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ICT POLICY
**INTERNATIONAL ISLAMIC
UNIVERSITY MALAYSIA**

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1.0 ICT POLICY

1.1 Purpose

This policy aims to identify those ICT services that are best incorporated within the University's centrally funded ICT infrastructure; define a governance and management structure for the development and implementation of ICT policies, strategies and services; and define the role of the University's Information Technology Division.

1.2 Officer Responsible

Chief Information Officer.

1.3 Approving Body


The University ICT Council.

1.4 Scope of this policy

The term "ICT" in this policy has two main components, an **infrastructure component**, which is best administered and funded centrally, and a **delegated component**, which needs to be administered and funded through the University's Kulliyahs, Centres and Divisions.

Whilst this policy relates specifically to the information and communication technology "infrastructure" component, it must also be recognised that the policy has direct implications for the activities of the University's Kulliyahs, Centres and Divisions.

In a delegated environment, it is important that the University's Kulliyahs, Centres and Divisions continue to be the final authority in determining hardware and software needs to meet their specific objectives within the overall context of the procedures and guidelines.

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For example, the requirements for the software to be used for teaching and learning purposes for each local entity have to comply with the University's standards set for such items. This is important to ensure that different sections of the University continue to be able to communicate with each other, by the adoption of common standards.

Systems that place at risk the reliable operation of ICT infrastructure or that fail to satisfy university standards may be disconnected from the communication and network services. It would not be efficient for central infrastructure support to be provided beyond the point of remote connection if a Kulliyah, Centre or Division or other area has not observed the University standards.

The following lists the Malaysian National Level ICT Policies, the Malaysian Cyber Laws and guidelines provided by the Malaysian Administrative Modernisation and Management Planning Unit (**MAMPU**) adopted by the University's ICT Policy;

1.4.1 Guidelines provided by MAMPU

- i. Malaysian Public Sector Management of ICT Security Handbook (MyMIS) 2001;
- ii. Guidelines of the Malaysian Civil Service Link (MCSL) and Government Web-sites based on General Circular No. 1 Year 2000;
- iii. Guidelines on the implementation of Smart Partnerships between Government Agencies in ICT based on General Circular No. 6 Year 1999;
- iv. Establishment of the IT and Government Internet Committee (JITIK) based on General Circular No. 2 year 1999;
- v. ICT Security incident report mechanism through General Circular No. 1 Year 2001.

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1.4.2 The Malaysian Cyber Laws

- i. Digital Signature Act 1997;
- ii. Copyrights (Amendment) Bill 1997;
- iii. Computer Crimes Act 1997;
- iv. Telemedicine Bill 1997;
- v. Communications and Multimedia Act 1998;
- vi. Commission of Communication and Multimedia Malaysia 1998.

1.5 Definitions and interpretations

In this document, unless the context otherwise requires, the abbreviations and terms below are defined as follows:

IIUM - The International Islamic University Malaysia, otherwise known as the “University”;

ICT - Information and Communication Technology;

ITD - The Information Technology Division of the University;

MSD - The Management Services Division of the University;


CIO - The Chief Information Officer, appointed by the Rector of the University;

ICT Council - The highest ICT policy-making body of the University;

UTICTEC - The University Technical ICT Committee of the University;

Senate - The Senate of the University;

Local entities - The University’s Kulliyahs, Centres and Divisions.

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1.6 Information and Communication Technology Infrastructure

The specific "infrastructure" which is the province of the policy at this time is intended to support the operational business of the University. At some future time, there may be a requirement for other dedicated infrastructure to be established for experimental or research purposes.


The scope of ICT infrastructure, defined according to the specific ICT services, depends upon tangible assets including hardware, software, communications and network services; upon support functions including Service Desk; upon appropriate training that ensures competency in the use and support of information and communication technology; upon appropriate access to relevant and helpful information; and upon budget processes and policies that are matched to realistic expectations.

1.6.1 Information and communication technology core services

The Information Technology Division (ITD) will provide for the planning, developing, maintenance and the management of the University's information systems, integrated databases, ICT security requirements, and ICT equipment and facilities. The composition of this set of formal ICT services will be reviewed periodically as technological options and the University's requirements change.

