

IT Policy and Procedures
Manual
2001

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1. Introduction

1.1 This document

The Faculty of Architecture, Building and Planning IT Policy and Procedures Guide is designed to provide staff and students of The Faculty assistance in the use of Information Technology, while clearly documenting Faculty policy on the use of these resources. This document is reviewed and updated annually by the IT Sub-Committee but can be amended by The Committee as required.

The latest version of this document is available from The Faculty's web site at [http:// www.arbld.unimelb.edu.au/facultyonly/itpp.html](http://www.arbld.unimelb.edu.au/facultyonly/itpp.html)

1.2 Overview of computing resources

The use of digital media is now a critical element of the disciplines of design, construction and planning and is also central to The University's teaching methodologies. In recognition of this, The Faculty strives to provide staff and students with the highest quality of IT infrastructure and support possible. The IT Support Unit of The Faculty of Architecture, Building and Planning coordinates and supports The Faculty's Information Technology infrastructure in accordance with IT Sub-Committee policies and guidelines. This includes providing academic, research and administrative staff desktop computer support, undergraduate and postgraduate computer laboratories and high quality access to network resources. The range and scope of IT services provided by The Faculty are outlined in this document.

1.3 Administrative structure

1.3.1 The Manager, IT.

The day to day administration of The Faculty's IT resources is the responsibility of The Manager, Information Technology. The Manager, IT works closely with The Assistant Dean, IT in the development and implementation of policy strategies for The Faculty. The Manager, IT can also provide practical advice regarding projects which have a significant IT component.

1.3.2 The Assistant Dean, IT.

The Assistant Dean, IT is responsible for academic matters related to IT, such as technical content of coursework and specific applications to be covered in the undergraduate and postgraduate teaching programs. The Assistant Dean, IT works closely with The Manager, IT in the formulation and implementation of The Faculty's IT policy.

1.3.3 The IT sub-committee

The IT Sub-Committee is a sub-committee of The Academic Committee, chaired by The Assistant Dean, IT and is responsible for reviewing any major changes to faculty IT policy proposed by The Manager, IT and the Assistant Dean, IT. The IT sub-committee also provides a formal forum for the discussion of IT matters of interest to The Faculty.

1.4 Support model

1.4.1 The IT Help Desk

The Faculty maintains an IT Help Desk on the fourth floor between the hours of 9 am and 5pm, Monday to Friday (except 2-4pm Tuesdays and 11-11:30am Thursdays). All IT support queries of a technical nature should be directed to The Help Desk in the first instance. The IT Help Desk staff can also be contacted on extension 48925 or by email:
mailto: helpme@arbld.unimelb.edu.au

In addition to answering technical queries, help desk staff can also provide professional assistance for a variety of IT issues ranging from equipment acquisition to advice and recommendations on database design and construction.

1.4.2 IT Project work

The IT support staff can provide advice and assistance for faculty projects that rely significantly on the use of IT. Simple advice on IT matters can be sought directly from The Help Desk, however IT assistance for project work should be sought from the Manager, IT.

1.4.3 Multimedia and Publications Support

The IT Support Unit maintains equipment for shared use by staff involved in producing faculty publications (including multimedia and web publications). This equipment is located on the third floor, adjacent to The Network Administrator's office and its use is restricted to authorised staff only. IT Unit staff can also assist in the final stages of document layout, however prior approval must be sought from The Manager, IT.

2. IT Resources for staff

2.1 Induction

New full time staff working in The Faculty will require access to a variety of computer resources. The IT Unit should be given as much notice as possible prior to a new staff member commencing, including any specific IT requirements the staff member may have. All new staff should be made aware of The Faculty IT Policy and Procedures manual (this document) and should receive a Staff IT Induction Kit as part of their induction process. Induction kits are also available from The IT Help Desk.

