers across campus (desktops & laptops) in real-time.

As required by TAC 202, users are advised that suspected security violations are to be reported to the Division of Information Technology (and the UHD Police Department if criminal activity is suspected) for investigation. UHS mandated information security training, which is required of all users, addresses this requirement.

Potential Impact:

Potential for protected or institutional information to be inadvertently released if information security is breached. Additionally, the institution may be exposed to cyber threats or financial loss from damaged equipment if equipment is not physically secure. Possible loss of data could greatly reduce the ability of the department/unit to maintain daily operations if information system back-ups are not performed on a regular basis and stored in a secure, off-site location.

Helpful Tools:

- UH System Administrative Memorandum:

  UH System Records Retention Schedule

  7.A.2 – The Ethical and Legal Use of Micro/Personal Use of Computer Software

  7.A.3 – Notification of Automated System Security Guidelines

- UH – Downtown Policy Statement: Information Technology

  Information Systems – 08.A.02 - Information Technology Policies, Procedures, Standards and Plans

  Information Systems – 08.A.04 – Computer Access, Security, and Use

  Policy Information Systems – 08.A.05 - Academic Computing Services

- UHD Website:

  IT User's Handbook

  IT: Help Desk

  Computer Account Password

- Other(s):

  Texas Administrative Code – Chapter 202 – Subchapter C (TAC 202 C)

Contacts:

Jon Garza
help@uhd.edu
(713) 221-8400
700 South

Frequently Observed Weaknesses/Deficiencies: Security

- Sharing of passwords.
- Failure to lock desktop computers when stepping away from their use.
- Failures to ensure critical updates are performed.
- Failure to store institutional data on network storage.
- Failure to limit access to sensitive or confidential data to those that "need to know."
- Lack of adequate training and/or knowledge of IT security

Frequently Observed Weaknesses/Deficiencies: Data Back-Up

- Lack of back up procedures/policies.
- Failure to back up information on a regular basis.
- Lack of understanding of shared drives.
- Failure to use shared drives to store data.
- Storing back-ups in the same office and/or building as the computer housing the information.

Best Business Practices – Workstation Security:

1. Use only authorized and licensed software.
2. Take measures to secure sensitive areas, computer labs, and the like, and to provide adequate protection against the loss or theft of institution equipment and other assets.
3. Ensure all workstations have active, up-to-date antivirus and antispyware software, service packs and security patches.
4. Ensure externally connected devices such as USB thumb drives, hard drives and the like are secured and stored properly.
5. Do not open e-mails from unknown sources.
6. Ensure all computers are protected with a password log-in.
7. Construct strong, hard to guess passwords.
8. Ensure passwords are changed every 90 days.
9. Protect passwords and computers. Do not share access or passwords to your computer and do not write down or e-mail password

Best Business Practices – Server Security:

1. Ensure that the server is following the Server Security Policy.
2. Ensure a *Departmental Server Agreement Form* is completed and submitted to IT if the department/unit maintains a pre-existing server.
3. Ensure all internal servers are physically protected, and in an environmentally controlled area (air conditioning, fire protection, etc.).
4. Review access to servers periodically and ensure only employees with a direct need have access. Make access changes as needed.

Best Business Practices – Data Back-Ups:

1. Management should appoint a data administrator or coordinator for overseeing information systems processes to include back up procedures.
2. Strongly recommend/encourage employees to store institutional data on an ITSS managed server.
3. Lock up removable and /or mobile storage media containing sensitive and /or confidential data.
4. Ensure procedures exist for the back-up of information on mobile assets such as laptops, USB and flash drives.
5. Back-ups should be stored in a secure location and should not be stored in the same office and/or building as the computer housing the information

AREA

This questionnaire is designed so that "no" answers indicate that an internal control weakness may exist and the procedure/ process may need to be examined in greater detail. When such weaknesses are identified, a change in the process may be necessary OR a control may need to be put into place to address the weakness. The appropriate UHD contact office (as outlined in the self-assessment text) may be contacted for assistance with identified weaknesses.

Self-Assessment of Internal Controls for Security and Back-Ups for Applications and Systems	Yes	No	N/A	Comments
Are all critical data files backed up and stored in a safe, separate area to help ensure a full recovery of the data, if necessary*? (SAM 07.A.02; UHD PS 08.A.04; UHD PS 08.A.05)*				
Are suspected security violations reported to the Information Technology Department to investigate? *(UHD PS 08.A.04, § 2.1; UHD PS 08.A.05)*				
Are employees encouraged to use the university's Desktop Backup System to back-up information?				
With respect to confidential and sensitive data, does your department restrict access based on a "need to know" practice?				

Are all employees encouraged to use the remote desktop option to access university files from off campus rather than transporting university data on portable storage devices?				
If data must be backed up to mobile media (i.e., USB, flash, CD-ROM, DVD, etc.), are confidential data encrypted and secured?				
Are institutional data stored on a network server?				
Are back-up media stored in a different location than source data?				
Do employees have adequate training for and know-ledge of departmental standards for data back-up?				
Are suspected security violations reported to the Division of Information Technology (and the UHD Police Department if criminal activity is suspected) for investigation?				