1.6.2 Supplementary services in support of core ICT services

Effective use of the University's information and communication technology services requires the provision of assistance to the clients who use the services, and to the staff who conduct the technical support for local ICT resources. It is the responsibility of local entities to ensure their staff are able to use ICT services proficiently and that their technical staff are appropriately trained and authorised by the ITD to conduct technical support. The University will also provide ICT related training and enhancement programmes to promote awareness of ICT utilization in the University.

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1.6.3 Information and Communication Technology Delegation

Implicit in what is written above, and in comments on management and funding (below) is the fact that much of what constitutes "information and communication technology" remains the responsibility of the local entities that are the Kulliyahs, Centres, and Divisions. Most aspects of end-user delivery remain the responsibility of these areas, but they can expect the central provision of all the functions relating to infrastructure.


In order to protect the University from legal liability, local entities may neither negotiate nor grant third parties access to University ICT infrastructure, especially the communications and network infrastructure.

Where local entities develop or modify local ICT applications that create information for storage in official University (infrastructure) systems, or that extract information from them, their use of the official systems in these ways will be granted subject to:

- their adherence to standards and policies applicable to the official University systems affected;
- their participation in formal planning sessions having agreed outcomes such that the impact of their use on capacity and other factors can be anticipated in sufficient time to accommodate the changing circumstances.

Where several local entities use the same locally developed ICT applications that interact with official University systems, the ITD may agree, within the guidelines set by the ICT Council and should resources be available, to incorporate in the official systems functionality supporting or facilitating the local developments, or to reduce the need for local support of the common features.

The fact that "delegation" has been defined in this way does not imply that central support will not be available for initiating special ICT development projects which, although within the defined responsibility of Kulliyahs, Centres or Divisions, are seen to be of general benefit to the University.

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1.7 Structures for ICT Policy Implementation

1.7.1 Responsibility for and Management of the University's ICT Policy

The responsibility for and management of ICT is 3-tiered:


- The ICT Council determines the overall direction of Information and Communication Technology at the University, and endorses the policy and guidelines under the counsel of the Chief Information Officer (CIO) who heads the University Technical ICT Committee (UTICTEC).
- The CIO is responsible for the strategic leadership of the University's Information and Communication Technology, its advocacy, external positioning, policy, and implementation.
- The UTICTEC will *inter alia* assist in the definition of University-wide ICT policies, and all matters constituting its infrastructure in collaboration with the ITD and, in turn, advise the Chief Information Officer (CIO) on such matters.

1.7.2 ICT Council

This Council is not intended to directly represent units of the University. Rather, it is intended to be composed of knowledgeable people willing to contribute significant insights and to actively participate in high-level policy formulation.

1.7.2.1 Members of the ICT Council

- Rector (Chairman)
- Chief Information Officer (CIO)
- Director, ITD (Secretary)
- Deputy Rector (Academic and Research)
- Deputy Rector (Internationalisation and Innovation)
- Deputy Rector (Student Affairs and Alumni)
- Executive Director, Finance
- Executive Director, MSD

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- Dean, Kulliyyah of Engineering
- Dean, Kulliyyah of Information and Communication Technology
- Chief Librarian
- Director, Development Division
- Director of Administration (Kuantan Campus)
- 2 selected members appointed by the Council

1.7.2.2 Functions of ICT Council

- to determine the overall direction of Information and Communication Technology at the University;
- to endorse the University ICT Policy and Guidelines; and
- to advise (through the CIO) the Rector and Senate on major policy issues relating to ICT.


1.7.3 University Technical ICT Committee (UTICTEC)

This Committee will deliberate on the technical aspects of ICT policy implementation and recommend solutions for the University. They will also manage and coordinate the planning, procurement and distribution of annual ICT requirements for the various local entities of the University.

The Committee will comprise 8 to 10 members with **a wide understanding of the business of the University, and of information and communication technology issues**. Its membership will evolve according to University needs and sources of specific expertise. The Committee's membership will include persons who have expertise in specific areas of strategic importance from within the University, as follows;

1.7.3.1 Members of the UTICTEC

- Chief Information Officer (Chair)
- Director, ITD (Secretary)

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- Dean, Kulliyah of ICT
- ICT experts from Science-based Kulliyahs
- ICT experts from the Kulliyah of ICT

From time to time, working parties may be established to address specific issues of importance.