2.2 Desktop support

2.2.1 Desktop support of Faculty owned equipment

The Faculty provides all permanent, full time staff with a desktop computer to support their work and electronic communications. Any technical problems experienced with faculty owned desktop

equipment should be reported to The Faculty IT Help Desk (Ex: 48925). All Faculty owned computers must be securely locked down and marked in accordance with University insurance requirements. Staff wishing to move computer equipment should contact the help desk staff and arrange a time to have their computer unlocked and moved. Staff using laptops are responsible for maintaining the security of this equipment and ensuring that the appropriate risk management paperwork has been completed before taking equipment outside of The Faculty.

All equipment (hardware and software) purchased and accounted under The University's accounting system (including individual research grants and contracts) are considered University property and need to be maintained and treated as such. As a consequence, all purchases, and subsequent upgrades and maintenance contracts need to be cleared through The IT Manager in advance of any financial commitment or decision. Such purchases may require ITAAG approval and reimbursements or payments cannot be made for unapproved purchases.

2.2.2 Desktop turnover strategy

In order to reduce the total cost of ownership (TCO) of faculty IT equipment, and to provide staff with contemporary desktop resources, The Faculty maintains a budgeted three-year turnaround cycle on all desktop computers allocated to staff. To support this, each year a proportion of The Faculty's desktop computing equipment will be replaced with equipment valued up to an amount determined in that year's IT budget. Staff who require equipment of higher value (such as laptops) can supplement the budgeted amount with funds from other sources. Any equipment purchased using such supplementary funds can only be maintained at the budgeted amount. For example, a laptop due for replacement will not be replaced with a new laptop unless one can be purchased within the budgeted turnover amount or further supplementary funds can be found. Only the primary desktop resources of permanent full time staff are covered by this policy. Any secondary equipment, such as extra computers purchased through grant funding, cannot be replaced under this policy. The Faculty IT Unit maintains a list of desktop resources and their scheduled replacement dates. Staff should ensure that they are included on this list and that their equipment turnover details are correct.

2.2.3 Desktop support of personal equipment

The Faculty IT Support Unit is only responsible for supporting faculty owned equipment on campus. The IT Support Unit has no responsibility to support personal equipment owned by staff (even if connected to The Faculty's network) or faculty owned equipment located off campus. Any support or advice offered by faculty IT staff with respect to non-faculty owned equipment is done so as a personal arrangement and The Faculty accepts no responsibility for loss or damage that may result from such advice.

2.3 Software support

2.3.1 Software Provision

Staff desktop computer resources will be provided with The Faculty's standard operating system for their particular platform and a standard suite of office applications for word processing, spreadsheets and presentation. Any additional software requirements (such as design or statistical software) must be requested specifically and can generally only be provided in the

following year's budget if at all. Any purchase of secondary computer equipment from grant funding will need to include provision for software for those resources.

2.3.2 Software licensing

All software purchased with Faculty funds (including individual grants) is to be purchased through The Manager, IT and audited. The IT Support Unit maintains a database of software licenses owned by The Faculty and which machines they are assigned to. The IT Support Unit will uninstall any commercial software package found on Faculty owned equipment which has not been assigned a valid license.

2.3.3 Software for computer labs

The Faculty IT Unit maintains three computer labs for use by students and as teaching spaces. A variety of software packages relevant to The Faculty are installed and maintained on these machines. Purchase and licensing of the software installed on lab machines is coordinated by The Manager, IT. Only authorized IT staff are permitted to install any software on lab computers and changes can only be made outside of instruction or examination periods. New software must be tested for stability and functionality in the lab environment before being installed on lab computers. If new software is to be funded from the faculty IT budget, approval must be obtained from the IT Sub-Committee prior to finalization of the next years IT budget.

2.4 Staff access to network services

2.4.1 Email

Email services for university staff are maintained by The University's Information Technology Services Division (ITS) and any queries regarding staff email accounts should be directed to the ITS help desk (Ex. 44488). All University staff are automatically allocated an email account on commencement. This account can be activated via the web from:

<http://accounts.unimelb.edu.au/>

Once a staff email account has been activated it can be administered from:

<http://home.staff.unimelb.edu.au/>

Assistance in the configuration and use of email clients, or the use of web based email, can be obtained from The Faculty IT Help Desk.

