

10.0 Information Technology

10.1 Information Technology

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Lincoln Land	Subject:	Information Technology
Community College	Policy Number:	10.1
	Officer Responsible:	CIO
	Last Reviewed:	4/22/09
	Last Revised:	4/22/09
	Effective Date:	4/22/09
BOARD POLICY	Old Policy Number:	New Policy

Policy Statement: The College shall maintain an Information Technology environment that supports both academic and administrative computing in the following main areas.

- Academic technologies that support classroom and online learning.
- A secured and reliable wire and wireless networking environment that supports voice and data.
- A robust and dependable administrative system to support the business operation related to Human Resources, Financials, and Student System.
- Email and file servers, and other centralized computer system.
- Web and portal services for both external and internal users.

Lincoln Land	Subject:	Information Technology
Community College	Policy Number:	10.1
	Officer Responsible:	CIO
	Last Reviewed:	4/22/09
	Last Revised:	4/22/09
ADMINISTRATIVE	Effective Date:	4/22/09
PROCEDURE	Old Policy Number:	New Procedure

Procedure: In accordance with College policy, the following procedures will be used:

Lincoln Land Community College makes available to the members of the College Community an extensive continuum of technology resources for use in their professional and academic pursuits. The purpose of the IT policy is to safeguard the technological infrastructure of the institution by establishing appropriate use guidelines for all rightful users of technology resources. Ultimately, the primary goal of this policy is to prevent problems before they occur. Access to a wide array of technological resources is accompanied by a responsibility to conduct activities within the parameters of this policy – in an effective, ethical, and lawful manner. Violators of this policy may be subject to disciplinary action in accordance with the College’s progressive discipline policy, up to and including discharge.

1. Definitions:

A. Technology Resources

This policy frequently refers to “technology resources.” At Lincoln Land Community College this term encompasses many components, including but not limited to:

- network services (such as individual and shared network storage, Internet access, e-mail, and printing services);
- Web services (such as LLCC Web site, portal, and WebAdvisor)
- all IT mission critical systems (such as Datatel Colleague and Blackboard);
- telecommunications systems (such as telephone, cellular phones, smartphones, voice mail, and fax);
- IT physical equipment including computers and peripherals in all offices, classrooms, and common areas (labs, library, etc.);
- all supplementary technology devices (such as scanners, digital cameras, video cameras, projectors, document cameras, TVs and VCRs, ITV systems, satellite, and public display systems);
- all IT mobile equipment (such as laptops and other personal computing devices);
- all retail software (such as Windows, Microsoft Office);
- all specialized academic applications (such as AutoCAD, Adobe DreamWeaver, and Photoshop as well as access to research databases such as FirstSearch).

Although this list is extensive, it is important to note that it is only representative. It cannot be exhaustive as technology resources at the College are in a constant state of change. The policy applies to all technology resources regardless of whether or not an individual item is included in this list.

B. Information

The term “information” in this policy refers to any data stored or utilized in any technology resource including, but not limited to network storage devices, telecommunication devices including voice mail, e-mail systems, all disk drives, portable storage devices owned by the College, and Web pages. “Information” also includes College-owned information (such as student data stored in grade book programs) that is being stored or utilized on equipment that is NOT owned by the College. This includes information stored on personally owned equipment such as personal digital assistants, laptops, home computers, and portable storage devices.

C. IT

IT or Information Technology refers to the study, design, development, implementation, support or management of computer-based information systems, particularly software applications and computer hardware. IT deals with the use of electronic computers and computer software to convert, store, protect, process, transmit, and securely retrieve information.

D. User

The term “user” refers to anyone who utilizes any technology resource, including but not limited to students, employees, community members, vendors, contractors, and subcontractors, regardless of the location of the resource, or the location of the user. In other words, a user may be using systems remotely, such as is possible with Blackboard or library databases, but will still be required to operate within the parameters of this policy. Users include those who do not possess a network or other account, as a user may not be required to have an account to use many technology resources.

