The business of the West Hills Community College District (WHCCD) is defined in its Mission Statement:

*Mission Statement*

> *The mission of West Hills College is to serve its diverse population by providing high quality collegiate transfer, occupational, non-credit and basic skills education. We also affirm our commitment to provide cultural, intellectual and recreational activities to enhance the quality of life of the people in our communities; economic development activities to revitalize and facilitate the health of community business and industry; and equal access to opportunities for people to explore and realize their potential.*

In conducting its business, West Hills College (WHC) provides access to a variety of computer networks, systems, and many sources of electronic information databases.

This policy identifies responsibilities and accountability for the protection of WHC electronic resources including computer hardware, software, data, networks, access, and documentation in use at the West Hills Community College District as it conducts its day-to-day business.

This policy applies to all employees, contractors, consultants, students, temporary employees, visitors, and others having access to hardware, software, media, and/or systems/networks used in WHC's business.

Due to the rapidly changing nature of today's technology, this technology related policy may need to be revised on a more frequent schedule than most policies.

1.      Allowable Software on WHC Equipment

        WHC uses computer software licensed by or received from a variety of sources in its business.  Only software which falls into one of the following licensing categories may be used on an ongoing basis on equipment which is under the jurisdiction of the West Hills Community College District:

        a.      The software or license to use has been purchased by WHC in sufficient quantities to account for one purchase for each machine on which the software is used, and a written record of the purchase and license to use is available in ITS Department files. "SHAREWARE" software is included in this category.  A definition of "SHAREWARE" software is provided in a later section.

        b.      The software is covered by a licensing or textbook publisher agreement between WHC and the software author, vendor, or developer, as applicable; no tenets of the agreement have been violated by the user; and a written copy of the agreement is available in ITS Department files or in the immediate area where the software is in use.

c.     The software is covered by a "FREEWARE" licensing agreement; no tenets of the agreement have been violated by the user; and a written copy of the agreement is available either in the ITS Department or in the immediate area where the software is used. A definition of "FREEWARE" software is provided in a later section.

d.     The software has been donated to WHC in accordance with the software license, and a written record of the donation or its acceptance is available in ITS Department files.

e.     The software has been developed or written for use on WHC equipment by a WHC employee under a directed work assignment, an individual or vendor under contract to WHC or other WHC agent, and copyrights and license to use belong to or have been allowed to WHC. A written record of the agreement is available in ITS Department files.

f.     The software is in the public domain, and documentation exists to substantiate its public domain status. A written record is available in ITS Department files or in the immediate area of its use.

g.     The software is being reviewed or demonstrated as part of a purchasing or licensing decision, and arrangements for such a review or demonstration have been satisfactorily reached between WHC and the appropriate vendor or representative and this agreement with the specified license period is verifiable by written letter or other communication.

h.     The software is the personal property of a WHC employee, Board of Trustee Member, or employee of the College Foundation, and these procedures and software license requirements have been followed and appropriate documentation and original software media is available in the immediate area of its use and is to be provided if requested. The district reserves the right to remove the software if:

   1.     the software is detrimentally affecting the performance of the district furnished equipment, or

   2.     the software is being used without the approval of the cognizant Dean, or

   3.     the user is unable to provide proof of right to use including original software media.

Nothing in this section is meant to prevent the occasional use of non-WHC licensed software on WHC equipment or premises during a seminar, presentation or similar event and the presenter is assumed to have proper rights to use and the software will be removed from WHC equipment after the event.

2. Right-To-Use Record Keeping

   In order to certify WHC's right-to-use for software installed on WHC equipment, copies of all software licenses and agreements for WHC licensed software shall be on file at a designated location.

   The Information Technology Services Department (ITS) will retain installation instructions, originals of licenses, original software media, and any other item needed to prove ownership or license to use. These items are to be kept in an orderly manner, in a secure place as part of the business records of WHC.