1.7.3.2 Functions of the UTICTEC


- to set guidelines and to review component ICT plans from the Kulliyahs, Centres, Division and the administration;
- to provide advice on ICT management structures in budgetary groups;
- to advise the corporate planning process on strategic planning issues relating to ICT within the University; and
- to oversee developments within the University's devolved ICT environment.

1.7.4 The Information Technology Division (ITD)

1.7.4.1 Functions of the Information Technology Division

The focus of the Information Technology Division will be to:

- educate by training and inculcating awareness of the utilization of ICT in the University community activities leading towards the development of an Islamic ICT culture;
- synergise the knowledge worker and technology advancement in the electronic University @ e-University environment;
- provide, support and manage the University's ICT infrastructure services according to agreed principles;
- develop detailed proposals for ICT policy, procedures and guidelines; and
- coordinate the ICT funding/budget planning for the University.


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The ITD will be the secretariat to the IT Coordination Meeting whose members are the IT Coordinators appointed by the Rector upon the recommendation of the Dean/Director of the relevant local entities. The roles of the IT Coordinators are:

- to play a major role in planning the use of ICT in supporting the development of the Kulliyahs, Divisions and Centres.
- to bring to the notice of the ITD issues and problems related to ICT at their respective Kulliyahs, Divisions and Centres.
- to inform the Dean or Director of their respective Kulliyahs, Divisions and Centres of the policies and decisions made on ICT related matters.

1.8 Funding of ICT Infrastructure

The funding of the ICT infrastructure will be centralised, and monitored by the ITD. This funding will cover equipment purchases, equipment maintenance, general software licences, and communications service charges for all ICT infrastructure. Recurrent funding will be adjusted as the inventory of equipment changes. ICT-related expenditure by the University's local entities will be built into the formula for the delegation of funds to them, in a manner agreed through the budget process.

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2.0 RESPONSIBLE USE OF ICT RESOURCES – IIUM STAFF


2.1 Purpose

The ICT resources of the IIUM are provided to support the teaching, research, consultancy and administrative activities of the University. This policy deals with the provision of information and communication technology resources by the IIUM and the associated responsibility of authorised users i.e. IIUM staff members, when accessing these resources.

The policy is based on the following principles, which must be adhered to by all those responsible for the implementation of this policy and to whom this policy applies:

- The ICT resources of the IIUM are provided to support the teaching, research, consultancy and administrative activities of the University;
- Authorised users are granted access to University resources, sensitive data and to external networks on the basis that their use of ICT resources shall be responsible, ethical and lawful at all times;
- Authorised users are required to observe IIUM ICT Policy, and Malaysian Cyber Laws which may apply;
- Data and information relating to persons and other confidential matters acquired for business purposes shall be protected;
- University Business information shall be protected from unauthorised and/or accidental disclosure; and
- University ICT resources must not under any circumstances be used to humiliate, intimidate, offend or vilify others on the basis of their race or gender.

Staff members are required to use the ICT resources in a responsible, ethical and lawful manner. This policy, to which all staff should adhere, identifies what is acceptable use including the personal use of ICT resources. This policy identifies the possible consequences should a breach of the policy occur.

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2.2 ICT Resources

These resources cover all ICT facilities including the IIUM network, all computers, computing laboratories, all associated networks in classrooms, lecture theatres and video conferencing rooms across the University, internet access both wired and wireless, email, hardware, data storage, computer accounts, software (both proprietary and those developed by the University), telephone services and voicemail.

2.3 Access to ICT Resources

This policy prescribes the conditions under which access to IIUM ICT resources is granted.

2.3.1 Lawful Use


The use of ICT Resources must be lawful at all times. Unlawful use will breach this policy and will be dealt with as a disciplinary offence.

Unlawful use of ICT Resources may also lead to criminal or civil legal action being taken against individual authorised users. This could result in serious consequences such as a fine, damages and/or costs being awarded against the individual or even dismissal from the University.

The University will not defend or support any authorised user who uses ICT resources for an unlawful purpose.

2.3.2 Granting of Access and Entitlement

Access to ICT Resources is approved by the Dean/Director of the local entities and the Director of the ITD, and provided by the ITD or other organisational units responsible for managing the ICT Resource (e.g. the IIUM Library). Access is normally given based on a need to access that ICT Resource and is subject to the availability of those resources.