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6. SOFTWARE LICENSING

Objective:

To determine if applications installed on university computers have a valid license and are installed by UHD IT staff or designated departmental technology staff.

Important Information:

Training required of all users, such as the UHS mandated information security awareness training (as required by TAC 202), address software licensing and the employee's responsibility on the use of licensed software.

Any application installed on university computers must have a valid license. In most cases, UHD IT staff installs the licensed software on university computers; and some cases, designated departmental technology staff installs the licensed software on departmental computers. UHD IT is responsible for verifying licenses it installs on departmental computers. Verification of licensing for any other software installed on departmental computers is the responsibility of the department or unit. Departments are expected to coordinate with UHD IT on any software installation conducted by the department.

UHD PS 08.A.04 informs users that no software, program, or information can be added to, or removed from, any operating system, database, or file unless explicitly authorized by appropriate management and in compliance with institutional security policies, procedures, and standards. UHD PS 08.A.04 also highlights the copyright laws concerning computer software and the unauthorized use or duplication of software. UHD PS 01.A.11 also alerts users to the U.S. Copyright laws which prohibit duplication and distribution of software without previous authorization. UHD PS 08.A.05 clearly states that "Copying of copyrighted software is illegal and is prohibited in the Academic Computing facilities or elsewhere on campus." The same PS also states that UHD forbids, under any circumstances, the unauthorized reproduction of software or use ofIllegally obtained software, and that using university equipment to make illegal copies of software is prohibited.

In addition, UHS Administrative Memorandum 07.A.02 informs users that a software license must be purchased for each computer it will be used on, and that university employees shall only use the software in accordance with the license agreement purchased with that software. It also informs staff of the U.S. Copyright Law, and informs readers that the reproduction of software can be subject to civil damages of up to $100,000 and criminal penalties which include fines and imprisonment.

Potential Impact:

Violation of software licensing and/or copyright laws exposes the university and/or its officers and staff to civil litigation and possible financial losses. Employees who violate copyright laws are personally subject to civil damages up to $100,000 and criminal penalties, including fines and possible imprisonment.

Helpful Tools:

- UH – Downtown Policy Statement:

  Administration – 01.A.11 -Ethical and Legal Use of University Property

  Information Systems - 08.A.04 – Computer Access, Security, and Use

  Policy Information Systems – 08.A.05 - Academic Computing Services

  7.A.2 – The Ethical and Legal Use of Micro/Personal Use of Computer Software

- UHD Website:

  Desktop Computing Project Reference "Standard Software Applications"

  Software Installation Request

- Other(s):

  Texas Administrative Code – Chapter 202 – Subchapter C (TAC 202 C)

Contacts:

Jon Garza
help@uhd.edu
(713) 221-8400
701 South

Help Desk
help@uhd.edu
(713) 221-8031 or x3000
700 South

Frequently Observed Weaknesses/Deficiencies:

- Applications installed on university owned computers by employees as opposed to UHD IT staff or designated departmental technology staff install those applications without a valid license.

- Unauthorized reproduction of software or use of illegally obtained software, including use of university equipment to make illegal copies of software.

Best Business Practices:

1. Only authorized university personnel verify and install licensed software on university computers.
2. The addition or removal of all software, programs or information to/from any operating system, database or university file as authorized by appropriate management and in compliance with institutional policies, procedures and standards.

AREA

This questionnaire is designed so that "no" answers indicate that an internal control weakness may exist and the procedure/ process may need to be examined in greater detail. When such weaknesses are identified, a change in the process may be necessary OR a control may need to be put into place to address the weakness. The appropriate UHD contact office (as outlined in the self-assessment text) may be contacted for assistance with identified weaknesses.

Self-Assessment of Internal Controls for Software Licensing	Yes	No	N/A	Comments
Are employees using software in accordance with the license agreement? *(SAM 07.A.02, § 3.2; UHD PS 08.A.04, § 2.2)*				
Has IT staff verified and installed all software on the employee's university computer(s)?				
Has the department coordinated with IT on any software purchase and installation to verify compatibility with university systems and proper licensing/installation?				

This is a living document and will be updated as revisions are necessary. Periodically, you may want to check for updates and revisions. We welcome any questions and feedback regarding the information contained in this tool including any comments regarding how this may be more useful and effective.

7. TELEPHONE LONG DISTANCE

Objective:

To determine if the department/unit has appropriately authorized all users of long distance telecommunications and reviews monthly telephone charge reports to insure charges are accurate and appropriate.

Important Information:

In order to have access to make long distance calls through the university's telephone system, employees are required to have departmental approval for the issuance of long distance codes. Departmental cost center information (for applying long distance charges) must be identified through the *Telecommunications Authorization Form* and authorized by the employee's departmental leadership.

Per PS 01.A.11, section 2.2.4, employees are required to review monthly telephone charge reports and certify that all long distance charges are accurate and made for

official university business. Each department is responsible for implementing this policy within their unit and maintaining records accordingly.

Potential Impact:

Failure to appropriately manage the issuance of long distance codes and review monthly charges could result in a financial loss for the institution and cause a violation of institutional business procedures.

