www.innovatelearningcentre.co.uk
135-A New Street
6th Floor King Edward House
Birmingham UK
B2 4QJ

Tel: (+44) 121 633 9990
Email: info@innovatelearningcentre.co.uk

IT Services

IT Services for students are provided at the centre. We have over 40 workstations with open access. From these you can access the internet and a substantial range of software and online resources.

Services

We provide:
– Standard MS Office suite – Word, Excel, Access, PowerPoint
– Packages used for teaching and learning
– Access to the Internet and hundreds of online e-resources and journals
– Comprehensive email facilities, using MS Outlook
– Colour and black and white laser printing – at an additional cost
– Scanners and photocopiers
– Disks, USB pens, acetates, and laminates for sale.

You will be given an induction and shown how to make the best use of the multimedia equipment and materials available.

1 Introduction

By using Centre IT resources, users agree to abide by all relevant ILC policies and procedures, as well as all UK laws. These include but are not limited to ILC policies and procedures related to harassment, plagiarism, commercial use, security, and unethical conduct, and laws prohibiting theft, copyright and licensing infringement, unlawful intrusions, IT security, and national security and data privacy laws.

2. IT Users' Responsibilities

2.1 Users are responsible for:

2.1.1 reviewing, understanding, and complying with all policies, procedures and laws related to access, acceptable use, and security of ILC's information technology resources; and
2.1.2 asking systems administrators or other Centre staff for clarification on access and acceptable use issues not specifically addressed in ILC policies, rules, standards, guidelines, and procedures; and
2.1.3 Reporting possible policy violations to systems administrators, the Registrar's Office or the Principal.

2.2 Users of ILC information technology resources are responsible for the content of their personal communications. ILC accepts no responsibility or liability for any personal or unauthorised use of its resources by users.

2.3 Students must follow the Centre Code of Conduct at all times, including Section 9 of the Code of Conduct as it applies to the use of IT resources.

3. Privacy and Security Awareness

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3.1 Users should be aware that although the Centre takes reasonable security measures to protect the security of its computing resources and accounts assigned to individuals, we cannot guarantee absolute security and privacy.

3.2 ILC assigns responsibility for protecting its resources and data to system administrators, who treat the contents of individually assigned accounts and personal communications as private and do not examine or disclose the contents except:

3.2.1 as required for system maintenance including security measures; and/or
3.2.2 when there exists reason to believe an individual is violating the law or ILC policy; and/or
3.2.3 As permitted by applicable policy or law.

4 Consequences of Violations

4.1 We regularly monitor the use of the computers and internet. It is against the Centre Code of Conduct to misuse such facilities in any way, including the viewing or downloading of any pornographic, racist, abusive or extremist material of any sort. Any student who breaches the Code of Conduct will be subject to disciplinary action including the possibility of their termination from the Centre with no refund of fees.

4.2 Access privileges to ILC's IT resources will not be denied without cause. If in the course of an investigation, it is judged necessary to protect the integrity, security, or continued operation of its computers and networks or to protect itself from liability, the Centre may temporarily deny access to those resources. Alleged policy violations will be referred to appropriate ILC staff and/or external agencies. ILC may also refer suspected violations of law to appropriate law enforcement agencies. Depending on the nature and severity of the offense, policy violations may result in loss of access privileges, Centre disciplinary action, and/or criminal prosecution.

5 The Centre’s Responsibilities

5.1 As owner of the computers and networks that comprise the Centre’s technical infrastructure, ILC owns all official administrative data that resides on its systems and networks, and is responsible for taking necessary measures to ensure the security of its systems, data, and user's accounts. ILC does not seek out personal misuse. However, when it becomes aware of violations, either through routine system administration activities or from individual complaints, it is the Centre’s responsibility to investigate, and to take necessary actions to protect its resources and/or to provide information relevant to an external investigation.

5.2 Individual departments within the Centre may define additional conditions of use for resources or facilities under their control. Such additional conditions will be consistent with this overall policy but may provide additional detail, guidelines, and/or restrictions.

5.3 Roles and responsibilities for specific ILC entities and individuals are defined in greater detail below.

5.3.1 Head of IT

5.3.1.1

5.3.1.1 Designate individuals who have the responsibility and authority for information technology resources.
5.3.1.2 Establish and disseminate enforceable rules regarding access to and acceptable use of information technology resources.
5.3.1.3 Establish reasonable security policies and measures to protect data and systems.

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5.3.1.4 Monitor and manage system resource usage.
5.3.1.5 Investigate problems and alleged violations of ILC information technology policies.
5.3.1.6 Refer violations to ILC offices for resolution or disciplinary action.

5.3.2 System/Network Administrators

5.3.2.1 Take reasonable action to ensure the authorised use and security of data, networks, and the communications transiting the system or network.
5.3.2.2 Participate and advise as requested in developing conditions of use or authorised use procedures.
5.3.2.3 Respond to questions from users relating to appropriate use of system/network resources.
5.3.2.4 Cooperate with appropriate ILC departments and law enforcement officials in investigating alleged violations of policy or law.
5.3.2.5 Grant authorised users' appropriate access to the data and applications for which they are stewards, working with ILC data security and network personnel to limit access to authorised users with a legitimate role-based need.
5.3.2.6 Review access rights of authorised users on a regular basis.
5.3.2.7 Respond to questions from users relating to appropriate use of system/network resources
5.3.2.8 Implement and oversee processes to retain or purge information according to ILC records retention schedules.
5.3.2.9 Determine the criticality and sensitivity of the data and/or applications for which they are stewards; determine which ILC data is public and private based on ILC definitions, in consultation with the Principal's office of Records and Information Management.
5.3.2.10 Ensure that appropriate security measures and standards are implemented and enforced for the data under their control, in a method consistent with ILC policies and sound business practices.
5.3.2.11 Ensure that the security measures implemented are based on the criticality, sensitivity, and public or private nature of the data, and that they include, where necessary, effective methodologies, change management and operational recovery plans.
5.3.2.12 Investigate problems and alleged violations of ILC information technology policies.