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2.3.3 User Declaration Form

Users may be required to complete a Declaration form prior to authorisation being granted for access to certain ICT Resources.

2.3.4 Access on contract expiry or authorised access period

Email and computer access will cease on expiration of contract or services. For strictly professional or work-related reasons, staff and other authorised users may request that computer access be extended for a period of up to 30 days. Approval must be given by the Dean/Director of local entities and the Director of the ITD.


2.3.5 Responsibilities Regarding Use of University Computer Accounts

Each authorised user is responsible for:

- The unique computer accounts which the University has authorised for the user's benefit. These accounts are not transferable.
- Selecting and keeping a secure password for each of these accounts, including not sharing passwords and logging off after using a computer.
- Familiarising themselves with legislative requirements which impact on the use of ICT resources and acting accordingly. The University takes no responsibility for users whose actions breach legislation.

2.3.6 Restrictions to Access

Users are expressly forbidden unauthorised access to accounts, data or files on IIUM ICT Resources or any other ICT resource. The Administrator of an ICT Resource may restrict access to an individual user on the grounds that the user is in breach of this policy.

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2.3.7 Third Party Access

Entities other than the ITD may neither negotiate nor grant third parties access to the University's applications, databases, communications and network infrastructure. Applications for access should be made in writing to the Rector of the University.

2.3.8 Domain Name Registration

All domain names for IIUM projects/activities must be registered through the Director of the ITD. This requirement must be observed in all instances. Users should note that it is the University who owns and controls the site and not the person who registers the name.

2.3.9 Software Licence Restrictions

Use of licensed software is subject to terms of licence agreements between the IIUM and the software owner or licensor, and may be restricted in its use.


2.4 Personal Use of ICT Resources

2.4.1 Extent of Personal Use

An authorized user is permitted to use the ICT Resources for limited, incidental personal purposes. Personal use of the ICT Resources is permitted provided such use is lawful, does not negatively impact upon the user's work performance, hinder the work of other users, or damage the reputation, image or operations of the University. Such use must not cause noticeable additional cost to the University.

2.4.2 Commercial Use

ICT Resources must not be used for private commercial purposes.

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2.4.3 University Liability

The University accepts no responsibility for:

- Loss or damage or consequential loss or damage, arising from personal use of the University's ICT Resources;
- Loss of data or interference with personal files arising from the University's efforts to maintain the ICT Resources.

2.5 Internet, Email and Messaging

2.5.1 Access to the Internet

2.5.1.1 Work Purposes

Authorized users are permitted to access the Internet for work related purposes.

2.5.1.2 Personal Use


Access is also permitted for personal purposes provided such use is lawful and reasonable in terms of time and cost to the University. Examples of permitted personal use are:

- Communication;
- Online banking;
- Travel bookings;

2.5.2 Personal Web Pages

2.5.2.1 Publication of Personal Web Pages

Authorized users are permitted to publish personal web pages on computers connected to the IIUM network. The content of material on personal web pages sites must be in accordance with:

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- Relevant laws, particularly the Malaysian Copyright Law;
- The standards and principles contained in this Policy;
- The standing of the user in relation to the University and commensurate with the standard of care owed by the user to the University; and
- The University vision and mission.

The University reserves the right to regularly monitor personal web page sites hosted on IIUM servers, and to remove material, or request the user to remove or alter the content on their personal web page should it be inconsistent with any of the above.

Special care must be taken with web pages so as not to infringe any third party copyright in an audio or video file, music charts/lyrics, photographs or text.

2.5.2.2 Disclaimer Required on Personal Web Pages

A personal web page site must carry the IIUM Personal Page Disclaimer as a standard disclaimer on every page. The disclaimer states that the web page site is not authorised by the IIUM and that any opinions expressed on the pages are those of the author and not those of the University.


2.5.2.3 Responsibility for Personal Web Pages

Legal responsibility for personal pages rests with the user. The University will not defend a user named in an action arising from material published on a personal web site and will not be liable for any damages awarded against the user by a court or commission.