Helpful Tools:

- UH System Administrative Memorandum:

  03. A.19 – Personal Use of UHS Telecommunications Equipment

  Services 02.A.25 – Termination Clearance Guidelines

- UH – Downtown Policy Statement:

  Administration – 01.A.11 - Ethical and Legal Use of University Property

  Financial Affairs – 05.A.21 - Wireless Communications Equipment and Communications Policy

- UHD Website:

  Telecommunications Service Authorization Form

- Other(s):

  Texas Administrative Code – Chapter 202 – Subchapter C (TAC 202 C)

Contacts:

Jon Garza
help@uhd.edu
(713) 221-8400
700 South

Frequently Observed Weaknesses/Deficiencies:

- Failure to monitor telecommunication costs for unusual activity/errors, and to preclude personal telephone expenses.
- Failure to periodically communicate to employees that personal telecommunication expenses are unallowable.
- Failure to review monthly long distance telephone usage by staff.
- Failure to perform periodic telecommunications audits of phone lines and equipment.

Best Business Practices:

1. Designate an individual(s) with the responsibility and authority to administer the unit's telecommunication activities/processes. This individual should understand telecommunication procedures and handle and/or be apprised of all telecommunication activities.
2. Review telecommunication costs monthly, ensuring the review is documented and long distance calls are monitored.

3. Research unusual trends in telecommunication activity.
4. Periodically communicate/inform employees that non-business long distance calls are prohibited and that directory assistance is to be avoided.
5. Eliminate unnecessary telecommunication expenses such as lines, equipment, and other telecommunication features.
6. Protect telephones that are accessible to the public from unauthorized long distance calls (including incoming toll-free calls, if applicable).
7. Implement password/code protection on telephones where necessary.
8. Ensure an appropriate approval process exists for cellular phones, pagers, and other telecommunication devices and establish guidelines for determining who may have such items in the unit.

AREA

This questionnaire is designed so that "no" answers indicate that an internal control weakness may exist and the procedure/ process may need to be examined in greater detail. When such weaknesses are identified, a change in the process may be necessary OR a control may need to be put into place to address the weakness. The appropriate UHD contact office (as outlined in the self-assessment text) may be contacted for assistance with identified weaknesses.

Self-Assessment of Internal Controls for Telephone Long Distance	Yes	No	N/A	Comments
Are all university employees authorized to make long distance calls from university telephones and issued long distance authorization codes? *(SAM 03.A.19 and 02.A.25; UHD PS 01.A.11)*				
Is a Telecommunications Authorization Form authorized by a new employee's manager or departmental leadership before a long distance code is assigned?				
Do you have a process in place to require all authorized long distance users to review their long distance telephone records to help ensure their authorization codes are not being compromised?				
Are telecommunication costs reviewed monthly for accuracy and appropriateness and certified by the employee?				
Are unusual trends in telecommunication activity researched?				

Does the unit document the review of telecommunication costs?				
Does the unit protect telephones that are accessible to the public from improper long distance calls?				
Does the unit perform a periodic audit of telecommunication lines and equipment?				

This is a living document and will be updated as revisions are necessary. Periodically, you may want to check for updates and revisions. We welcome any questions and feedback regarding the information contained in this tool including any comments regarding how this may be more useful and effective.

8. VIRUS PREVENTION

Objective:

To determine if the appropriate actions are taking place and the proper policies and procedures are being followed to allow virus prevention safeguards to be installed and/or updated on a regular basis, ensuring the continuing integrity of and access to information on all UHD computer equipment.

Important Information:

All computers at UHD have anti-virus software installed on them (campus wide site license). UHD IT manages the anti-virus software updates remotely with an automated system that updates all PCs on daily basis with the latest definition files. Furthermore, all faculty and staff PCs on campus are set to automatically check for and install new operating system (OS) security/patch updates, which is important for preventing viruses, on a daily basis between 12 midnight and 5 a.m. Lab PCs are also scheduled for anti- virus and OS security/patch updates once a week (between 12 midnight and 4 a.m. every Friday). Users are instructed to log off but keep their computer on at night so the automatic updates can process regularly. Any applications left open will automatically close.

Training required of all users, such as the UHS mandated information security awareness training (as required by TAC 202), addresses applying computer security best practices by having anti-virus software installed on their computers.

UHS Administrative Memorandum 07.A.03 *(Notification of Automated System Security Guidelines)* informs employees that any person violating component university automated system security policies, such as inserting a virus, is subject to immediate disciplinary action that may include termination of employment, expulsion, or termination of a contract.

Potential Impact:

Computer viruses have the potential to cause great harm to the university, including, but not necessarily limited to, loss of data or compromising of data integrity. Any potential breach of security that allows unauthorized access to protected or institutional information can be harmful and could cause the loss and/or destruction of data which could greatly impact the ability of the department/unit to maintain daily operations.

