

AUSTIN GRADUATE SCHOOL OF THEOLOGY
Information Technology (IT) Policies II – Staff and Faculty

Revised 8/1/20

Austin Graduate School of Theology (School) provides computer facilities and access to its computer networks only for purposes directly related to its normal administrative and academic activities. The Information Technology (IT) committee is responsible for the development, operation, and maintenance of these resources.

The following policies are governed by the principle that all users are encouraged and expected to exercise responsible, considerate and ethical Christian conduct in their use of any and all of Austin Graduate School of Theology's resources.

All staff and faculty (employees) are asked to follow policies outlined in the current school Catalogue under the section: Information Technology (IT) Policies. In addition, each is asked to adhere to the following policies and guidelines which are more specific to the internal operations of the School:

Basic IT resources made available to all employees:

- The Senior Vice President's office is responsible to provide and keep up to date a standard bundle of software that is available for all employees.
- Employees are generally supplied with systems on which the standard bundle and/or any approved specialty software can be run. The current software bundle includes a web browser, email service, and Microsoft Office. More specialized software is supplied depending on job function.
- Faculty systems are supplied in consultation with each faculty member, due to their individual specialization, research and publication needs.
- Systems containing data critical to the School are automatically backed up daily. Employees are asked to not disable the backup function. Electronic records are regularly stored off site.

Addition of software or hardware:

In order to ensure system/network compatibility and to minimize unnecessary use of technical support, please consult with the Vice President before adding software or hardware to the School's computer system or network.

Procedure for addressing hardware, software, or network failure:

In addition to the guidelines mentioned above, please notify the Vice President of the following:

- Email, server, network downtime
- Warnings that note that backups have not been completed.
- Other persistent problems or changes (e.g. system seems slower or "freezes" frequently)
- Also note any error messages to assist tech support in diagnostics
- Any suspected computer security breach.

General guidelines for training:

- Most systems are supplied with well-known software packages and new employees are generally required to have basic software skills. Additional training will be handled on a case by case basis
- The Vice President's office provides first level software support and training for basic familiarization with computer systems, network functions, and basic software applications
- If additional training is needed or if specialty software requires training, staff will be sent to appropriate training programs or formal technical support will be secured from the software's producer

Other staff/faculty guidelines related to personal use of computers:

- 1) All employee computers are subject to investigation for items defined in Information Technology (IT) Policies in the current school Catalogue, as well as for items related to misuse of employee time, i.e. personal web browsing, emailing, or other social networking (i.e. Facebook, Twitter).
- 2) Given the nature of our ministry – it is understood that staff/faculty may use programs listed in #1 for limited personal use, e.g. 5-10 min per day).
- 3) As part of good stewardship, employees are expected to use their time for work-related activities. As such, the privilege of personal computer use may be revoked if use is deemed excessive. In cases of gross misuse, employee is subject to immediate dismissal.
- 4) The Vice President or President's office must approve any investigation into an employee's computer or network use. The President has final judgment on whether personal use is deemed excessive or gross misuse.