2.5.3 Email and Messaging

2.5.3.1 User Responsibilities

When using the email or messaging system, users must at all times:


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- Respect the privacy and personal rights of others;
- Take all reasonable steps to ensure copyright is not infringed;
- Take all reasonable care not to plagiarize another person's work; or defame another person;
- Not forward or otherwise copy a personal email (except with permission of the author) or an email which contains personal information or an opinion about a person whose identity is apparent (except with permission of that person);
- Not send forged messages, or obtain or use someone else's e-mail address or password without proper authorisation;
- Not send mass distribution bulk messages and/or advertising without approval of the user's Head of Department, or Administrative Head;
- Not send SPAM. The user must ensure that the recipient(s) of the intended email has/have consented to receive such email(s);
- Not harass, intimidate or threaten another person or other persons;
- Not send sexually explicit material, even if it is believed that the receiver will not object.

2.5.3.2 Standards Required When Using Email

The private commercial use of email and messaging is not allowed and appropriate standards of civility should be used when using email and other messaging services to communicate with other staff members, students or any other message recipients. When using the email or messaging system, users must not send:

- **Angry or Antagonistic Messages** – these can be perceived as bullying or threatening and may give rise to formal complaints under grievance procedures or discrimination/sexual harassment procedures;
- **Offensive, Intimidating or Humiliating Emails** - University ICT Resources must not be used to humiliate, intimidate or offend another person or other persons on the basis of their race, gender, or any other attribute prescribed under the University and Malaysian anti-discrimination legislation.

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2.6 Security of ICT Resources

2.6.1 Authorised Users' Responsibilities

Authorised Users have a responsibility at all times to:

- Act lawfully.
- Keep all IIUM ICT Resources secure and to observe the IIUM ICT Security Policy.
- Not compromise or attempt to compromise the security of any ICT Resource belonging to the IIUM or other organisations or individuals, nor exploit or attempt to exploit any security deficiency.
- Take reasonable steps to ensure physical protection including damage from improper use, food and drink spillage, electrical power management, anti-static measures, protection from theft, and sound magnetic media practices.
- Ensure their computers are not left unattended without first logging-out and/or securing the entrance to the work area – particularly if the computer system to which they are connected contains sensitive or valuable information.

2.6.2 Confidential Information

Authorised Users have a duty to keep confidential:

- All University data unless the information has been approved for external publication; and
- Information provided in confidence to the University by other entities.

Each staff member is under the obligation not to disclose University business information unless authorized to do so. Breach of confidentiality through accidental or negligent disclosure may expose a user to disciplinary action.



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2.6.3 University Liability

The University accepts no responsibility for:

- Loss or damage or consequential loss or damage, arising from the use of the University's ICT Resources.
- Loss of data or interference with files arising from the University's efforts to maintain the ICT Resources.

2.7 Prohibited Use of ICT Resources

The following lists the prohibited acts when using the IIUM ICT Resources. Any staff found to have violated this policy will be subjected to disciplinary action, and criminal offences will be reported to the relevant government authorities such as the police.

2.7.1 Advertising and Sponsorship


Paid advertisements are not permitted on any website using an IIUM domain name, personal website or any website, which has a substantial connection with the University (such as a website for a research programme) except with the written permission of the IIUM Rector's office.

2.7.2 No Business Activities

Authorised users are not permitted to run a business or publish a non-IIUM journal/magazine (unless prior written authorisation has been obtained from the University) on IIUM ICT Resources.

2.7.3 Unauthorised Access

Authorised users are expressly forbidden from gaining unauthorised access or attempting to gain unauthorised access to ICT Resources belonging to the University and other organisations.

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2.7.4 Peer-to-Peer File Sharing (P2P)

Installation or use of peer to peer file sharing software such as Kazaa, BitTorrent etc is not permitted on the IIUM network. Exceptions for legitimate teaching or research use must be approved by the University's Rector or equivalent, and only where no alternative technology is appropriate.

2.7.5 Pornography

Authorised users are not permitted to utilize the University's ICT Resources to access pornographic material or to create, store or distribute pornographic material of any type.

2.7.6 Gambling

Authorised users are not permitted to utilize the University's ICT Resources to gamble.


2.7.7 Computer Games

Authorised users are not permitted to utilize the University's ICT Resources to play computer games during normal office hours.