2.4.2 Access to The Faculty's intranet

Full time staff will generally be provided with a desktop computer connected to The Faculty's internal network. Network services provided by this connection include printing and some file server space (both shared and private). Staff with specific requirements for file server space should consult The Manager, IT. Files kept on The Faculty's central file servers are regularly backed-up, however use of these facilities should be restricted to documents rather than digital images or video due to resource limitations. These larger file formats should be backed up via

removable media drives such as “Zip” drives or CD-R. The IT Help Desk staff can provide advice on backup strategies and the use of removable media devices.

2.4.3 Connecting personal equipment to the ABP intranet

Staff wishing to connect non-faculty owned equipment to the ABP intranet must seek prior approval from the Manager, IT. Equipment can only be connected to The Faculty’s network using an IP number assigned by The IT Unit. Any equipment connected to the faculty network will be disconnected if it is seen to pose a threat to network security.

2.4.4 Access to the internet

The Faculty and The University maintain high quality access to internet services for staff to support their teaching, research or administrative work. The Faculty respects the privacy of its staff with respect to electronic communication and maintains as secure a network environment as practicable, however, staff should be aware that most common forms of electronic communication are not generally considered secure. Staff should also be aware that some faculty network traffic is routinely monitored and logged for security purposes. Staff found to be using university network services inappropriately or illegally may face disciplinary action. Refer to the University Personnel Policy and Procedures manual, section 10.19 for more information.

2.4.5 Access to dial in services

Staff requiring access to university network services while working off campus can apply for dial-in access via The University’s dial-in services, maintained by The Information Division. Access to this service is charged to The Faculty and will only be provided for the period where it is needed for specific Faculty business. Staff requiring dial-in access should submit their justification to The Manager, IT for approval. Access to this service is restricted to a maximum of thirty hours in any given month. Any staff who may require longer access times should consult with The Manager, IT with regard to contracting an external internet service provider. Dial-in access charges incurred by staff employed on research grants are to be paid from grant funds.

Instructions on how to connect to the dial-in service once you have an account can be found on The Information Division web site:

<http://www.its.unimelb.edu.au/dialin.html>

Technical support for this service is via The Information Division Help Desk on 8344 4488.

2.5 Printing

The Faculty provides all staff with access to shared black-and-white laser printers including a number of A3 capable printers. Printers are distributed as evenly as possible throughout the building with replacement paper and toner available from the first floor general office. The faculty does not provide any specialist printing services such as large format (greater than A3) or colour printing.

2.6 Borrowing equipment and manuals

The Faculty's IT Support Unit maintains a limited amount of equipment and reference material which is available for loan by staff. Details of what is available can be obtained from The Help Desk staff. All equipment to be borrowed should be booked in advance and must be signed out by the person responsible. Equipment being borrowed must not be removed from The Faculty building without approval and the responsible person must complete the necessary Risk Management Office paperwork.

2.7 IT training

The Faculty IT Support Unit runs a regular series of seminars designed to increase the computer competency of staff and research students. These seminars cover a variety of topics relevant to the use of IT within The Faculty. Further details can be obtained from the IT help desk. Advanced training in specific applications is also available from ITS, details of which can be found on their web site:

<http://www.its.unimelb.edu.au/CourseBrochure/>

The IT support staff are happy to discuss the IT training needs of faculty staff.

3. Postgraduate Research Students

3.1 Strategic and Long Term Planning for IT Resources

The Faculty IT Sub-Committee is responsible for the strategic and long term planning for the upgrade, purchase and allocation of IT resources to staff and students in the Faculty. The membership of the committee includes the Assistant Dean (IT), the Manager, (IT), academic and general staff and a postgraduate representative.

The IT Sub-Committee will ensure that IT resources for postgraduate needs are incorporated into the annual budget allocation and upgrading cycles.