   The ITS department will monitor software use at WHC and insure that all software used in the business of WHC is used in accordance with the terms and conditions of the particular license.

3. Copies of Software

   According to law, all copies are illegal unless they fall into one of the following categories:

   a. The copy is created as an essential step in the utilization of the computer program in conjunction with a machine and it is used in no other manner.

   b. The copy is for archival purposes only and all archival copies are destroyed when continued possession of the software ceases to be rightful.

   c. The copy is in compliance with the license agreement.

   Use of software cannot be on more than one machine at a time unless permitted by the terms of the license.

   Infringement of the copyright rights of third parties by making or using unlicensed copies can result in liability for damages and/or criminal penalties.

4. Approval for Purchase or Acquisition of Computer Hardware, Software, or Computer Technology Services

   To purchase or otherwise acquire, lease, or rent computer hardware, or software, or to contract for computer technology services for WHC, the requester must obtain the approval of their area manager and submit the purchase requisition or acquisition documents to the ITS department for signature authorization, verification of compatibility with standards, and impact on existing system resources.

   The Finance Department will refuse any purchase requisition for computer hardware, software, or services that does not have the signature authorization of the Director of ITS. Users should contact the ITS department prior to making final selections in order to discuss specific compatibility requirements to insure that their selection will run on WHC

configurations of desktops and networks, that there is no adverse effect on available resources, and that there is no duplication of services resulting from any proposed contract.

Computer hardware, software, or services may not be purchased using company credit cards, petty cash, travel budgets or any other means that circumvents this requirement. These restrictions are in place to insure that WHC has a complete record of all computer hardware, software, and services that have been purchased or acquired and can register, support, and upgrade such assets accordingly.

The ITS Department can be contacted to provide price quotes, recommendations, or review of proposals for compatibility with WHC configurations, standards, and impact on computing and support resources.

Any request that the ITS Department feels it cannot accept due to a conflict with standards or because of a potential adverse affect on existing resources will be discussed with the requester and, if an agreement cannot be reached, the request will be referred to the Technology Advisory Committee for final disposition.

5.    Delivery and Registration of Computer Hardware and Software

When computer hardware or software is first delivered, it must first be delivered to the ITS Department. ITS Department personnel will test, inventory, arrange for asset tagging, and then deliver the item to the      requester. Any required registration of software or warranty will be taken care of by the ITS department.

6.    Installation of Software

After registration requirements have been completed, the software/hardware will be delivered and installed by ITS Department personnel. Manuals, tutorials and other materials will be delivered to the user. The original software media will be retained in a safe storage area by ITS. The ITS Department is not responsible for providing support for user owned software or hardware.

7.    WHC Software on Home Computers

Generally, WHC owned software cannot be taken home and loaded on a user's home computer if it also resides on a WHC Computer. If a user is to use software at home, WHC must purchase a separate package and record it as an organization owned asset in use on a user owned computer.

In some cases, some software companies provide in their license agreements that home use is permitted under certain circumstances. With the consent and knowledge of WHC this can be arranged. If a user needs to use software at home, he/she should consult with the ITS Department to determine if the specific license allows for home use.

8.      Shareware and Freeware

        Shareware software is copyrighted software that is distributed freely through bulletin boards
        and on-line services.  It is the policy of WHC to pay shareware authors the fee they specify
        for use of their products.  Registration of Shareware products are to be handled in the same
        way as for commercial software.

        Freeware software is also copyrighted and subject to the conditions defined by the holder of
        the copyright.  In general, Freeware software is free and the software license stipulates that
        you can not modify or extend it and then sell it as commercial or shareware software.  Users
        of Freeware must keep a copy of the license agreement in the area where the software is
        used in order to show proof of use.