2.8 Privacy and Surveillance

2.8.1 Security and Privacy

The accounts, files and stored data including, but not limited to, email messages belonging to users at the University are normally held private and secure from intervention by other users, including the staff of the Information Technology Division.

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There are situations in which duly authorised ITD staff may be required to intervene in user accounts, temporarily suspend account access or disconnect computers from the network in the course of maintaining the University's ICT Resources such as repairing, upgrading or restoring file servers or personal computer systems.

Users should be aware that ITD staff may from time to time become aware of the contents of user directories and hard disk drives in the normal course of their work, and they are bound to keep this information confidential.


2.8.2 Access to and Monitoring of Equipment

The University does not generally monitor email, files or data stored on University ICT resources or traversing the University network. However, the University reserves the right to access and monitor any computer or other electronic device connected to the IIUM network. This includes equipment owned by the University and personal computing equipment (e.g. laptops) that are connected to the network.


Access to and monitoring of equipment is permitted for any reason, including, but not limited to, suspected breaches by the user of his/her duties as a staff member, unlawful activities or breaches of University legislation and policies. Access to and monitoring of equipment includes, but is not limited to email, web sites, server logs and electronic files. The University may keep a record of any monitoring or investigations.

2.9 Enforcement of this Policy

Alleged or suspected violations of the "Responsible Use of ICT Resources – IIUM Staff" should be reported to the Director of the Information Technology Division of the IIUM. Abuse of ICT privileges is subject to disciplinary action, which may include the loss of these privileges and other disciplinary sanctions up to and including termination of services.

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A staff member who abuses the University's computing, information, and communications resources may also be subject to civil action and/or criminal prosecution. The IIUM will pursue criminal and civil prosecution of violators when appropriate. Individuals will also be responsible for any financial loss to the University that results from inappropriate use of ICT resources.

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3.0 RESPONSIBLE USE OF ICT RESOURCES – IIUM STUDENTS

3.1 Purpose

The ICT resources of the IIUM are provided to students, staff and authorised external users for legitimate University purposes. This will normally mean academic coursework, academic research activities and administration.

The purpose of this policy is to protect the essential interests of the University without inhibiting the use of the ICT environment, which is intended for the greater benefit of students, staff and the University generally.

3.2 ICT Resources

The policy governs all ICT facilities including the IIUM network, all computers, computing laboratories, all associated networks in classrooms, lecture theatres and video conferencing rooms across the University, internet access both wired and wireless, email, hardware, data storage, computer accounts, and software (both proprietary and those developed by the University).

3.3 Access to the ICT Resources

Users of the ICT resources must be aware of the conditions on which access is provided. Access to the ICT resources is restricted to authorised users, i.e. staff members and registered students of the IIUM.

Login access to the ICT resources is granted by the Information Technology Division (ITD). Access to some Kulliyah-owned resources or facilities will be granted by the respective Kulliyahs. The Administrator of an ICT facility may restrict access to an individual user on the grounds that the user is in breach of this policy.

Unlawful use will breach this policy and will be dealt with as a disciplinary offence. Unlawful use of ICT Resources may also lead to criminal or civil legal action being taken against individual students.



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This could result in serious consequences such as a fine, damages and/or costs being awarded against the individual or even dismissal. The University will not defend or support any student who uses ICT resources for an unlawful purpose.

3.4 Regulations for Responsible Use of ICT Resources:

1. Students must abide by the terms of copyright laws, software licensing agreements, and contracts that pertain to the University's computing, information, and communications resources. Reproduction or distribution of copyrighted works, including, but not limited to, images, video, text, audio, or software, without permission of the owner may be an infringement of the Malaysian Copyright Law.


2. The University's ICT resources are intended to be used to fulfil the University's vision and mission. Use of any of the University's ICT resources for personal profit or gain or for commercial purposes is strictly prohibited.

3. Students must be considerate in the use of shared resources and not perform acts that are wasteful of computing resources or that unfairly monopolize resources. Examples include, but are not limited to, junk mail, chain letters, games, creating unnecessary multiple jobs or processes, obtaining unnecessary output, creating unnecessary network traffic, or printing an excessive number of copies of any documents such as resumes, theses, and dissertations.

4. Students may not access, send, or store any messages and/or material that is found to be fraudulent, harassing, or in violation of any local or international law.

