

Information Technology Services Electronic Information Resource Complaints Standard



Approved: February 11, 2020

Standard Statement

This standard is provided so that suspected incidents of inappropriate use of information resources can be investigated

Reason for Standard

The purpose of the implementation of this standard is to provide a set of guidelines that will mitigate information security risks associated with incident management

Standards and Responsibilities

1. The chief information officer (CIO) of the university or his/her designee will process complaints about the use of electronic information resources. Complaints should be reported to the CIO and should include the type of electronic information service that was involved, specific information as to the location of the information, and the type of violation that is suspected. The CIO or designee will acknowledge the receipt of each complaint
2. After review of the complaint by the CIO or designee and others within Information Technology Services (ITS), the CIO or designee will make a determination as to whether there is sufficient cause to suspect a violation of system policy and university rules and standards. If there appears to be cause, the complaint and factual data gathered by the office will be referred to appropriate university authorities for further action (i.e. student – Division of Student Life; staff – supervisor and/or department head, appropriate vice president/executive director [dependent upon level of violation]; and faculty – department head, academic dean, and provost [dependent upon level of violation]).
3. Violations of system policy and university rules and standards may result in formal disciplinary action.
4. Suspected violations of the law will be referred immediately to law enforcement authorities.

Contact Office

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