9.      Penalties and Reprimands

        According to the US Copyright Act, illegal reproduction of software is subject to civil
        damages of as much as $100,000 per title infringed, and criminal penalties, including fines of
        as much as $250,000 per title infringed, and imprisonment of up to five years.  A WHC user
        who makes, acquires, or uses unauthorized copies of software will be disciplined as
        appropriate under the circumstances.  Such discipline may include termination of
        employment.  WHC does not condone the illegal duplication of software and will not
        tolerate it.

10.     Software Audit

        If an audit is performed either by WHC staff, law enforcement officers, or regulatory
        agencies, the archival records of WHC will be used to prove ownership of specific software
        products.  If an archival record does not exist for a specific copy of software and the user is
        unable to provide proof of legal use as stated in this policy, the software will be deleted from
        the computer storage media and all backup copies will be destroyed.  The software will be
        kept if WHC or the affected user commits to the purchase of the software within an agreed
        time frame.

11.     Software Categories and Levels of User Support

        Three categories of software are explained in the following paragraphs.  Each has a different
        level of user support from ITS.

        a.      Instructional Software

                "Instructional Software" is all software licensed to WHC that is used for
                instructional and learning purposes on WHC electronic resources.  This category
                covers both the student and instructor's version of software.

Instructional software that is to be installed on a server for use in networked labs, or on the hard disk of a PC in any lab or classroom must be reviewed by the ITS Department.  Forms and procedures are available from the ITS Department.

The ITS department is solely responsible for the loading, configuration, upgrading, relocating, or removing of  "Instructional Software" on WHC electronic resources.

ITS provides technical support for instructional software installation and upgrades but faculty members are responsible for knowing how to use instructional software.

b.      Standard Suite of Office and Business Software

WHC supports a "Standard Suite of Office and Business Software" licensed to WHC for use by faculty and staff that includes Email, word processing, appointment and meeting scheduler, presentation graphics, Internet browser, remote access utilities and electronic spreadsheets, and business application software.  The standard is in place to promote productivity, reductions in purchase, support and training costs, and consistency and ease of document, communication, and hardware exchange between offices.

The "Standard Suite of Office and Business Software" is loaded on a user's PC or network. The ITS Department has a list of the "Standard Suite of Office and Business Software".  From time to time, products will be added, deleted or replaced on the list in response to user requests or as business needs change.

Substitutions to the standard will be treated as "Specialized Software" as explained in the next section.  Substitutions must be approved by the area manager and the Director of ITS.

The ITS Department is solely responsible for the loading, configuration, upgrading, relocating, or removing of the "Standard Suite of Office and Business Software" on a user's WHC PC or network.

ITS provides technical installation and version upgrade support for the standard suite of office software as well as help desk support.

c.      Specialized Software

"Specialized Software" is a category to define software licensed to WHC that does not fall into the categories of "Instructional", or "Standard Suite of Office and Business Software", "Specialized Software" can be favorite utilities, Freeware, exceptions to the "Standard Suite of Office and Business Software" or other aids that users feel they need.

All previous policy on the purchase, acquisition and installation of software applies to this category of software.

The "Specialized Software" license must be in the name of WHC and the original disks, installation instructions and proof of license must be provided to ITS.

The ITS department is solely responsible for the loading, configuration, upgrading, relocating, or removing of  "Specialized Software" on a user's WHC PC or network.

ITS does not provide automatic version upgrades and help desk support for "Specialized Software".

If the "Specialized Software" interferes with the function of a user's PC, and ITS cannot resolve the problem, the area manager will be advised of the problem and a recommendation given to outsource the repair or remove the problem software.

If outside sources are used for problem resolution, ITS will arrange for repair but the area manager must authorize a purchase order for the work.

12.     Employee Supplied Software for use on WHC Computers

Employee supplied software for use on WHC electronic equipment is permitted only on the employee's office work station , on removable media on allowed work stations, or on the employee's network designated personal work space.  The use of employee supplied software on WHC equipment is subject to all WHC policy on the use and protection of WHC electronic resources.  Employee supplied software is only to be used for work related purposes.  Only WHC employees, Board of Trustee members, and employees of the College Foundation are allowed to load their personal software on WHC computers.  This policy prohibits students from loading their personal software on WHC computers.