5. Students are responsible for the security of their computer accounts, including the changing of passwords on a regular basis. Students are also responsible for all activities that originate from their accounts. Computer accounts are University property and are deactivated according to IIUM policies and procedures.

6. Allowing another individual to use one's computer account and/or password is strictly prohibited.

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7. Students may not attempt to access another user's electronic communications, nor may they read, copy, change, or delete another user's files or software without permission of the user.


8. Use of the campus network to gain unauthorized access to any computer account or computer system, to attempt to bypass data protection schemes, to uncover a security loophole, or to mask the identity of a computer account or machine is prohibited.

9. Although the University respects the privacy of an individual's electronic communications, students should be aware that files and mail messages are not guaranteed to be private or secure. Files and messages may be viewed in the course of routine management of computing, telecommunications, and network services. In the event of a security breach, suspected breach, suspected illegal activity, or suspected violation of University policy, files and/or mail may be accessed by authorized personnel.

10. Students may not deliberately perform an act that will interfere with the normal operations of computers, terminals, peripherals, or networks. This includes, but is not limited to, tampering with any component of a local area network (LAN), Intranet, or wide area network (WAN); blocking communication lines; or interfering with the operational readiness of a computer.

11. Students may not install, run, or give to another user a program that is intended to or is likely to damage a file or computer system and/or reproduce itself on University computer systems. This includes, but is not limited to, programs known as Trojan horses, viruses, root kits, or worms.


12. Software and/or information that infringes upon the rights of another or that gives unauthorized access to another computer account or system must not be placed on any University-owned computer system or computer connected to the University's network.

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3.5 Misuse of ICT Facilities

- **Unauthorised access to accounts** - Users are expressly forbidden **unauthorised** access to accounts, data or files on IIUM ICT resources, or on ICT resources belonging to other organisations.
- **Student Computing Laboratories** - Users of student computing resources are required to abide by all the rules and guidelines set by the relevant authorities.
- **Peer to Peer (P2P) filesharing programs** - installation or use of peer to peer filesharing programs such as Kazaa, BitTorrent etc is not permitted on computers connected to the IIUM network.
- **Unlawful activities** - Users are not permitted to use IIUM ICT resources for unlawful activities, e.g. infringement of copyright, defamation etc.
- **Databases, online journals, ebooks** - use of electronic resources provided by the IIUM is governed by individual licence agreements and is for non-commercial research and study purposes only. Users are required to comply with the use restrictions set out on the specific site or stated in the licence agreement, and must not systematically download, distribute or retain substantial portions of information.
- **Pornography** - Users are not permitted to utilize the University's ICT resources to access pornographic material or to create, store or distribute pornographic material.
- **Computer Games** - Game playing is not allowed on IIUM ICT resources, except as a formal component of a University academic subject or through a Kulliyah, Centre or Division sponsored event.
- **Assignment services** - Users are not permitted to use ICT resources to sell or purchase assignments, or to offer to write assignments or to request help with assignments.
- **No Business Activities** - Users are not permitted to run a business or to publish a journal or magazine (unless authorised by the University) on IIUM ICT resources.

The University reserves the right to withdraw a service or withdraw access for student owned computers if there is evidence of misuse of ICT resources.

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3.6 Privacy and Surveillance

The University does not generally monitor email, personal web sites, files and data stored on University computers or traversing the University network.

However, the University reserves the right to access and monitor email, web sites, server logs and electronic files and any computer or electronic device connected to the IIUM network, including personally owned equipment, should it determine that there is reason to do so. Such reasons would include, but not be limited to, suspected or reported breaches of this policy, or breach of any Statutes, Regulations or policies of the University, or suspected breaches of the law.

3.7 Enforcement of this Policy

Alleged or suspected violations of the "Responsible Use of ICT Resources – IIUM Students" should be reported to the Deputy Rector's Office (Students' Affairs and Alumni).

Abuse of ICT privileges is subject to disciplinary action, which may include the loss of these privileges and other disciplinary sanctions up to and including dismissal. A student who abuses the University's computing, information, and communications resources may also be subject to civil action and/or criminal prosecution. The IIUM will pursue criminal and civil prosecution of violators when appropriate. Individuals will also be responsible for any financial loss to the University that results from inappropriate use of ICT resources.