E. Access

The term “access” refers to authorized ability to use information or technology resources. Access for each user is unique. It is based upon his or her “need to know” in order to adequately, effectively, and efficiently perform the tasks of his or her official position.

F. Systems Administrator

The term “Systems Administrator” generally refers to employees in the Information and Telecommunication Systems department in the specific positions of Director, Systems and IT Infrastructure, Network Administrator or Systems Administrator I and II. Systems Administrators may delegate specific tasks to other employees.

G. Individual Network Storage

The term “individual network storage” refers to file storage on a network device that is named and reserved for primary use by one specific employee. He or she uses the assigned storage area for storing files that are not commonly needed by other College employees (shared files). While commonly referred to as “personal storage” or the “home directory,” the information residing here is the property of the College, regardless of its content. Individual network storage is a network service. Individual network storage is mapped with the letter “I”.

H. Shared Network Storage

The term “shared network storage” refers to file storage on a network device that is named and reserved for primary use by one department, department unit or other group of users such as a committee. The assigned shared network storage is used for storing commonly needed files by College employees. Shared network storage is a network service. Typically shared network storage is mapped with the letter “J”. Exceptions will exist when users need access to more than one shared network storage.

I. Local Storage

The term “local storage” refers to file storage on the computer “local drive”, such as the “C:\” drive. The local storage resides on the client computer. Local storage is not a network service.

J. Login Name

A Login Name is a unique user ID that is assigned to each employee. When an employee uses his or her Login Name to log on, the employee will have access rights to resources on the College network. Collectively, these rights allow an employee to access enterprise systems (like Colleague and Blackboard), e-mail, individual network storage, shared network storage, and other shared resources such as printing, Internet and intranet access.

K. ITS

ITS refers to the Information and Telecommunication Systems department and its members.

L. Help Desk

The Help Desk is an information and assistance resource that troubleshoots IT problems. It provides the users a central point to receive help. Help Desk support is offered via the Web at <http://its.llcc.edu> or e-mail at helpdesk@llcc.edu.

The user notifies the Help Desk of his or her issue via the Web or email, and the Help Desk issues a ticket that has details of the problem. The ticket is routed to a technician for resolution. Ticket status updates are sent to the user until the ticket is closed.

2. Violation and Enforcement:

Lincoln Land Community College considers any violation of appropriate use guidelines to be a serious offense. Violators of this policy may be subject to disciplinary action in accordance with the College's progressive discipline policy, up to and including discharge.

In addition to College discipline, violators of this policy may be subject to criminal prosecution, civil liability, or both for unlawful use of any IT system.

3. Related Documents:

All documentation, forms, and procedures related to the Security & Appropriate Use Policy may be obtained through the ITS department.

4. Policy Maintenance and Development:

This policy document, as well as all appendices, addendums, forms, training documents, procedures, and reference materials are available to all employees. Employees may access the files via the College intranet or may request a printed copy from the Information and Telecommunications Systems Department or the Human Resources Department.

This policy will be reviewed annually, or as needed, as is determined by the College. Concerns or questions about the policy may be directed to the Chief Information Officer.

Lincoln Land Community College	Subject:	Employee Access to Technology Resources and Information
	Policy Number:	10.2
	Officer Responsible:	CIO
	Last Reviewed:	4/22/09
	Last Revised:	4/22/09
	Effective Date:	2/24/98
BOARD POLICY	Old Policy Number:	5.6.3

Policy Statement: Many systems at Lincoln Land Community College require unique accounts and passwords. The rules and responsibilities described in this document apply to both the primary account and accounts in ALL other systems.

Lincoln Land Community College	Subject:	Employee Access to Technology Resources and Information
	Policy Number:	10.2
	Officer Responsible:	CIO
	Last Reviewed:	4/22/09
	Last Revised:	4/22/09
ADMINISTRATIVE PROCEDURE	Effective Date:	7/1/99
	Old Policy Number:	5.6.3

Procedure: In accordance with College policy, the following procedures will be used:

1. Eligibility for Access

All employees are eligible to receive a Login Name, a network account, e-mail account, and storage space on the network. Accounts that provide access to other systems such as Colleague are either automatically granted based upon the official responsibilities of the employee's position or are assigned based upon the request of the employee's supervisor. Supervisors may submit change requests for an employee's access rights via the Help Desk (<http://its.llcc.edu>).