Helpful Tools:

- UH System Administrative Memorandum:

  7.A.3 – Notification of Automated System Security Guidelines

- UH – Downtown Policy Statement: Information Technology

  Information Systems - 08.A.04 – Computer Access, Security, and Use Policy

  Information Systems – 08.A.05 – Academic Computing Services

- UHD Website:

  IT User's Handbook

  IT: Help Desk

Other(s):
Texas Administrative Code – Chapter 202 – Subchapter C (TAC 202 C)

Contacts:

Jon Garza	Help Desk
help@uhd.edu	help@uhd.edu
(713) 221-8400	(713) 221-8031 or
700 South	x3000 700 South

Frequently Observed Weaknesses/Deficiencies:

- Employees turn off their computers when the leave the office at night, thus preventing remote automated anti-virus software updates not installation.
- Employees visit website, open e-mails or use software/memory devises that introduce viruses to university computers.

Best Business Practices:

1. Ensure anti-virus software is installed and kept current on all computers.
2. IT management of daily anti-virus updates on all computers.

AREA

This questionnaire is designed so that "no" answers indicate that an internal control weakness may exist and the procedure/ process may need to be examined in greater detail. When such weaknesses are identified, a change in the process may be necessary OR a control may need to be put into place to address the weakness. The appropriate UHD contact office (as outlined in the self-assessment text) may be contacted for assistance with identified weaknesses.

Self-Assessment of Internal Controls for Virus Prevention	Yes	No	N/A	Comments
Do all employees in the department log off but keep their computers on at night so the automated updates can process regularly?				
Have all employees completed the mandatory UHS Information Security Awareness Training?				
Is the latest version of an anti-virus software installed and in use on user's primary computers in the department?				
Is the latest version of an anti-virus software installed and in use on laptop computers in the department?				

This is a living document and will be updated as revisions are necessary. Periodically, you may want to check for updates and revisions. We welcome any questions and feedback regarding the information contained in this tool including any comments regarding how this may be more useful and effective.

IT Help Desk

Getting Technical Help

The university's Help Desk provides technical support to all faculty, staff, and students at the University of Houston-Downtown. We are committed to providing the UHD community with friendly and effective service for your technology needs. Our Help Desk line is the central contact point for all of your technology needs, including hardware, software, telephone, user accounts and access privileges.

Helpdesk Hours and Contact Information

Assistance

Upon placing a request, the Help Desk technician will open an Incident through online tracking system. The system will email you a notification with an Incident number. Please refer to this Incident number for a status update.

Common Help Desk Requests

- Software installation
- MS Office questions
- Cartridge/toner replacements for printers
- Equipment moves
- Telephone support
- Virus/spyware questions and/or concerns
- Installing a new printer
- Password reset

Your UHD Computer

Desktop Computer

Each of UHD's new full-time employees is provided with a standard PC with general productivity software to use for job-related purposes. Information Technology also replaces outdated PCs for most UHD full-time faculty and staff members on a 3-year rotating basis (by department).

Hardware

As we all know, technology is changing rapidly, and this impacts the specifications of the PCs purchased for the university. Information Technology always evaluates the latest technology and makes sure all newly purchased PCs are in line with UHD standards. Hardware specifications of standard PCs can be found online at:
https://www.uhd.edu/computing/help/Pages/helpdesk-uhdp.aspx

Laptop option is available with approval of department head.

Standard Software List

Each computer for UHD faculty or staff is loaded with the standard software shown in the list below. The applications on this list are supported by the Help Desk. Additionally classes are taught by the TTLC training group for many of the applications on this list.
https://www.uhd.edu/computing/help/Pages/helpdesk-uhdp.aspx

Operating System

Windows 7 Enterprise - 64-bit

Standard Software Application
Adobe Acrobat Reader
Adobe Acrobat Professional
Adobe Flash Player
Banner (web-based)
FireFox
Identity Finder
Internet Explorer
Java
McAfee VirusScan Enterprise
Microsoft Office Professional, MS Visio, and MS Project
Power DVD
Putty
Quick Time
QvT Terminal
Real Player SP
Roxio
Shockwave Player
Windows Media Player
WinZip
WsFTP
Microsoft Visual Studio available by request
SPSS available by request

Computer Accounts and Access

Complete and sign the **Computer Account Access Form*** at *https://www.uhd.edu/computing/help/Pages/helpdesk-forms.aspx* to begin the account process. Full-time staff forms must be submitted to Employment Services & Operations in S910. All other faculty or part-time staff may submit his/her forms to Information Technology in S700, prior to their first date of employment. If the form is not submitted prior to his/her first date of employment, ESO will assist you with completing the form and submitting it to Information Technology.

**Please allow 2-3 business days for processing. Account information for full-time staff will be distributed during the New Employee Orientation. Account information for other employees will be given directly to Employment Services. ESO will coordinate the distribution of account information with your department business manager.*

UHD employees receive a UHD Network/Computer Account which provides access to:

Quick Reference Account Table

Resource	Account	Password
Network resources - University PCs to which you have access, network resources, other resources to which you have access (Domain: UHD): • UHD PC • Email • Wireless network • VPN (off-campus remote access) • Dial-up/PPP • Remote desktop connection • Training Register • Print control (classroom printing) Blackboard Vista (course management system) Library databases (off-campus only)	Primary computer account	User resets initial password; password must be reset every 90 days
ESO Services/PASS	EMPLID	Unique to system *reset requires UHD email account
eAppraisal (online appraisal system) (staff only)	Primary computer account	Unique to system *reset requires UHD email account
Faculty/Staff eservices • My Personal Data • My Class Roster • Manage Blackboard Vista	Banner ID (900#)	Unique to system *reset requires UHD email account
Banner (student records system)	Primary computer account	Banner Password
Fortis (document imaging system)	Primary computer account	Fortis Password
PowerFaids (Financial Aid system)	Issued by FA Department	Issued by FA Department
Web Accounts • LINUX (individual web space) • Content Manager • Contribute/Dreamweaver	Accounts issued per request by department except Content Mgr which relies on Primary computer account.	Accounts issued per request by department

Helpful Links

- IT Forms
- Email (Outlook Web Access)
- Faculty/staff e-services
- UHD campus wireless network
- Blackboard
- Remote access to UHD resources
- UHD subscription library databases
- ESO Services/PASS
- Resetting your password

My Exchange Email *(Outlook Web Access/OWA)*

MS Outlook/Exchange Web Access allows UHD faculty and staff to access their Outlook/Exchange e-mail and calendar through the Web. You can use Outlook/Exchange Web Access to read your personal e-mail, send messages, create contacts, and schedule appointments using a PC with access to the Internet. Visit https://webmail.uhd.edu/ or Faculty/Staff E-services by selecting **My Exchange Email**.

ESO Services/PASS Account

Every employee also receives a Peoplesoft Advantage Self Service (PASS) account, UHD's system for employees to manage their personnel-related information online, including benefits, tax information, paycheck stub, emergency contact (see PASS section for more information or access PASS webpage at: (https://my.uh.edu). A UHD email address is required to reset password.

Remote Desktop Connection

Remote Desktop Connection allows you to connect to your UHD PC and access all the programs, resources, and accessories installed on it from a remote computer. For additional information and requirements visit.
http://www.uhd.edu/computing/helpdesk/getconnected.html?1279548150#access

Resetting your network password

For information on how to reset your university issued network account (primary account) password visit: http://www.uhd.edu/computing/password/.

Requirements for passwords:

include a minimum of eight (8) characters;
and contain a character from at least three (3) out of the following four (4) character sets:

1) capital letter (A – Z)
2) lower case letter (a – z)
3) digit (0 - 9)
4) special character (such as !, $, #, %)

Recommendations for passwords:

use a combination of letters & numbers
do not pick a password that is easy to guess (e.g., your pet's name)
if you suspect that someone may know your password, change it immediately!
do not share your password

Must NOT contain more than two (2) consecutive characters from the authorized users name (e.g., John George Doe) or User Name (e.g., DoeJ1)

Obtaining/resetting your e-services ID and PIN

Faculty can obtain their e-services ID from their department. You can obtain/reset your PIN by going to the e-services web page at http://www.uhd.edu/faculty and logging in to the "My Profile and Emergency Alerts" area.

Renewing Accounts

If an account is disabled, IT will enable accounts (one time only) for a maximum of 30 days in order for the department to complete the appropriate paperwork. A new form is required if you have changed departments. Concerning name changes: Prior to submitting a name change form, the user must have officially changed their name with ESO.

Other University Accounts

Banner Accounts

Banner is the Student Records System used by UHD. Different access levels are assigned in Banner based on the type of use and authority level each user needs (as defined by the users' manager and the application owners). Banner authorization must be approved by the department head/chair prior to an account being issued and new users must complete Banner assessment before using the system. Please determine with your manager the type of access you will need and indicate the reason why access is needed in the *Comments* field of the account form. If you need assistance determining the type of access necessary for the role you will play, please feel free to contact Banner User Support at 713-221-8989.

The UHD Banner Access Approval Form is available online at *https://www.uhd.edu/computing/help/Pages/helpdesk-forms.aspx*.

Fortis Accounts

Fortis is the document imaging system used at UHD. Special authorization is required prior to an account being issued. Please clarify with your manager the type of access you will need and indicate that information in the ***Comments*** field on the account form. A UHD Fortis Access Approval Form can be found online at *https://www.uhd.edu/computing/help/Pages/helpdesk-forms.aspx*.

PowerFaids Accounts

PowerFaids is a specialized financial aid software system. Access to PowerFaids must be authorized by Financial Aid Office. Contact the Financial Aid Office for additional information.

LINUX Accounts

Linux accounts are available for personal web page development and for faculty who teach computer application classes that run in a Linux environment. If you need assistance determining your need for a Linux account, please submit the Academic Linux Account Form located online at *https://www.uhd.edu/computing/help/Pages/helpdesk-forms.aspx*.

UHD Web

Departmental Website Account

Faculty or staff designated by their department as a Web curator will have the ability to manage all aspects of specified pages within a UH-Downtown departmental website. Appointment by unit leadership is required to gain access to manage sections within a departmental website. Upon completion of Web Content Manager and Macromedia Dreamweaver or Contribute training, user account access will be enabled. To schedule training, please contact the IT Training group at *ttlctraining@uhd.edu* or 713-221-8200.

Accounts issued to adjunct faculty, part-time staff and students expire at the end of each semester. A new form must be submitted each semester. Students must be sponsored by a Faculty member in order to receive an account.

