

## ISC11D040

**Title:**            **ISD User Entitlements Policy**  
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**Date:**           25 November 2011  
**Circulation:**   ISSC - 3 February 2012  
**Agenda:**        ISC11A002  
**Version:**       v1.0  
**Status:**         Open

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### Issue

To explain the range of services and facilities that are provided by Information Services Directorate for staff and students of the University of East Anglia, other members of the university community and visitors.

### Recommendation

Recipients are invited:

- To approve the policy

### Resource Implications

No change to service is required and therefore there is no impact on resources.

### Equality and Diversity

New services will be subject to Equality Impact Assessments as they are implemented.

### Timing of decisions

No decisions are required.

### Further Information

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### Background

The policy is reviewed annually in consultation with the Library Forum and the IT Forum (both of which represent the users) to respond to changes in university priorities and circumstances. The Policy needs to be formally approved by the Information Strategy and Services Committee.



## Discussion

### Document Control Information

Title: ISD User Entitlements Policy  
Date: 25th November 2011  
Version: 1.0  
Derived from  
template:  
Reference:  
Authors: Heather Wells & Steve Jackman  
Quality Assurance: TBD  
**Distribution Available on ISD website**

REVISION	DATE	REVISION DESCRIPTION
v0.1	12 March 2010	First draft outline document
v0.2	17 May 2010	Revised following comments from BB & ICT heads
v0.3	28 May 2010	Revised following comments from JG & EK
v0.4	10 <sup>th</sup> June 2010	Revised following comments from ISDMT
v0.5	5 <sup>th</sup> July 2010	Revised following comments from HW & NL
v0.6	10 <sup>th</sup> August 2010	Revised following comments from ISDMT
V0.7	16 <sup>th</sup> Nov 2011	Revised for discussion by ISDMT 23.11.11
V1.0	25 <sup>th</sup> Nov 2011	Revised following comments from ISDMT



## **1.0 Purpose**

This User Entitlements Policy aims to explain the range of services and facilities that are provided by Information Services Directorate for staff and students of the University of East Anglia, other members of the university community and visitors. The policy will be reviewed annually in consultation with the Library & Learning Resources Forum, the IT & Computing Forum (both of which represent the users) to respond to changes in university priorities and circumstances. The Policy will be formally approved by Information Strategy and Services Committee.

### **1.1 Overall Policy**

Information Services Directorate aims to provide appropriate, efficient, effective and intuitive Information Services in support of the Research, Education, Enterprise and Engagement objectives of the University as outlined in the Corporate Plan. The actual level and nature of access available will be dependent on how UEA defines the nature of the individual's relationship with the university.

## **2.0 Definition of individuals entitled to access ISD facilities & services**

### **2.1 Staff**

All employees of the University of East Anglia, together with Associate staff teaching on and supporting UEA award bearing courses, are entitled to access IT and Library services & facilities. Individuals are registered automatically when their details are verified and recorded in the relevant Identity Management System via agreed and documented processes. The individual's username, password and campus card will normally be available within 5 working days of the application for access being processed.

### **2.2 Students**

All students studying on UEA award bearing courses are registered automatically for IT and Library services upon their details being recorded in the relevant Identity Management System. The individual's username and password is made available to the student at the point of completion of the advance registration task or via a datamailer. The individual's campus card will normally be available to collect at the start of the course provided the individual has submitted a paper application for their card, or uploaded a photograph, and completed the advance registration task. Applications for campus cards take up to five working days to process.

### **2.3 Other individuals**

Access to IT and Library services for all other individuals is granted for a maximum of one year and users will need to reapply for access on an annual basis. This ensures that the data held is accurate, up to date and helps us to ensure security.

Access to services can only be provided on receipt of a completed and correctly authorised application form. The application form will need to be authorised by the Head of the School or Department, or their nominated deputy, sponsoring the



individual. Access will normally be provided within five working days of receipt of the form. Some of the services provided by ISD such as access to the library electronic information services, may not be available to individuals in this category as access is restricted for reasons of licensing, confidentiality and technical practicality.

Some of the groups of individuals entitled to access some UEA IT and Library Services include the following;

### **2.3.1**

People working in the capacity of staff of the University, who are not paid by the University. For example visiting lecturers (including those paid by another educational institution), honorary staff, retired staff who are still research active.

### **2.3.2**

Employees of organisations who are closely associated with the University or whose work is associated with the University, for example Norwich Research Park, University Medical Service, and spin-out companies such as Renewables East.

### **2.3.2**

Individuals attending conferences or short courses of an education or research nature at the University.

### **2.3.4**

Other conference attendees or attendees at commercial events not connected to the work of the university.

### **2.3.5**

Staff and students of other establishments or organisations with whom the Library has a service level agreement .

### **2.3.6**

Members of the public.

### **2.3.7**

Third party suppliers, e.g. suppliers of corporate software.

## **3.0 Definition of the services**

Information Services Directorate provides the facilities listed below to individuals for use in conjunction with their University work or study.

**The extent and range of services available to an individual is dependent on how UEA defines the nature of the individual's relationship with the University.**

- S1. Library resource provision, including management of the physical and electronic collections and information skills training.
- S2. IT infrastructure in teaching spaces, including IT teaching areas, 24 hours IT area, self study spaces and AV services in lecture rooms.



- S3. Staff and student enquiry services, including IT helpdesks, Library helpdesk, reception services, Library training.
- S4. IT infrastructure, including two computer suites providing resilient email, filestore, backup and authentication services.
- S5. Network and Telephony, management of the internal network, external network links, and telephony.
- S6. Research computing, provision and support for a 160 node cluster used for high performance computing.
- S7. Teaching systems including the VLE, Portal, Library Management System, and some specialist teaching software.
- S8. Administrative and web systems, including Finance, Student Records, HR, Estates and the UEA web site.
- S9. Audio visual services, including video conferencing, TV studio, off air recording and access grid.
- S10. Print group services.
- S11. Security, policy and compliance.

Access to IT facilities and electronic resources is via username and password and access to the Library and its physical resources and facilities is via the campus card. Usage of these services and facilities is governed by University Regulations<sup>1</sup>, Library Rules<sup>2</sup> and the ICT Conditions of Computer User Policy<sup>3</sup>, to which you agree when you sign any application for access to services, sign an employment contract or register as a student of the University.

#### **4.0 Definitions of when access to services expire**

Access to IT and Library services and facilities normally ceases after midnight on the end date recorded in the individual's record on the relevant Identity Management System. A warning e-mail is sent 2 weeks prior to this expiry date. The account is deleted and removed after 100 days. The expiry date is based on the following information;

The end date given on the original application form, unless an extension has been approved by the authorised signatory or via processes documented and agreed with bodies such as University Medical Services, Union of UEA Students and partner colleges.

OR The end date as defined in the Human Resource system

OR One of 3 end dates set in the SITS record

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<sup>1</sup> <http://www.uea.ac.uk/calendar>

<sup>2</sup> <http://www.uea.ac.uk/is/strategies/libraryrules>

<sup>3</sup> <http://www.uea.ac.uk/is/itregs/cocu>



1. Access to Resources End Date: This end date takes priority and access to resources will cease on this date. Access to IT and Library services expires 45 days after this date
2. Actual End Date: This date shows that a student has completed a course. Access to IT and Library services expires 45 days after this date. This date takes second priority if this date field is populated.
3. Expected End Date: This shows the student has a current record. Access to IT and Library services will expire 45 days after this date. This date takes third priority.

