Kenya Utalii College

ICT REGULATIONS

Updated December , 2015

ICT Regulations

Responsible Officer	HoD (ICT department)
Contact Officer	HoD (ICT department)
Associated Documents	• Student Rules • Communication Regulations

Approval

Approval by	
Effective Date	

Glossary of Terms

Term	Definition
Disk Quota	• Email quota or email box size limit assigned to an email account
IEEE 802.11b/802.11g	• A family of specifications developed by IEEE for wireless access
MIS	• Management Information System
WiFi	• A technology that allows an electronic device to access a data network wirelessly.

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1.0 INTRODUCTION

The Kenya Utalii College encourages the use of electronic communications to share information and knowledge in support of the College's mission and to conduct the College's business. To this end, the College supports and provides ICT services and facilities such as electronic mail, enterprise system and internal website. These ICT services rely on underlying data networks delivered over both physical and wireless infrastructures.

Information Communication Technology (ICT) is a term that describes the electronic capture, storage, and transmission of data and information. It is the convergence of computer and communication technologies.

Integrated regulations cannot anticipate all the new issues that might arise in electronic communications. One purpose of the regulations is to provide a framework within which these new issues can be resolved.

1.1 REGULATIONS STATEMENT

Information and Communication Technology (ICT) is provided to support the teaching, learning, research and administrative activities of the Kenya Utalii College. The data held on the network and computers forms part of Kenya Utalii College critical assets and are subject to security breaches that may compromise confidential information and expose the Kenya Utalii College to losses.

1.2 OVERALL ICT REGULATIONS

The overall strategy for ICT is to provide staff and students with appropriate facilities necessary for teaching research and administration. These services shall be available from a computer lab or a desktop through a common interface.

1.3 PURPOSE

These regulations have been established to:

- Provide direction for the conditions of acceptance and the appropriate use of the computing and networking resources provided for use by the staff and students of the Kenya Utalii College in support of the mission of the College.
- Protect the Confidentiality and integrity of data stored on the College Network.
- Mitigate the risks and losses from security threats to computer and network resources such as virus attacks and compromises of network systems.
- Reduce interruptions and ensure a high availability of an efficient network essential for sustaining the business of the College
- Encourage users to understand their own responsibility for protecting the College ICT Services.

1.4 AUDIENCE

These regulations apply to:

- Users (academic, professional and support staff, students and others with extended access privileges) using either personal or College provided equipment connected locally or remotely to the network of the College. Throughout this document, the word "user" will be used collectively to refer to all such individuals or groups.

- All ICT equipment connected (locally or remotely) to College servers.

- ICT systems owned by and/or administered by the ICT department of the College.

- All devices connected to the College network irrespective of ownership.

- Connections made to external networks through the College network.

- All external entities that have an executed contractual agreement with the College.

1.5 OWNERSHIP

- The electronic resources of the College are to be used for academic, research, consultancy or other business purposes in serving the interests of the College and its students, staff and clients and in the course of normal operations.

- Any ICT or electronic communications address, site, number, account, or other identifier associated with the College or any unit of the College, or assigned by the College to individuals, units, or functions of the College, is the property of the College.

- Electronic communications records pertaining to the business of the College are considered College records whether or not the College owns the electronic communications facilities, systems or services used to create, send, forward, reply to, transmit, store, hold, copy, download, display, view, read, print or otherwise record them.

1.6 RESPONSIBILITIES

- The holder of a College computer account or computer system connected to the College is responsible for the actions associated with the computer account or computer system.

- Users must ensure that they use all reasonable means to protect their equipment and (if applicable) their account details and passwords.

- Engaging in any prohibited activities may result in disciplinary action being taken.

- Users are expected to assist ICT support staff and any other authorized College officer with investigations into suspected violations or breaches of information security

1.7 UNACCEPTABLE USE

- The College ICT facilities must not be provided to individual consumers or organisations outside the College except where such services support the mission of the College or are in the interest of the College and permission has been granted by the Principal

- The College will from time to time act to suspend or remove content from websites which jeopardize the College's reputation or brand.
- Any misuse of the College network resources may be seen as a breach of the ICT regulations and may lead to disciplinary action.

- The College network may not be used for the following activities:

    - The creation, dissemination, storage and display of obscene or pornographic material.

    - The creation, dissemination, storage and display of indecent images of children.

    - The creation, dissemination, storage and display of hate literature.

    - The creation, dissemination, storage and display of materials that promote terrorism.

    - The creation, dissemination, storage and display of defamatory materials or materials likely to cause offence to others.