Nothing in this section is meant to prevent the occasional use of non-WHC licensed software on WHC equipment or premises during a seminar, presentation or similar event and the presenter is assumed to have proper rights to use and the software will be removed from WHC equipment after the event.

Employees and their software are subject to the following rules of use:

a.      Employee supplied software must be authorized for use by the area manager and written notice given to the ITS department.

b.      Employees are expected to load and support their own software.  WHC does not provide technical support to assist users in loading or solving problems related to their software.

c.      If the employee supplied software interferes with the operation of WHC electronic resources, the area manager will be advised of the problem and a recommendation given to outsource the repair or remove the problem software.

d.      If outside sources are used for problem resolution, ITS will arrange for repair but the area manager must authorize a purchase order for the work.

e.      Employee supplied software is not to be used by others to conduct the business of WHC.

f.      The use of employee supplied software does not obligate WHC to support or depend on its existence in any way.

g.      The ownership of data collected using employee supplied software is subject to existing WHC policy.

h.      WHC is not liable for any damage to the employee's software.

i.      The employee may be liable for any damage done to WHC electronic resources by the use of their software.

j.      No employee supplied software is to be used as a replacement for WHC supplied software.

k.      The employee is expected to abide by the copyright provisions of the software he/she uses and is subject to the same proof of ownership and copyright policies applied to WHC software including periodic audits.

l.      Ownership of property developed using employee supplied software on WHC equipment is subject to WHC policies or other agreements or contracts on this subject.

m.      No employee software is allowed that is intended to be shared in a multi-user networked environment without approval from the ITS department.

13.     Employee Supplied Hardware

In general, only hardware owned, leased, or rented by WHC can be used at WHC locations to conduct WHC business.  If authorized by the area manager, an employee may use their personal computer and or peripherals at WHC locations for work related purposes subject to the following rules of use:

a.      Employee supplied hardware must be approved by the area manager and written notice given to the ITS Department.

b.      Employees are expected to install and support their own hardware.  WHC does not provide technical support to assist users install or solve problems related to their hardware.

c.      If the employee supplied hardware interferes with the operation of WHC electronic resources, the area manager will be advised of the problem and a recommendation given to outsource for a solution or remove the problem hardware.

d.      If outside sources are used for problem resolution, ITS will arrange for repair but the area manager must authorize a purchase order for the work.

e.      Employee supplied hardware is not to be used by others to conduct the business of WHC.

f.      The use of employee supplied hardware does not obligate WHC to support or depend on its existence in any way.

g.      Ownership of data collected using employee supplied hardware is subject to existing WHC policy.

h.      WHC is not liable for any damage to the employee's hardware.

i.      The employee may be liable for any damage done to WHC electronic resources by the use of their hardware.

j.      Ownership of property developed using employee supplied hardware at WHC business locations is subject to WHC policies or other agreements or contracts on this subject.

k.      No employee hardware is allowed that is intended to be shared in a multi-user networked environment.

l.      No WHC licensed  software can be loaded on employee equipment unless the software has been purchased specifically for that use and the area manager has approved its installation.

m.      Approval to connect employee computer equipment to the WHC network is required from the area manager and the ITS Department and is at the employee's expense for any software, hardware or facility changes needed.

n.      The employee is expected to abide by the copyright provisions of the software he/she runs on his/her computer and is subject to the same proof of ownership and copyright policies applied to WHC equipment, including periodic audits.

14.    Unauthorized Hardware

Computer or network hardware installed on WHC electronic resources is deemed to be unauthorized if the ITS Department has no record of its installation or use, or has no record of its purchase and/or license to use.  Approval to connect to and access the electronic resources of WHC is always required from the area manager and the ITS Department. Discrepancies will be reported to the area manager and arrangements to comply with these procedures will be made.