Academic Website Account

Faculty and staff currently employed at UH-Downtown may setup an account to maintain academically-related web content. Accounts issued to part-time faculty, part-time staff and student/student workers expire at the end of each semester. Currently enrolled students need to visit E-Services to register for their academic student account.

The **Departmental and Academic Website Account Access Form** can be found online at https://www.uhd.edu/computing/help/Pages/helpdesk-forms.aspx. Please allow two business days for your account to be created.

UHD Website Content Manager

Web curators are given access to designated departmental website pages and perform all updates in a staging environment. Once content has been finalized, the web curator uses a web based tool to copy content to the live UHD website. A 24 hour period is provided for departmental reviewers to accept or reject the proposed content changes.

Website Guidelines and Templates

Website procedures *http://www.uhd.edu/about/facts/webguidelines/procedures.htm* and style guide, *http://www.uhd.edu/about/facts/webguidelines/styleguide.htm* are provided to serve as a handbook for web curators who publish information on the UHD website. Website templates are also provided. Adhering to these guidelines ensures the content adequately reflects the image and mission of UHD and is graphically consistent with the university's external communications.

Telephone Services

University of Houston-Downtown's telephone services include installation, repairing, billing, directory services, and long distance access codes.

Telecommunications Service Authorization Form

Complete this form if you need to add, change, or discontinue any of the following telecommunication services: telephone connection, data network connection, video connection, telephone equipment transfer, telephone upgrade, long distance (FAC) code or calling card, fax line, telephone and voice mail features. There may be a charge for certain additions or modifications. These must be authorized by the department budget manager via this form. The form can be found online at https://www.uhd.edu/computing/help/Pages/helpdesk-forms.aspx.

Telephone Information

More information about the **XPRESSIONS UNIFIED MESSAGING SYSTEM** can be found at https://www.uhd.edu/computing/servicestraining/telecommunications/Pages/telecommunications-voicemail.aspx

Long Distance Codes

An employee who is authorized for long distance calls is assigned a forced access code (FAC). This FAC code is needed to make long distance calls. Any long distance calls made must pertain to university business.

With appropriate unit authorization, any full-time employee can request a long distance telephone code by filling out a **Telecommunications Service Authorization Form**, found online at: https://www.uhd.edu/computing/Documents/TelecommunicationsAuthorizationForm.pdf

Telephone invoices are sent on a monthly basis to the departmental budget managers for business calls verification and signatures.

The completed form must be turned in to the Division of Information Technology located in 700S.

Blackboard

What is Blackboard?

Blackboard is the course delivery and management application available at UHD. First time instructors who are planning to present their course or any components of their course in an online format must take Blackboard Vista training.

Blackboard Training

You may begin by taking the online course *Blackboard 101* within Blackboard or you may choose to begin by taking a face-to-face introductory training, *Blackboard: Getting Started*.

To register for face-to-face training, access the *IT Training Calendar* to check course offerings and availability. The training specialists in the TTLC can also offer one-on-one training if faculty members need specialized help. Ask for one of the training specialists when you call the Blackboard helpdesk at 713-221-2786.

A development course will be created for your use after you have completed the *Blackboard 101* training, either online or in a face-to-face class. A development course request form can be found online at:
https://www.uhd.edu/computing/servicestraining/blackboard/Pages/blackboard-bbdevform.aspx

IT Training

The IT Training group offers hands-on training sessions to UHD faculty and staff. Training is available in a classroom format for groups, on an individual basis in and, in many cases, on the web. Training is located in Room ACAD700; Phone 713-221-8200 and more information about the IT Training group can be found online at:
https://www.uhd.edu/computing/servicestraining/training/Pages/training-index.aspx

Available Courses

Information Technology offers training in a variety of courses. Some courses include:

Banner
Blackboard
GoToMeeting
Instructional Television
Internet Applications
Microsoft Office Suite
Multimedia
Photoshop
Presentation Technology
Respondus LockDown Browser
Skillport
SoftChalk: Lesson Builder
Studymate
TaskStream
Turnitin
Using the Computer
Web Development
Wimba

More information on available courses can be found online at:
https://www.uhd.edu/computing/services-training/training/Pages/training-index.aspx

Registering for a Course

The dynamic training schedule, available in the *IT Training Calendar,* lists upcoming software training sessions and allows you to sign up for a class. The calendar is maintained on the Web at http://calendar.uhd.edu/ . Bi-weekly training bulletins are sent to the UHD community via e- mail and training appointments can be scheduled by emailing *ttlctraining@uhd.edu* or calling 713-221-8200.

Academic Computing Facilities and Resources

Student Technology Services provides computer systems and various levels of support to all students, faculty, staff, and alumni (limited) of the University of Houston-Downtown. As a part of Student Technology Services, the Academic Computing Lab (ACL), located in S800 of the One Main Building, Comet Lab, located in C300 of the Commerce Street Building, Technology Commons Area, located in B200 of the Shea Street Building, and B12.353, located at the Northwest Campus provide computing resources and user support for instructional and research activities at the University of Houston-Downtown.