2. Use of System Accounts

Login Names and passwords are non-transferable. A Login Name and password are to be used only by the employee to whom they are assigned. If employees must write down Login Names and passwords to remember them, they should be kept in a secure location. Allowing another individual to use a Login Name or password, either knowingly or negligently, may result in disciplinary action in accordance with the College's progressive discipline policy, up to and including discharge.

3. Position Changes

Access changes resulting from internal employment changes are managed on a case-by-case basis according to the needs of the unique situation. Typically, if an employee moves to a different department, the Login Name and e-mail address move with them, but all access that was granted to the employee based upon the prior position will be suspended. The supervisor of the new department is responsible for submitting a new request for access to the Chief Information Officer for processing.

4. Disabling Access

Access can be disabled at the discretion of the Systems Administrator, Supervisor, Associate Vice President, Human Resources, or a Cabinet member. Any request to disable an account needs to be submitted to the Associate Vice President, Human Resources. The latter will approve and forward the request to the Chief Information Officer for processing.

Computer system accounts (i.e., access) for terminated employees will be removed at the time of termination. Human Resources will inform ITS of employment terminations as soon as possible.

Lincoln Land Community College	Subject:	Appropriate Use of Networking Technology Resources
	Policy Number:	10.3
	Officer Responsible:	CIO
	Last Reviewed:	4/22/09
	Last Revised:	4/22/09
	Effective Date:	2/24/98
BOARD POLICY	Old Policy Number:	5.6.4

Policy Statement: Lincoln Land Community College provides computing (technology) resources to support the various activities of the institution. These resources are intended for the sole use of Lincoln Land employees, students and other authorized users. One may assert that an employee at Lincoln Land Community College is severely hindered if he or she lacks access to technology resources. Nevertheless, appropriate use of this access demands individual responsibility.

Lincoln Land Community College	Subject:	Appropriate Use of Networking Technology Resources
	Policy Number:	10.3
	Officer Responsible:	CIO
	Last Reviewed:	4/22/09
	Last Revised:	4/22/09
ADMINISTRATIVE	Effective Date:	2/24/98
PROCEDURE	Old Policy Number:	5.6.4

Procedure: In accordance with College policy, the following procedures will be used:

Information technology plays an integral role everyday in allowing employees to accomplish their assigned duties. There is an ever-growing array of computing facilities that empower employees to create, access, evaluate, update, distribute, store, and report on information using a variety of media and formats. Lincoln Land Community College provides computing (technology) resources to support the various activities of the institution. These resources are intended for the sole use of Lincoln Land employees, students and other authorized users. One may assert that an employee at Lincoln Land Community College is severely hindered if he or she lacks access to technology resources. Nevertheless, appropriate use of this access demands individual responsibility.

It is impossible to identify every situation that pertains to proper or improper use of technology resources. The list below focuses on some of the most significant responsibilities an employee accepts when he or she agrees to use a College-owned technology resource, as well as general guidelines regarding prohibited activities.

1. General Restrictions

Use of Technology Resources shall be within the spirit or principles of this policy. No one shall attempt to circumvent or undermine the intent of this policy relating to the use of Technology Resources. Discovering and operating within a loophole of the policy constitutes unacceptable behavior, which may result in disciplinary action in accordance with the College's progressive discipline policy, up to and including discharge.

2. Other Applicable College Policies

Many information technology functions parallel familiar activity in other formats, making existing College policies important in determining what use is appropriate. For example, the College Copyright Policy applies not only to hard-copy documents, but to electronic documents as well.

3. Physical Misuse of Resources

General physical misuse including theft, any unauthorized loan, removal of equipment from campus, damage or destruction is strictly prohibited.