15.     Standard Configurations and Access Security

The ITS department is solely responsible for specifying, managing, installing, and maintaining the hardware, operating systems, related operating system utilities, permanent configurations, and access security of WHC networks, servers, computing lab workstations, office personal computers, laptops, and main business system computers.

It is recognized that configurations on workstations in labs may be changed as a result of class assignments but the workstation must always revert back to standard configuration at the end of the class.  It is the responsibility of classroom instructors to ensure that steps are taken to reset configurations to the standard in time for the next period of instruction in the classroom.

Users of WHC electronic resources may not assign any security passwords or any restriction that prevents ITS from servicing the equipment or from having access.  Users who have a need for restricting access to their office computers should contact the ITS department for a recommendation.

16.     Protection of Hardware, Software, and Data

All users of WHC electronic resources are expected to exercise proper care in using these resources.

a.      All serial numbers or other identifiers assigned to or placed on computer hardware or software by WHC should not be removed, modified, covered, or obliterated; serial numbers or identifiers should be requested for all WHC computer hardware or software without such.

b.      Any malfunction, damage, theft, suspicious or unusual events, misuse, loss, tampering, unauthorized access or use, or conditions affecting security, relating to computer hardware, networks, software, or data should be promptly reported to the Information Technology Services Department.

c.      WHC computer hardware or software should not be loaned or delivered for off-site use to consultants, part-time employees, temporary employees, or third parties for use, service, repair or maintenance, without authorization from the ITS Department.

d.      Media containing data should not be loaned or delivered for off site use to consultants, part-time employees, temporary employees, or third parties for use, service, repair, or maintenance, without protecting the confidential or proprietary information of WHC.

e.      Computer or network hardware or software used in the business of WHC cannot be installed, modified, upgraded, transferred (including sold, leased, junked, or donated), relocated, or removed, nor can multi-users be added to any multi-user capability, without authorization from the ITS Department.

f.      Where use of any computer or network hardware or software will be or has been discontinued or abandoned, the ITS Department should be notified.

g.      All computer or network hardware, software, data, and documentation used in the business of WHC are required to be made available to the ITS Department and auditors of WHC for periodic inventories and audits.

h.      From time to time, the ITS Department will provide a list of equipment to the WHC District Board of Trustees for disposal due to obsolescence or when the cost to repair exceeds its useful value or cost to replace.  The disposal method will be indicated by the ITS Department and may include destruction and disposal, shipment to a recycler or non-profit repair center, or donation to a public agency.  In no case will equipment be given away or sold to employees or the general public unless specifically requested at the time the list is presented to the board.

17.     Computer Log-On IDs, Passwords, and Access Codes

a.      Computer log-on IDs, passwords, and network access codes including telephone numbers to WHC systems can only be authorized and assigned by the Director of ITS.  The Director of ITS may delegate this authority to members of the ITS staff as needed.  These IDs and access codes are confidential and proprietary to WHC.  They should be kept in a confidential and secure place, and should not be disclosed, accessible, or available to any unauthorized persons (including third parties) under any circumstances whatsoever.  The ITS Department should be consulted with respect to WHC's procedures regarding selection and use of access codes.  All users who have access to WHC electronic resources must sign a copy of this policy and agree to comply with its provisions and with other related WHC polices.

b.      From time to time and on a temporary or emergency basis only, an authorized user may log on to a WHC computer network and allow someone else to use the system for WHC business if authorized by the area manager.  This provision is made to enable the business of WHC to continue uninterrupted under exceptional circumstances and is not intended to provide a means to circumvent the requirement that all users of WHC computer network have their own log on IDs and access codes.

c.      At the discretion of the Director of ITS, a group of employees may be given a common log on ID and access code.  Each member of the group must be registered and all of the sections of this policy apply to each member of the group.

d.      Unless specifically authorized via the log on ID and access codes, it is prohibited for anyone to monitor, intercept, access, copy, and/or use any computerized, confidential, or proprietary information stored or transmitted by WHC.