For complete information including hours about the ACL, please visit the ACL website at *http://www.uhd.edu/computing/acl/*

For information regarding the UHD Northwest Campus B12.353 please call 713-221-8031

Electronic classrooms available and can be reserved by Deans and also through the Registrar's office.

Please note that the computer labs are closed for certain holidays as well as between semesters for maintenance. A student who needs to use the lab to complete semester work should speak with his or her professor, who will contact lab personnel to make special arrangements for the student to gain entry to the lab.

Regulations for Using Academic Computing Facilities and Resources

University of Houston - Downtown

Regulations for Using Academic Computing
Facilities and Resources

The primary function of the Academic Computing Services is to provide computing resources and user support for instructional activities at the University of Houston – Downtown (UHD). All users of academic computing facilities and resources are subject the following regulations:

UHD students, faculty and staff are eligible to use academic computing facilities and resources. Access will not be granted to others without approval by the manager of student technology services.

Users must present a valid UHD I.D. card when entering the Academic Computing Lab.

Lab users are expected to conduct themselves in a responsible and courteous manner while in the Academic Computing Lab.

Computing accounts are for use only by the person to whom the account has been issued by authorized computing personnel. A user may not disclose his/her password or allow other users to access his/her account.

Computers and resources in academic computing facilities are to be used for university-related purposes. They are not to be used for business or other profit-producing endeavors or for recreational purposes. Games are prohibited on all Academic Computing resources.

Copying of copyrighted software is illegal and is prohibited in the Academic Computing facilities or elsewhere on campus.

UHD forbids, under any circumstances, the unauthorized reproduction of software or use of illegally obtained software. Using university equipment to make illegal copies of software is prohibited.

Lab users may bring licensed personal copies of software into the Academic Computing facilities but may not install software on any computer or network or alter any existing software. Proof of ownership may be requested of users who bring software into the facilities.

Manuals and software may be checked out for use in the lab only.

Users should not attempt to repair any malfunctioning equipment or software, but should report any such occurrences to academic computing personnel.

Eating or drinking is not permitted in academic computing facilities unless otherwise designated.

Reservations for general lab use are not normally required; however, a temporary reservation system will be adopted as needed.

Although Academic Computing will make efforts to provide a safe and problem-free computing environment, in no event will the university or the Academic Computing Services be liable for loss of data, inconvenience or other

This restriction does not apply to games and simulations used in conjunction with academic courses or research. The manager of student technology services must receive written notice from the instructor of record in advance of such use.

Compromising the security of any computer or network or using university computing resources to engage in any illegal activity is strictly prohibited.

Each user is fully responsible for the activity of any account that has been assigned to him/her. If a user suspects that his/her account has been accessed by another user, the manager of student technology services should be notified immediately.

Any changes to student accounts or access to any system must be requested by the respective faculty member.

Users may not write, use or have possession of programs that may be used to intimidate, harass, create an offensive environment for or invade the privacy of other users.

Users shall not represent themselves electronically as others.

Users shall not obstruct or disrupt the use of any computing system or network by another person or entity either on the UHD campus or elsewhere.

Users shall not, by any means, attempt to infiltrate a computing system or network either on the UHD campus or elsewhere.

All users of UHD's external network connections shall comply with the evolving "Acceptable Use" policies established by the external networks' governing bodies.

tangible or perceived damage resulting from or relating to system failures, viruses, user negligence, or other occurrences.

Use of academic computing accounts and resources in violation of these regulations, UHD policy, or any federal, state, or local laws may result in revocation of the individual's account privileges or suspension of access to computing resources, and may subject the account holder to university disciplinary action and/or criminal prosecution.

I have read the regulations printed above and agree to abide by them.

_____

Applicant' s Signature

_____

Date

Examples of Misuse of Computing Resources or User Accounts

Examples of Misuse of Computing Resources or User Accounts

Using a computer account that you are not authorized to use. Obtaining a password for or gaining access to a computer account or directory which has not been assigned to you by authorized computing personnel;

Using the campus network to gain unauthorized access to any computer system;

Knowingly performing an act which will interfere with the normal operation of computers, terminals, peripherals, or networks;

Knowingly running or installing on any computer system or network, or giving to another user, a program intended to damage or place excessive load on a computer system or network. This includes, but is not limited to, programs known as computer viruses, Trojan horses, and worms;

Attempting to circumvent data protection schemes or uncover security loopholes; Violating terms of applicable software licensing agreements or copyright laws; Deliberately wasting computing resources (i.e. playing computer games, etc.); Using electronic mail or other means to harass others;

Masking the identity of an account or machine;

Posting on electronic bulletin boards materials that violate existing laws or the University's policies

Attempting to monitor or tamper with another user's electronic communications, or reading, copying, changing, or deleting another user's files or software without the explicit agreement of the owner;

Damaging or stealing university-owned equipment or software;

Causing the display of false system messages;

Maliciously causing system slow-downs or rendering systems inoperable;

Changing, removing or destroying (or attempting the same) any data stored electronically without proper authorization;

Gaining or attempting to gain access to accounts without proper authorization; Making copies of copyrighted or licensed software;

Using university computers for unauthorized private or commercial purposes.