3.2 Academic IT Advice

The Assistant Dean (IT) provides advice to staff and postgraduate students on the design of research projects that include an IT component. The Assistant Dean (IT) can also provide advice on software and hardware use for research and the development of grant applications.

3.3 Communication

The Manager, IT and The Manager, RAGS will meet with a postgraduate representative on a quarterly basis and whenever the need arises. Information relevant to postgraduate research students will be disseminated via email. Postgraduate research students are encouraged to approach The IT Help Desk with any technical support issues they may have. Enquiries with regard to IT policy should be raised via the postgraduate IT representative.

3.4 Network Accounts

3.4.1 ABP LAN Access

All postgraduate research students are entitled to a network login account to enable them to access the computer laboratories, internet and email.

Computer accounts are created for students by the IT Help Desk staff.

It is the responsibility of postgraduate students with file server access to keep only files of immediate use online. Postgraduates are also responsible for backing up their files regularly.

Accounts will be renewed annually. Postgraduates will be required to renew their account access by showing a current student card to staff on the IT Help Desk. Files will not be lost during this process.

Any postgraduate research student found to be using network services in breach of university or faculty policy will have their access revoked.

3.4.2 Internet access

Postgraduate research students with access to the faculty network will be provided with access to the internet for the purpose of electronic communication and for use in their research work. Internet access outside The University is limited to web browsing via The Faculty's proxy server and students should be aware that such network traffic is regularly monitored to ensure compliance with faculty policy, university policy and federal law. Any students requiring a greater level of internet access should discuss their needs with The IT Manager.

3.4.3 Dial-in Access

Postgraduate research students are entitled to a maximum of ten hours per month dial-in access to the university network. This access is charged to The Faculty at a rate of 60 cents per hour and these costs are charged quarterly against student's individual IRG allocation. Postgraduate research students who do not have access to an office on campus and who live outside the Melbourne metropolitan area may apply to have their dial in access capped at twenty hours per month rather than ten.

Access to the dial-in facility is through The Information Division and must be authorized by The Faculty IT Manager. The "Request for Computing Services" form can be obtained from The Faculty's IT Help Desk. Instructions on how to connect to the dial-in service once you have an account can be found on The Information Division web site:

<http://www.its.unimelb.edu.au/dialin.html>.

Technical support for this service is via The Information Division help desk on 8344 4488.

3.5 Computer Laboratories

Postgraduate research students are allocated a computer laboratory (room 412). This computer lab contains both WindowsNT and Macintosh computers and a digital scanner. All of the computers have access to the internet (as defined above) and are available 24 hours a day, 7 days a week to authorized students. Access to the laboratory is controlled by a magnetic swipe card system on the laboratory door and students should not allow entry to persons without access permission. Swipe card access is organized from the first floor general office.

During periods of high use it may be necessary to book resources in this lab through The IT Help Desk.

3.6 Desktop computers

3.6.1 Faculty owned desktop resources

The Faculty will endeavor to provide a standard level PC for use by postgraduate research students for word processing and network access purposes. Due to budgetary constraints students in shared offices may be required to share computing resources within these offices. Higher standard machines for digital design work will be maintained in the postgraduate computer lab and will be available for communal use. Postgraduate research students in shared offices are encouraged to bring in their own computers or use the postgraduate computer lab.

3.6.2 Use of Personal Computers in the Faculty

Postgraduate research students are encouraged to bring in their own computer for use within the Faculty, however strict guidelines must be followed. Such computers will only be allowed connection to The Faculty's network if they are deemed to be of appropriate quality and running an approved operating system. The Manager, IT can disconnect such equipment from the network without notice if they are used in breach of university guidelines or if they are deemed to represent a security threat. The Faculty will provide networking support and installation of suitable software as outlined below. Hardware provision and maintenance will be the responsibility of the student and The Faculty accepts no responsibility for loss or damage of students' personal

equipment. Students are responsible for ensuring all software installed on their system is legally licensed and must remove any software provided by the Faculty from their computer at the end of their candidature.