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4.0 TELEPHONE SERVICES POLICY

4.1 Purpose

This policy and the associated rules apply to all University telephone services. All users should be aware of the policy as well as their responsibilities and legal obligations. All users are required to comply with the policy and are bound by law to observe applicable statutory legislation.

4.2 General

4.2.1 A standard telephone installation shall be provided for each full-time faculty and administrative staff member related to the University entities.


4.2.2 The University has the right to disconnect any extensions that do not belong to users without prior notice. Any new users occupying the existing telephone should inform the ITD directly or through their respective contact person.

4.2.3 The University has the right to replace or change any numbers necessary due to any constraints.

4.3 Telephone Entitlements

4.3.1 *Category of Calls*

Users	Category (Outgoing)
<i>Senior Officers</i>	
Rector, Deputy Rectors & Deans	7
Secretaries	7 (with pin no.)
Deputy Deans/Directors & Heads of Departments	5
Personal Assistants	5 (with pin no.)

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<i>Academic Staff</i>	
Professors/ Associate Profs.	4
Assistant Profs.	4
Lecturers/ Teachers	3
Assistant Lecturers	3
<i>Administrative Staff</i>	
Category A	4
Category B	3
Category C	3
General Number of Kulliyah/Centre/Division	1
Facsimile Line (Main Office)	6
Facsimile Line (Department Office)	3

Table 1: Call categories

Please refer to Table 2 below for further information.

Category	Destination
1	Internal calls only
2	Lembah Klang
3	Lembah Klang/Selangor
4	Lembah Klang/Selangor and H/P
5	Peninsular Malaysia
6	Peninsular Malaysia, Sabah & Sarawak
7	International Access

Table 2: Call categories and their definitions

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4.3.2 Type of Phone Set

Table 3 lists the type of phone sets available to various staff members.

Users	Type of Phone Set
<i>Senior Officers</i>	
Rector, Deputy Rectors & Deans	Digital
Secretaries	Digital
Deputy Deans/Directors & Heads of Departments	Digital
Personal Assistants	Digital
<i>Academic Staff</i>	
Professors/ Associate Profs.	Digital
Assistant Profs.	Digital
Lecturers/ Teachers	Analogue
Assistant Lecturers	Analogue
<i>Administrative Staff</i>	
Category A	Digital
Category B	Analogue
Category C	Analogue
General Number of Kulliyah/Centre/Division	Digital
Facsimile Line	-

Table 3: Type of phone set



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4.3.3 Telephone Use/Access

- 4.3.3.1 Use of University telephones for personal calls is not encouraged.
- 4.3.3.2 Telephone facilities for students' societies and laboratories are restricted to internal calls only.
- 4.3.3.3 All applicants for telephone services must submit a Telephone Request form. By doing so, applicants indicate that they have read this Telephone Services Policy and agree to abide by it. Violations of policy may result in deactivation of services.
- 4.3.3.4 If applicants change their room numbers, move away, withdraw from the University, are evicted, or have decided to discontinue the telephone services, they must complete a Telephone Request form. The office must receive the deactivation request at least one working day prior to the requested date.

4.3.4 Billing/Charges

- 4.1 For any personal calls, payments must be made directly to the Finance Division or their representatives.
- 4.2 IIUM Strategic Business Units (SBU) and IIUM companies will be billed accordingly through the Finance Division.

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4.3.5 Facilities

Table 4 below displays the facilities available for the users of the IIUM Telephone System.

Users	DID (Direct Incoming)	Voice mail
<i>Senior Officers</i>		
Rector, Deputy Rectors & Deans	Y	Y
Secretaries	Y	Y
Deputy Deans/Directors & Heads of Departments	Y	Y
Personal Assistants	Y	Y
<i>Academic Staff</i>		
Professors/ Associate Profs.	Y	Y
Assistant Profs.	Y	Y
Lecturers/ Teachers	Y	Y
Assistant Lecturers	N	Y
<i>Administrative Staff</i>		
Category A	Y	Y
Category B	Y	Y
Category C	N	Y
General Number of Kulliyah/Centre/Division	Y	N
Facsimile Line	Y	N

Table 4: The telephone services/facilities available