e.      No one may engage in activities designed to disrupt the security of the WHC network.  In addition, no one, unless authorized, may engage in any activity designed to intercept or interrupt the network traffic of other users.

f.   The use of network based games employing broadcast transmission (such as multi-user DOOM, DESCENT etc.) is prohibited.  The use of the Internet for recreational use has the lowest priority level of use of WHC network resources and may be prohibited in general by the area manager, in specific cases by the area manager, or by a recommendation by the ITS Department in general, or in specific cases by recommendations by the ITS Department to area managers.  The use of the Internet for recreational use involving audio and video in non-instructional settings are specific cases that are prohibited due to the high resources usage of that media.

g.   The priority of academic uses of the network will be respected and any use of the network that disrupts the use of the network will be investigated and offending users will be requested to stop such  activity.

18.   Confidentiality of Data

All memory media (whether hard disc, floppy disc, tapes, CD ROM, memory chips or boards, or otherwise) owned by or used by WHC containing information or data of WHC, is confidential and proprietary to WHC, and should be maintained in confidence as such, should not be disclosed to third parties, and should be used only for the business of WHC. The ITS Department can advise users on procedures to dispose of media and/or remove all data before media is destroyed or disposed of.  Legal counsel for WHC can advise with respect to securing nondisclosure agreements from third parties.

19.   Protection of Personal Computers and Personal Computer Data

a.   It is the responsibility of the user of WHC systems to understand and perform the proper procedure for identification, storage, protection, and backup of personal computer files residing on the local hard disk of personal computers in order to reduce the risk of "lost" data.  It is recommended that all data be stored in identifiable folders instead of storing files under default folders.  This makes it easier to save data files to backup media.  Assistance and instructions for proper backup is available from the ITS Department.

b.   Infection of WHC computer resources by a computer virus is possible through bulletin boards, dial up technology services, demo software copies, and floppy discs. It is the responsibility of the user of WHC systems to understand the danger of computer viruses and take measures to protect WHC's electronic resources from loss due to viruses.  Assistance and further instructions on virus protection is available from the ITS Department.

c.   All computer/network software, hardware, data, and related documentation issued to a WHC employee must be audited for completeness by the ITS Department at the time an employee leaves employment, the contract ends, or when the job assignment changes in such a way that the assigned items are no longer needed.

20.     Waivers to this Policy

        When restrictions in this item interfere with official programs or if it is in the interests of
        WHC to delegate responsibility, a written waiver may be given by the Director of ITS to
        allow others to load, upgrade, move, or remove specific software on specified equipment.
        This waiver, if given, is revocable at any time that conditions no longer warrant the waiver.
        The requirement to submit ownership, copyright records, load instructions, and original
        media to ITS is not waived.

21.     Summary

        The foregoing are in addition to other policies and procedures of WHC applicable to
        computer/network hardware, software, media, and/or electronic resources which are
        required to be observed and may be amended and updated from time to time by WHC.

        Each person with access to WHC electronic resources is responsible for their appropriate
        use and by their use agrees to comply with all applicable WHC policies and regulations, as
        well as with the acceptable use policies of affiliated networks and systems.

Board approval date:  6/16/98

## Protection of Electronic Resources

I understand and agree to comply with the West Hills Community College District Policy on Protection of Electronic Resources.

I also understand that by using the electronic resources of the West Hills Community College District that I agree to comply with all applicable WHC policies and regulations, and with applicable city, state and federal laws and regulations, as well as with the acceptable use policies of affiliated networks and systems.

I have been given a copy of this policy and the West Hills Community College District Policy on Acceptable Use of Electronic Resources.


Employee Signature: _____     Date: _____

Printed Name: _____

Log On IDs and Access Codes Authorized by the Director of ITS:


_____     Date: _____

Log On ID(s): _____

                        _____