4. Use of Resources and Information For Profit

Using resources for commercial use including, but not limited to, the promotion or day-to-day operation of "for profit" and/or privately owned businesses or commercial ventures is strictly prohibited. This includes any use of College-owned information for solicitation purposes.

5. Software

A. Software procurement

ITS is responsible for all software acquisitions. Users who request new software acquisition must submit the request via the Help Desk (<http://its.llcc.edu>). All software must be purchased through the ITS department. Users must not purchase software directly from the vendor. For more information refer to the Director, Academic Computing and PC Support.

B. Software Installation and Licensing

The ITS department ensures that the College remains in legal compliance with all software licenses, subscriptions, and contractual agreements, regardless of the budget from which a resource was funded. Consequently, The ITS department is responsible for installing and removing all software applications, or authorizing others to do so, for keeping copies of software license agreements, and for ensuring that the College is in compliance with these license agreements. The ITS department is responsible for keeping all software media.

C. Software Application Availability

All College PC are equipped with a set of "standard applications" including, but not limited to programs such as Microsoft Windows, Microsoft Office, and Internet Explorer. Software applications on Macintosh computers will vary.

Additional applications may be available. ITS maintains procedures for requesting all additional applications.

D. Personally Owned Software

Lincoln Land Community College prohibits employees from bringing personally owned software into the workplace. Personally owned software may not be installed on any College-owned computer. Personally owned software is not supported by ITS.

E. Internet Downloads

Employees are prohibited from loading malware applications or utilities that are available via the Internet on that workstation. Often Internet downloads have a negative impact on a workstation. Some impacts are minor while others may jeopardize the functioning of the workstation.

Please note that “shareware” or “trial” applications are not the same as freeware applications, and may be loaded with ITS’s prior consent. Many shareware programs and trial versions have licensing limitations that restrict organizational use and/or the length of trial period usage.

F. Removal of Software

The ITS department retains the right to remove any personally owned software.

G. Reproduction of Software

Reproduction or duplication of software on any type of media or through any type of electronic transmission without prior authorization of ITS is prohibited.

6. Hardware

A. Hardware procurement

ITS is responsible for all hardware acquisitions. Users who request new hardware acquisition must submit the request via the Help Desk (<http://its.llcc.edu>). All hardware must be purchased through the ITS department. Users must not purchase hardware directly from the vendor. For more information refer to the Director, Academic Computing and PC Support.

B. Installation/Removal of Hardware in Public Areas

The ITS department is responsible for acquiring, installing, moving, and removing all hardware devices in all public areas including but not limited to classrooms, computer labs, and office areas.

C. Installation/Removal of Hardware in Assigned Office Spaces

Employees outside of the ITS department may not disconnect or connect College or personally owned hardware devices without authorization from ITS. Authorization for many peripheral devices such as mice and keyboards can be obtained by submitting a Help Desk ticket (<http://its.llcc.edu>). A label or other means of identification with the employee’s name must be affixed to all personal portable devices.

The ITS department retains the right to remove any personally owned equipment.

D. Use of Standard Media Devices

Employees may use College or personally owned media and memory devices such as diskettes, USB drives, CD-ROMs etc, in any College owned equipment without prior authorization from ITS.

7. Electronic Communications

The following policy guidelines apply to all forms of electronic communication utilized by College employees when communicating in their official employment capacity. Electronic communication methods include, but are not limited to, phone, voice mail, e-mail, instant messaging, newsgroups, College-owned cell phones, smartphones, radios, and fax and all other like devices whether or not listed here. Reasonable personal use that does not interfere with the employment responsibilities of the employee and that is in compliance with this Policy and all other policies of the College is acceptable. Except as otherwise excluded by law or collective bargaining language, all devices, files, messages and storage associated with all electronic communication methods are the property of the College, regardless of their content. However, Lincoln Land recognizes issues surrounding intellectual property rights, and will make every effort to respect the rights of the individual. In situations where ownership of content is in question, the College will abide by the law and established legal precedent with regard to these issues.