    - The creation, dissemination, storage and display of any data that is illegal.

2.0 PASSWORD REGULATIONS

Information stored on the computer desktop, laptop and the LAN (local area network) forms a part of the College's valuable assets. Passwords are the primary authentication method for the College's ICT resources and are currently the basic authentication method employed. Passwords ensure that only authorized individuals have access to specific computer systems and establish accountability for all changes made to system resources. Strong passwords promote a secure computing environment; badly chosen passwords endanger the information that they are supposed to protect.

To counter the forces of social engineering (this happens when an attacker tricks users into divulging their passwords) and online identity theft (where a user's credentials are stolen and used to access College's servers without the user's knowledge), users must be diligent in guarding against access to College's resources from internal and external threats by adopting strong passwords and by not sharing passwords.

Users must guard against responding to emails asking them to provide their username and password for system maintenance, even if the email appears to originate from ICT Department. These emails are fictitious and are an attempt to steal a user's identity for criminal purposes.

Regulations

- Passwords must be kept confidential and not shared with colleagues. This does not apply to generic departmental passwords, where a group manages the

password and in such cases, the password must not be shared outside the group.
- Passwords must not be blank.
- Passwords must not be revealed to your line manager.
- Passwords must not be revealed to anyone over the phone even if the recipient is a member of ICT Department staff.
- Passwords used within the College must not be used for external Internet accounts or online service providers.

3.0 INFRASTRUCTURE

3.1 NETWORK DEVELOPMENT & CONNECTIVITY

The College shall provide a reliable campus-wide backbone communications network operating at the fastest speeds. Such a network shall sustain the current applications and emerging ones.
In line with its vision for ICT, the College shall build a solid foundation of ICT Infrastructure. A sound physical planning that will guarantee the state of the art levels shall be put in place

3.2 EQUIPMENT ACQUISITION AND MAINTENANCE

The ICT department shall set technical specifications of all the computers and computer equipment. By making use of bulk purchasing arrangements, a wide range of computers, accessories and software at economic prices shall be made available. Pooling the needs and requisition of all departments of the college to allow bulk purchasing at economic rates shall also be pursued.

Adequate resources shall be made available for a regular maintenance of the ICT equipment (Computers, Servers e.t.c). The College shall also systematically modernize her stock of computers to meet the demands of latest software, web access, and other basic tasks of computation and communication. All purchased equipment shall be inspected by a computer personnel before being handed over to the respective depart

A maintenance program shall be put in place to ensure that the hardware are serviced, repaired and replaced from time to time.

4.0 COMMON NETWORK SERVICES

4.1 E-MAIL SERVICES

Electronic mail (E-mail) services provide users with the means to exchange digital messages.
The College shall provide each member of staff with an e-mail address under the official College Domain Name structure. Plans shall be put into place to extend the e-mail services to all the students within the college on admission.
The use of the e-mail services will comprise of the following:

- A web interface, providing facilities for creating, addressing, sending, receiving and forwarding messages. This will ensure that users can send and receive e-mail from any computer connected to the internet , both within and outside the College Network
- Support for access using standard e-mail clients for creating, addressing, sending, receiving and forwarding messages
- Support for Disk Quotas to control the use of storage space

4.2 EMAIL REGULATIONS

The College provides electronic mail services ("email") to support the teaching, learning, research and administrative mission of the College and which is maintained by the ICT Department.

- Email is becoming a critical means of communication at the College and many official College communications are transmitted using the email system.
- These regulations have been established to provide for the acceptable use of the email service.
- Email is not a secure method of communication and staff should not send or forward confidential, personal or sensitive business information to non Kenya Utalii College email accounts .

- All email communication from staff should display the following disclaimer.

DISCLAIMER :'This transmission is a confidential communication intended only for the private use of the intended recipient(s) and may contain information that is proprietary, legally privileged, confidential or otherwise legally protected. Accordingly, any dissemination, duplication or publication of the information contained in or attached to this communication is strictly prohibited. If you have received this communication in error or without authorization, you are hereby notified that any dissemination, publication or other use of any of the information contained in or attached to this communication is strictly prohibited. If you have received this communication in error, please contact the sender by reply transmission and delete and destroy the original communication and all copies thereof without reading or saving them in any manner. Kenya Utalii College or sender therefore does not accept liability for any errors or omissions in the contents of this message which arise as a result of email transmission'.

- Users of the College ICT facilities shall not give the impression that they are representing, giving opinions, or otherwise making statements on behalf of the College or any unit of the College unless appropriately authorized (explicitly or implicitly) to do so.