The Faculty will provide computer locks to secure the computer to a desk. The Manager IT can provide information on purchasing a computer and software that is compatible with the Faculty network.

3.7 Software

The Faculty will endeavor to provide standard office productivity software for the use of postgraduate research students (including word processing, spreadsheet and presentation software). The Faculty will also endeavor to provide network communications software for email and web browsing.

The IT Sub-Committee will allocate funding within the annual IT budget for the purchase of software for use by postgraduate research students within The Faculty. The Manager, IT will coordinate the purchase of specific software for postgraduate students from these funds.

3.8 IT Support

The IT Help Desk staff can provide IT support and advice to postgraduate research students. They can be contacted on extension 48925 or by email: helpme@arblid.unimelb.edu.au

The IT Unit also runs a series of IT seminars which postgraduate research students are encouraged to attend. Help cards on a variety of subjects are also available from The IT Help Desk.

3.9 Printing Facilities

Printers for staff and postgraduate use are located in the postgraduate computer lab, third, fourth and fifth floor. Postgraduate research students are not charged for printing, however, this service is only to be used for purposes directly related to their research.

3.10 Laptop computers

A laptop computer is available for use by postgraduates conducting fieldwork. This can be booked for short-term loan through the RAGS office.

4. Undergraduate and Coursework Masters Students

4.1 Computer labs

4.1.1 Availability

Three computer labs are available to undergraduate and coursework masters students for use in their studies. Two of these labs are located on the third floor (the “CAD” and “Ludd” labs) and a third (the “Lindsay” lab) is located on the fourth floor near the lifts. A fourth lab is also available for postgraduate student use and is located adjacent to the IT Help Desk on the fourth floor. These labs are available for student use 24 hours a day, 7 days a week, except when being used for teaching. Time tables for classes are posted on the lab doors and students should consult these before entering the lab.

4.1.2 Access

Physical access to the computer labs is via a magnetic swipe card security system. In order to gain access to these labs, students must arrange, with the first floor general office, to have a magnetic stripe on their student card registered with the building’s security system. In order to log-on and use computers in these labs students will also need a faculty login account (refer to section 4.2.2)

Only students currently enrolled in courses provided by The Faculty of Architecture, Building and Planning are eligible for faculty login accounts.

4.1.3 Conditions of use

The undergraduate computer labs are provided primarily for students to use the specialty design software provided by The Faculty (such as AutoCAD). These machines are also installed with standard office software and a web browser. Web functionality is primarily provided for access to WebRAFT and some limited browsing for study or research purposes. Students may also access web-based email from these lab computers, however students needing to use the labs for coursework will have priority. All web browsing done using machines in these labs is monitored by faculty IT staff. Students found using faculty network services for non course-related purposes will face disciplinary action. Any illegal use of faculty resources, such as downloading illegal material or copyright infringements (including, but not restricted to, MP3s) will be reported to the relevant authorities.

The following are basic rules for use of the computer lab:

- No food or drink is permitted in the labs
- Students are not permitted to install any software on lab computers
- MP3 files are not permitted to be downloaded or stored on lab machines
- No games
- No pornography or other offensive material is to be viewed on lab computers
- Web browsing is only permitted for course related purposes

- Students are only allowed to use a computer they have personally logged onto

Breaches of any of these rules will result in a minimum 2-week suspension of access privileges. Serious breaches or repeat offences will incur higher penalties that may include formal disciplinary procedures.

4.2 Access to faculty network services

4.2.1 Email

Student email accounts are set-up and maintained by ITS. All students are provided with an email account on enrolment, which can be activated from the ITS accounts web site:

<http://accounts.unimelb.edu.au/>

This account is used to gain access to a variety of university services (including faculty login accounts) and should be activated before seeking access to any other services. Once activated, students can access their email via the web based email service:

<http://home.student.unimelb.edu.au/>

4.2.2 Faculty login accounts

In order to access faculty network resources students must have a faculty login account. Once students have an active ITS email account (as above) they can obtain a faculty login account by the following procedure:

1. Visit the IT Help Desk (fourth floor) and use the account access computers located at the front desk – follow the instructions and request assistance if any problems arise.
2. Accounts will take 1-2 working days to be processed. Students will be notified on application when their account will be active.
3. If you experience any difficulties contact The IT Help Desk.