A. Responsibilities

The e-mail system is a primary means by which College information is disseminated. All employees are required to check their e-mail for distribution of such materials at least one time per week unless off-campus due to an official leave.

B. Restrictions

The etiquette commonly used for traditional written communications should be used as a guideline for use of electronic communication. Every employee should be continually aware that he or she represents Lincoln Land Community College with every communication he or she sends. Inappropriate communications are prohibited and may result in disciplinary action in accordance with the College's progressive discipline policy, up to and including discharge. Inappropriate use of the College e-mail system includes, but is not limited to, the following:

1) Fraudulent Communications

Any fraudulent communication sent under an assumed name or modified address, or with the intent to obscure the origin, date, or time of the communication is prohibited.

2) Harassing or Discriminatory Communications

Any electronic communication that can be qualified as discrimination or harassment within the definitions provided by the Lincoln Land Community College Discrimination and Harassment Policy is prohibited.

3) Mass Communications

Employees may not knowingly create or send communications that will generate excessive network traffic including chain letters, unsolicited mail, mail bombs, virus hoaxes, and/or other mass messages that may potentially degrade the performance of the network infrastructure.

4) Copyright

Employee communication may not include any materials, including attachments, which violate the Lincoln Land Community College Copyright Policy or state or federal copyright law.

5) Use in Violation of Policies

College Technology Resources shall not be used in any manner that is inconsistent with the College's mission or its policies and procedures.

8. Internet Use

Information available through the computer and network systems, including the Internet, may be distracting, objectionable, or even disturbing. Since computers may be visible or audible to others, sensitivity in viewing and/or listening to such material is required. Computer users who disturb or distract others may be asked to stop their activities or leave the area.

A. Downloads

No one may utilize College-owned resources for the purposes of unauthorized downloading of copyrighted material without consent including but not limited to audio, graphics, video, and publications.

B. Pornography

Employees may not use any Lincoln Land Community College owned technology resources for accessing images, sounds, or messages that are pornographic in nature. This does not apply to legal, sexually explicit literary/artistic expressions or materials that are relevant and appropriately related to course subject matter or curriculum.

9. Network Bandwidth Use

Distribution of such material as MP3 music or video files or the use of streaming, audio or video can cause excessive network loading which may cause a significant decrease in network performance for all employees. Therefore, no one may knowingly download or distribute such data, digital audio or video files, or audio or video streams. This does not apply if the material is relevant and appropriately related to course subject matter or curriculum.

Employees who believe they need to perform these types of actions within the confines of their job responsibilities must contact the ITS department for assistance in completing the task in a manner that will not negatively impact other users.

10. Copyright Compliance

All technology related media files (including VHS, 8mm, CD, CDR, diskette, zip drive, USB drive, as well as any other electronic media) must comply with the specifications of the established LLCC Copyright Policy.

A. IT Duplication Requests

Requests for duplication of media should be submitted to the Instructional Technology and Distance Education (ITDE) Department.

B. Duplication of College-Owned Resources Outside of the ITS Department

Reproducing College-owned copyrighted material in any form without proper authorization or not in accordance with the College's copyright regulations (or federal and state laws) is prohibited.

C. Duplication of Personal Resources

College equipment and resources (such as media) may not be used for the duplication of personally owned copyrighted material.

D. TEACH Act

Employees who wish to take advantage of the allowances provided in the TEACH act to transmit copyrighted materials to online course participants must contact the Information Technology Department for assistance in technologically enforcing the regulations specified in the TEACH Act.

For more information about the provisions of the TEACH Act, consult with LLCC's Associate Dean, Library.

11. Resource Activity Monitoring

Lincoln Land Community College reserves the right to monitor its computing resources. The interest of maintaining the integrity of Lincoln Land Community College resources outweighs privacy and confidentiality interests.

All technology resources available to employees through LLCC are the property of LLCC. LLCC reserves the right to and may monitor any such technology at any time. Therefore, employees do not have a privacy expectation in any technology resource, including e-mail.