Activities will not be considered misuse when authorized by appropriate university computing officials for security or performance testing.

ITV/Video Production Services

Instructional Television

Each remote site is specially designed and equipped to enable the distant student to fully participate in the learning experience. Classrooms are equipped with two or more TV monitors, projection systems, several cameras, microphones, an instructor presentation podium, and a document camera. The equipment allows the distant learning student to be able to see, hear, and respond to the instruction taught in the originating classroom.

The ITV classrooms and the ITV studio are located in the TTLC (ACAD700). “Live” classes are broadcast to and from UH-Downtown and the Northwest Campus.

Call ITV Support at **713-221-8190** or email *itv@uhd.edu* for more information about ITV/Video Production Services.

Production Services

UHD ITV provides a full-range of audio and video creative production services. These include:

- Faculty lecture and presentation capturing
- Podcasting and audio streaming
- Web production for video streaming
- Recording of student presentations
- Recording of campus "special" events
- Videotape and DVD duplication
- Studio production – single or multiple camera
- Field production – single or multiple
- Audio recording
- Analog and digital editing
- Video conference

Cable Television Services

A onetime installation fee of $175 is charged for cable services, and there is a monthly usage charge of $10 per month. Cable services are not available at the Northwest Campus.

Digital Signage Services

Digital signage is available in various locations around the university. A digital sign is a display device used to convey in-house information through computer-generated text, graphics, and animation. In addition to information about current and future campus activities, the screens also display campus alert notifications, up-to-date news, and weather.

Presentation Equipment, Presentation Room and Lecture Hall Reservations and Poster Printing

Presentation Equipment

Presentation equipment frequently used by faculty includes: media carts (PC & Projector), laptop computers, TV/DVD/VCRs, camcorders, Digital Cameras, LCD Projectors and portable sound systems. A complete list of equipment available for checkout can be found at the Multimedia website at: https://www.uhd.edu/computing/labs-technology-centers/technology-teaching-learning-center/itv/Pages/itv-index.aspx

Equipment Reservation

Equipment may be reserved by completing the online **Multimedia Equipment Reservation Form** or by calling **713-221-8190** or by emailing *multimedia@uhd.edu*. You must come to the
Multimedia office located in the TTLC in ACAD700 to checkout and receive instructions for using the equipment. Please make your reservations a full work day in advance.

Reservations are accepted on a first-received basis, with priority given to academic support requests. A rental fee may be charged to any organization requesting the use of equipment for non-instructional activities. Students requiring the use of equipment for class presentations must ask their instructor to initiate the request.

Presentation Rooms, Lecture Halls and Electronic Class Rooms

A number of presentation rooms, electronic classrooms and lecture halls located throughout the University are available to faculty and staff.

Each includes the following:

- Presentation class room guide
- Ceiling-mounted projector
- Presentation podium
- Networked computer
- VCR/DVD
- Document camera
- USB ports

Please note that podiums in the Shea Building have DVD players and not VHS players.

Reserving Classrooms, Presentation Rooms, or Lecture Halls

- Scheduling a room for a class
  - Contact your department chair or your department schedule coordinator

- Scheduling a room for a special event
  - Contact the office of Community Relations & Conference Services at 713-221-8580

Your parking garage access card will be programmed to unlock and lock your classroom. If you do not use the parking garage, an access card will be issued to you.

Please remember to lock your classroom after your class!

Poster Printing Requests

All poster printing request forms, located at https://www.uhd.edu/computing/services-training/multimedia/Documents/poster_print_request_form.pdf#search=poster%20printing%20request must be completed and submitted to Help Desk in ACAD700 two-three days prior to the date needed. Files may be submitted on a CD or USB drive along with the poster request form. Reprints are subject to additional charges.

Instructional Technology Grants

Several Instructional Technology Grants are offered by Information Technology each semester to support the use of appropriate technology in instruction. These grants are designed to encourage faculty to utilize technology to facilitate education. An IT Grant Application Form is located online at https://www.uhd.edu/computing/help/Pages/helpdesk-forms.aspx.

Objectives of the Grants

- To promote faculty innovation and creativity in teaching, especially as it involves the development of new approaches to teaching and the delivery of information
- To develop or enhance programs offered to students online
- To enhance the ability of UHD members to utilize technology
- To support innovative instruction that reflects the highest standards of professionalism
- To promote visibility for faculty innovation with educational technology

Term of Grants

The IT grants are generally for one semester. Proposals for year-long grants will be considered for complex projects. In some instances, one-semester projects will be given the opportunity to renew for a second semester where the complexity of the project was not apparent at inception. The recipient's department chair and dean must approve renewal for a second semester.

Selection Criteria

- Consistent with mission and goals of the university and TTLC
- Scalable for use by other faculty, staff or in other curricula
- Potential for significantly increasing student involvement and understanding of material and utilization of technology
- Introduces new technologies to the university and the TTLC
- Has identifiable goals and deliverables

Eligibility

- All full-time faculty members are eligible, contingent upon departmental and college approval for their participation.
- Applicants do not need technical experience with the application to be used in development, and may learn it as part of the project.
- Applications are due in the Department Chair's office by the published grant due date.