Students must not divulge their login and password to anyone else or allow any other student to use a computer that they have logged into. Students are responsible for any activity carried out on a computer logged into with their username and password.

Only students currently enrolled in courses provided by The Faculty of Architecture, Building and Planning are eligible for faculty login accounts.

4.2.3 Internet access

The computers in the undergraduate student labs have limited internet access in order for students to access university web sites and email. Access to external web sites for coursework related purposes is also available via The Faculty's web proxy service. It is a condition of use of these labs that such access is regularly monitored to ensure compliance with faculty policy and federal law.

4.2.4 WebRAFT

WebRAFT is a service provided by ITS for on-line delivery of coursework and submission of assignments. A growing number of subjects offered by The Faculty are included on WebRAFT and students should familiarize themselves with its use. WebRAFT can be accessed from: <http://webraft.its.unimelb.edu.au/>

If students have any general questions regarding the use of WebRAFT they should contact The Faculty IT Help Desk. Any course specific WebRAFT questions should be directed to the member of academic staff responsible for that course.

4.2.5 Connecting Personal Equipment to the Faculty Network

Under certain circumstances a limited number of undergraduate and coursework masters students can bring their own computer on campus and arrange to have it connected to The Faculty's network. This can be done to encourage students to work in a collaborative studio environment on campus. In order to connect personal equipment to The Faculty's network, students must be sponsored by an academic member of staff who will be supervising their use of these resources and they must have suitable allocated space in close proximity to a physical network connection point. Faculty network resources must only be used for course related purposes and all network traffic is monitored to ensure compliance. It is the responsibility of the student to ensure all software used on their computer is legally licensed. Such equipment will only be connected to The Faculty's network if it is deemed to be of an appropriate standard and running an approved OS. Faculty IT staff will configure networking settings to enable machines to connect to The Faculty's network and in some cases may install site licensed software, but will not provide any further technical support. The Faculty accepts no responsibility for loss or damage of personal equipment brought onto campus and students are advised to lock down any equipment left unattended.

4.3 Printing

Black and White laser printing in both A3 and A4 formats is available from the CAD lab on the third floor and the Lindsay lab on the fourth floor. Printing is charged at 11c per A4 sheet (GST inc.) and 22c per A3 sheet (GST inc.) and is processed through a card swipe system adjacent to the printers in these labs. Students can add credits to their card using the coin loader system located adjacent to The IT Help Desk on the fourth floor. Instructions for the use of the print monitoring system are located in both labs and any queries with the use of this system should be directed to The IT Help Desk.

5. Glossary of terms and abbreviations

CAD	Computer Aided Design
CD-R	Compact Disk – Recordable
GST	Goods and Services Tax
IP Number	Internet Protocol Number: a number assigned to a computer to enable it to use network resources
IT	Information Technology
ITAAG	Information Technology Acquisitions Approval Group: The University's overseeing body for IT acquisitions
ITS	Information Technology Services: The University's IT support department (AKA The Information Division)
MP3	MPEG – Layer 3 (a digital audio format)
Network Security	This term is used to describe the process of maintaining strict access restrictions and confidentiality of material stored or transmitted on the faculty network. This term is also used to refer to the process of maintaining the functional integrity of the network. For example, a device connected to The Faculty's network, which interfered with the normal access, or functioning of the network would be defined as a security threat.
RAGS	The Faculty's Research and Graduate Studies office
TCO	Total Cost of Ownership
WebRAFT	Web Resources Automated for Teaching: A web service maintained by The Information Division aimed at delivering on-line course content.