12. Ancillary Use

Limited, reasonable personal (ancillary) use of College resources is permissible, but is conducted at the employee's own risk.

Lincoln Land	Subject:	Employees' Role in Security
Community College	Policy Number:	10.4
	Officer Responsible:	CIO
	Last Reviewed:	4/22/09
	Last Revised:	4/22/09
	Effective Date:	4/22/09
BOARD POLICY	Old Policy Number:	New Policy

Policy Statement: The information owned by the College is one of its most valuable assets. It is the responsibility of all users to guard against misuse of this asset. Each person granted access to information must comply with the following College data security, confidentiality requirements, and applicable laws.

Lincoln Land	Subject:	Employees' Role in Security
Community College	Policy Number:	10.4
	Officer Responsible:	CIO
	Last Reviewed:	4/22/09
	Last Revised:	4/22/09
ADMINISTRATIVE	Effective Date:	4/22/09
PROCEDURE	Old Policy Number:	New Procedure

Procedure: In accordance with College policy, the following procedures will be used:

1. Login Name and Password

Employees will construct secure, private passwords. Employees are responsible for protecting their passwords from discovery by others and must immediately change any password that has been compromised.

A. Sharing of Login Names and Password

An employee may **NOT** transfer or share any Login Name or password to any system with any other person – including those who do and do not work for the College, nor should a person use any other employee's Login Name or password.

Employees who request assistance from ITS while utilizing the Login Name or password of another user will be denied assistance. Violation of the security policy will be documented and reported to the Chief Information Officer.

B. Security Compromise

The Systems Administrator has the authority to disable any employee's access and accounts if there is evidence of hacking attempts or reason to believe a password has been compromised.

If an employee inadvertently encounters a gap in security, he or she must report it to the ITS department immediately. Employees are prohibited from exploiting any such gaps in security.

C. Failed Password Attempts

Accounts have security protocols that will automatically disable an account for 15 minutes after a specific number of failed login attempts.

D. Password Expiration

Account passwords expiration will be determined by the nature of the material to which the user has access. By default, account passwords will expire every 180 days. Employees with access to critical electronic resources will be required to change their passwords more frequently. Users will be prompted to change their password starting 15 days before the password expires.

2. Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all educational institutions that receive funds under an applicable program of the U.S. Department of Education. Failure to comply with all FERPA regulations has both legal and funding implications for the institution. For FERPA details refer to board policy 5.13 or contact the Vice President, Student Services.

3. Gramm-Leach-Bliley Act (GLBA)

The Gramm-Leach-Bliley Act (GLBA) was enacted by the Federal Trade Commission (FTC) in 1999 to safeguard the confidentiality of financial information such as names, addresses, phone numbers, bank and credit card account numbers, and Social Security numbers. Because colleges participate in financial activities, the FTC defines colleges as financial institutions. For GLBA details contact the Vice President, Administrative Services.

Lincoln Land	Subject:	Privacy
Community College	Policy Number:	10.5
	Officer Responsible:	CIO
	Last Reviewed:	4/22/09
	Last Revised:	4/22/09
	Effective Date:	4/22/09
BOARD POLICY	Old Policy Number:	New Policy

Policy Statement: All information that resides on any Lincoln Land Community College technology resource is the property of Lincoln Land Community College, subordinate to recognized copyrights and legal statutes. Nonetheless, Lincoln Land Community College respects the privacy of the individual. College administrators or employees of Information and Telecommunication Systems do not ordinarily access the files created and stored by others. However, Lincoln Land Community College does reserve the right to do so.

Privacy must be balanced with the requirements of assuring system integrity or enforcing institutional policies. These necessities may result in Systems Administrator access to files with or without consent of the employee. In order to fully understand the scenarios by which this may occur, employees should familiarize themselves with the policy components below.