- Users of the College ICT facilities must not send email on behalf of another person, or impersonate another user when sending email, except when authorized by that person to do so.

- Users of College ICT facilities may only send mass communications e.g to group e-mail accounts in support of the College's business

- In general, the College cannot and does not wish to be the arbiter of the contents of electronic communications. Neither can the College, in general, protect users from receiving electronic communications they might find offensive.

4.3 EMAIL RETENTION AND RECOVERY REGULATIONS

Users are advised to familiarise themselves with these regulations to inform their own decision on what information sent or received by email should be retained and for how long, to ensure that important institutional data is being preserved and maintained.

4.4 EMAIL RETENTION

- Any email correspondence containing business information should therefore be retained for as long as it is considered relevant under the Kenyan Laws.

- The primary intent of email backup is for the full recovery of the email system and not for the storage and restoration of old emails. ICT Department backup the email system solely for the purpose of restoring the service when it suffers a catastrophic system failure and the whole system has to be restored.

- The users are encouraged to regularly archive their e-mails from the web interface of the e-mail system

- Email correspondence containing business information should only be retained for as long it is necessary for business purposes, in line with any agreed departmental records retention policies and procedures, or as required by Kenyan Law.

4.5 EMAIL RECOVERY

- Users should be aware that ICT Department does not recover individual deleted emails on request;

5.0 THE COLLEGE WEBSITE

The College website is a very important tool that the College uses to communicate and offer services to the stakeholders. Specifically it can be used to offer services that would otherwise require the stakeholders to physically come to the College offices. The College shall put in place plans from time to time to revamp the website to enhance the image and provide featured services like online applications, examinations results checking, e-learning portal and SMS alerts.

The ICT department in liaison with Public Relation department shall ensure the college website is promptly updated and meet the current standards. All the information posted to the website shall be approved by the College Principal or any other authorized officer.

6.0 ACCESS TO INTERNET

Access to the Internet is one of the most valuable communication services for an academic institution. It provides a wealth of information sources located on computer systems located around the world.
The College shall provide Internet to the Students and Staff for use for purposes of facilitating research and learning. Priority will be given to those users that need the service for academic purposes.

7.0 SOFTWARE OWNERSHIP

7.1 FREE AND OPEN SOURCE SOFTWARE

Open Source Software (OSS) is that for which the source code and related rights are freely available for the public domain for use, change, improvement of the software,

and redistribution in modified or unmodified forms. The College encourages the use of such software where applicable as it typically provides a sustainable solution in addition to developing technical capacity.

The College shall as far as possible use open source software as a first option in all applicable scenarios.

7.2 DEVELOPED AND PROPRIETY SOFTWARE

For developed software ownership refers to authority over the source code. For propriety software, it refers to the ownership of licenses that come with the software. All the software acquired through the Kenya Utalii College belong to Kenya Utalii College.

7.3 ANTIVIRUS SOLUTION

The College will ensure secure computer working environments by providing protective software designed to detect, remove and defend all College computers against malicious software or malware or viruses. The College shall ensure that all computers in the College are installed with centrally managed anti-virus software

ACCEPTABLE USE

- Users must be careful with attachments from unknown senders because they might contain viruses.
- Do not forward junk mails. Delete from your email account.

7.4 USAGE OF COMPUTER LABS

All students using the computer lab must have paid the computer usage fees in full and have a valid student ID each time they use Computer lab. In order to use a computer, students must place this card in the holder provided by the admission department and hang it visibly. Computer labs operate on a first-come, first-served basis while computers are available. If all computers in the lab are in use, students will be referred to other open labs.

Students must observe all the computer lab rules and regulation all the time they are in the computer lab. Computer lab will remain for use by students only unless on special case when there is a staff training which requires the use of computer lab.

8.0 WIRELESS ACCESS

You can access the campus network and Internet in selected campus areas using IEEE 802.11b and/or 802.11g wireless network. Devices connected to wireless network and the computer laboratories shall not be allowed to connect to the production network.

Students, staff, lecturers and guests are expected to use the WiFi responsibly and adhere to requirements for acceptable use when accessing Kenya Utalii College WiFi

Please be aware that only software that you have installed on your computer will be available to you. You will not have access to specialty applications found on computers in student labs.

All wireless network traffic is **not encrypted.** You should take care in what you transmit over the wireless network as this traffic can be easily captured by other wireless network users and the college is not liable for any loss of information.

Acceptable Use

These acceptable use regulations are intended to prevent unacceptable use of internet.

Unacceptable use

The following constitute some violations of the Acceptable use regulations .