Lincoln Land	Subject:	Privacy
Community College	Policy Number:	10.5
	Officer Responsible:	CIO
	Last Reviewed:	4/22/09
	Last Revised:	4/22/09
ADMINISTRATIVE	Effective Date:	4/22/09
PROCEDURE	Old Policy Number:	New Procedure

Procedure: In accordance with College policy, the following procedures will be used:

1. The Electronic Communication Privacy Act of 1994 (ECPA)

Under the Electronic Communication Privacy Act, electronic communications may be intercepted when at least one of the communicating parties grants consent. Under this policy, the use of a Lincoln Land Community College technology resource grants consent to the College for monitoring all electronic communications.

2. System Maintenance

Systems Administrators regularly scan volumes of data on network devices for routine maintenance purposes. As a byproduct of maintenance, the Director, Systems and IT Infrastructure may see the contents of files and e-mail messages.

The Systems Administrator is required to report any illegal activity that is discovered, or any information that indicates a violation of policy to the Chief Information Officer. If

necessary, the report will be reviewed with the Associate Vice President, Human Resources. Policy violations will be pursued in accordance with Policy x.0, Section 2.

3. Access without Consent

File and computer access without the consent of the employee may occur. The Chief Information Officer and the Associate Vice President, Human Resources will authorize all access that occurs without consent. The Systems Administrator or designee will log all instances of access without consent. An employee will be notified of College access to files without consent. Depending on the circumstances, such notification may occur before, during, or after the access. Situations that result in file or computer access include, but are not limited to the following:

A. Emergency Entry

Emergency entry may be necessary to preserve the system infrastructure, system integrity, and facilities or to preserve public safety. For example, if a virus exists in the network, the Systems Administrator may need to access directory storage assigned to individual employees.

B. Cause

Lincoln Land Community College reserves the right to examine files or computers should it determine cause exists to investigate whether an individual has violated internal policy, state or federal law. When an employee other than a Systems Administrator is more qualified to research a specific violation, the Chief Information Officer and the Associate Vice President, Human Resources, may authorize granting temporary access to another Lincoln Land Community College administrator so that he or she may research the alleged violation.

1) Deleted Files

Deleting a file does not reliably or permanently remove a file from a system. This is true of computer files and voice mail files. The file may reside in an archive or backup storage, potentially indefinitely. If a file is not in storage it may be accessible by using recovery tools. Files that are retrieved through any of these methods are subject to examination under Section 6.2 of this policy.

2) Archive and Backup Files

Computer files stored in a network folder (individual or shared network storage) and e-mail systems are backed up on a regular basis. Some systems may be configured to create archives with or without the knowledge of the employee. The contents of these files are subject to examination under Section 2 of this policy. Files stored in a local drive are not backed up by ITS. The user is responsible for backing up any files stored in the computer local drive.

3) Temporary Access Request

During a period of leave, a supervisor may request temporary access to a specific subordinate's files and/or directories when this access is important to maintaining

day-to-day operations, when a high-priority, time-sensitive project requires access, or when necessary to support the overall mission of the College. The Associate Vice President, Human Resources has the discretion to grant or deny such requests.

Upon return from leave, an employee will be notified that temporary access was granted to his or her supervisor, and the temporary access will be discontinued.

4) File Ownership Transfer

If an employment relationship is terminated, a supervisor may request permanent access to a former subordinate's files and/or directories.

4. Access with Consent

Employees may request that ITS grant temporary or permanent access to non-shared files and/or directories to another employee who is collaborating on a project, to an employee who shares the same responsibilities, or to an employee in the same College department. Access to other employees may be granted with the consent of the employee's supervisor. This includes email access and creation of email aliases. The request needs to be submitted via the Help Desk (<http://its.llcc.edu>).

5. Employment Termination

When employment is terminated, employees are prohibited from removing any files other than personal files whether related to day-to-day operations of the College, or to special projects to which the employee was assigned, or which were created, copied, or edited as part of duties of the employee's position. Supervisors will have 30 calendar days to request transfer or archival of files and email of the terminated employee. ITS may remove terminated employees files and email messages after 30 calendar days of termination.

Lincoln Land	Subject:	Retention of Data
Community College	Policy Number:	10.6
	Officer Responsible:	CIO
	Last Reviewed:	05/25/11
	Last Revised:	05/25/11
	Effective Date:	06/22/11
BOARD POLICY	Old Policy Number:	New Policy

Policy Statement: Due to the architecture of the various technology resources, electronic stored information (ESI) may be retained in various locations, *i.e.*, individual network storage, shared network storage, local storage, telecommunications devices, etc.

Retention of ESI is subject to the Local Records Act and ESI constituting a local record under that Act shall be retained for the periods provided for by the Local Records Commission.

LLCC currently has in place a back-up system that operates nightly to back up or save ESI on its system. Such ESI is saved for approximately three months, though such time period is governed by available space and may be longer or shorter depending on space used. **Only** ESI located in individual and shared network storage will be routinely back up by ITS. Back-ups are to be used for system recovery purposes only. ESI located on portable devices or local storage will **not** be backed up. Users are responsible for backing up files stored in local drives.

Users who have a need to save information for a longer period and in a more accessible manner should save such information in individual network storage. Users should contact the Help Desk for assistance.

Lincoln Land	Subject:	Retention of Data
Community College	Policy Number:	10.6
	Officer Responsible:	CIO
	Last Reviewed:	05/25/11
	Last Revised:	05/25/11
ADMINISTRATIVE	Effective Date:	06/22/11
PROCEDURE	Old Policy Number:	New Procedure

Procedure: In accordance with College policy, the following procedures will be used:

1. Email Retention

- Email messages in the “Inbox”, “Drafts” and “Sent Items” folders and subfolders will be retained for 365 days. Messages older than 365 days will be automatically and permanently deleted.
- Email messages in the “Deleted Items” folder will be retained for 30 days. Messages older than 30 days will be automatically and permanently deleted.

- All email messages relating to impending or ongoing litigation, FOIA discovery requests, constituting records under the Local Records Act, or special projects are to be stored in the “Hold Items” folder where they will be retained indefinitely. Messages in this folder will not expire. Subfolders can be created under the “Hold Items” folder.
- It is the user responsibility to move messages into the “Hold Items” folder.
- It is the user responsibility to delete items from this folder when they are no longer needed.
- Contents of the “Hold Items” folder are subject to review by authorized personnel without notice.
- Abuse of the “Hold Items” folder for the retention of personal email will result in disciplinary action.
- Transfer of email to paper media for archival purposes must adhere to college document retention guidelines.

2. Litigation Hold

From time to time, the College may be required to institute a "litigation hold" on ESI. Once a litigation hold is triggered; the College must suspend routine destruction of ESI and ensure that relevant ESI is preserved. Relevant ESI located on portable devices or stored in local storage or otherwise controlled by users must also be preserved. All users with relevant ESI are subject to the preservation obligations of a litigation hold.

3. Instituting Litigation Holds

Once a litigation hold is instituted, the Systems Administrator, in cooperation with legal counsel and the Associate Vice President, Human Resources or the appropriate Cabinet member, will identify and preserve relevant ESI through the following process.

A. Location Identification

The Systems Administrator will identify the potential locations for relevant ESI.

B. User Identification

Users likely to have ESI relevant to the dispute will be identified. Such identification may require use of a questionnaire, survey, or other inquiry. All users are required to respond immediately to any such inquiry.

C. Notice

Once identified, users will receive a litigation hold notice which will:

- 1) identify the general subject matter of relevant ESI;
- 2) identify likely source locations of relevant ESI; and
- 3) identify steps that must be taken to protect and preserve ESI that is in a user's possession or control.

D. Duty to Preserve

The duty to preserve ESI and information in hard copy relevant to a legal dispute is an important legal duty for the College and its technology resource users. Failure to comply with this policy and any inquiries or instructions received in connection with a litigation hold may subject you to discipline, up to and including discharge, pursuant to the College's policies and Collective Bargaining Agreements.