- Downloading, posting or transmitting materials that infringe copyright, patent ,trade secret or proprietary rights of any party including copy protected music or video files, without the necessary permission
- Obtaining, displaying or distributing material which could be considered obscene, offensive, abusive, defamatory or hateful.
- Use the Wi-Fi System for high volume data transfers, especially sustained high volume data transfers, hosting a web server, or any other server.
- Attempting to carry out any of the prohibited activities with the WiFi.

Termination

The ICT department my terminate your access to WiFi without notice for violation of acceptable use or the security reasons

9.0 DISASTER PREPAREDNESS/BUSINESS CONTINUITY PLANS

The Kenya Utalii College depends on a number of systems to support the business processes. These include the enterprise information system and the email system. These systems are very critical for ensuring the continued availability of services to both internal and external customers. The ICT Department shall prepare a business continuity plan to ensure that the downtime periods for these services are mini

10.0 ACQUISITION & MAINTENANCE OF INFORMATION SYSTEMS

Requests for change for MIS shall be done on a document of specified format and addressed to the head of ICT. The document shall clearly state the reasons for request to a new system or for change of the operational one. A committee shall be constituted to analyze the need and present a recommendation.

All newly acquired information systems shall integrate with the current Kenya Utalii College Enterprise Resource Planner (ERP) Changes requested on MIS shall only be implemented after consultations with the affected user departments.

Users shall be trained in the new systems to reduce direct support given to users. These trained users shall then be asked to offer first level support to the other system users within their respective departments.

10.1 HARDWARE SUPPORT

ICT shall support the hardware categories that are commonly required by users for use in their offices, computer rooms, laboratories and class rooms to perform their job responsibilities.

The categories that ICT shall support are Server, Desktop computer, Laptop computer, Printer, Scanner, Digital camera, LCD projector, PDA (palm or pocket PC), UPS and network access support.

10.2 SOFTWARE SUPPORT

ICT shall support software categories that are commonly required by users for use in their offices, computer rooms, laboratories and class rooms to perform their job responsibilities. The supported categories are PC Operating Systems, Applications software and Antivirus.

10.3 PRINTING SERVICE SUPPORT

There shall be a centralized printing facility at which most print jobs shall be processed. This shall be equipped with at least two print devices that shall be administered from a print server for the college.

11.0 MAINTENANCE AND REPAIR OF HARDWARE

A schedule for preventive maintenance shall be drawn covering all the computers and computer equipment. Preventive maintenance will be carried out twice a year for all the hardware but where necessary, service will be provided on request basis. All users shall be expected to avail their machines as per the schedule which will be provided for this excise.

In case of breakdown or malfunction of computer and peripheral devices such as printers, scanners, and multimedia equipment, a work order shall be raised by the user and presented to the ICT helpdesk at the time the problem is reported, all requests shall be attended to on a first-come-first-serve basis. The help desk technician shall solve the problem. If the problem requires outsourcing then the ICT will make arrangement and have the equipment repaired. In mission critical areas alternative equipment will be provided for during the repair period.

ICT department shall meet all expenses incurred during repair, maintenance, and upgrade of computers and computer equipment except those under warrant and user negligence.

12.0 COMPUTER INVENTORY

With a considerable amount of computer hardware and peripherals off-site, maintaining an accurate inventory (what is with who and where)of College owned equipment is a complicated task. Therefore all heads of department shall be held responsible for all the computer and computer equipment within their department. Upon acquisition of new computer and computer equipment, the stores department shall assign through the college ERP the equipment to the head of the department as stated in the LPO.

13.0 COMPUTERS AND COMPUTER EQUIPMENT DISPOSAL

The ICT department shall identify all the college's computers and computer equipment that require disposal. These equipment shall either be irreparable, not worth repairing or their useful life have expired. All computer systems, electronic devices and electronic media must be properly cleared of sensitive data and software before being

transferred outside and handed over to the Kenya Utalii College disposal committee. The users shall ensure that this is done.

Any disposal of computer systems and media must comply with all environmental guidelines.

14.0 TRAINING & SERVICES

14.1 TECHNICAL DEVELOPMENT & TRAINING

Technical development of the ICT staff shall be given top priority. The College shall continue to train and certify ICT professionals in needed functional areas of the profession.

14.2 COMPUTER LITERACY

All students shall be expected to acquire basic ICT skills within the duration of their study at the college. Newly recruited staff shall be assumed to have basic ICT skills.

All users of the College ICT facilities are encouraged to note and report any observed or suspected security incidents, security weaknesses in or threats to systems and services. Such incidents should be reported to:

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