

Title: Off-Campus Electronic Access Policy			
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Refer Questions To: Chief Information Officer			

1 Policy for Off-Campus Electronic Access

The UFH computer network needs to be available to staff, students and the public, 24 hours per day 365 days per year. Off campus access is to be facilitated through a secure connection such as a Virtual Private Network connection (VPN) or similar secure method, and all exceptions to this are to be approved by the Chief Information officer. Budget for the services listed below is to be provided by the relevant departments for which the services are being provided.

1.1 *There are six categories of users:*

- 1.1.1 ICT Services staff that **must have** access for official reasons where work can only be performed remotely or after normal working hours. The list of members will be approved by the CIO and the access limits regulated according to institutional requirements.
- 1.1.2 Executive Management Team members that **require** remote access for official reasons where work can only be performed remotely or after normal working hours, due to off-campus work requirements. The Vice Chancellor must approve the applications if applicable and the limit on these will be according to institutional requirements.
- 1.1.3 Academic Staff that **require** remote access to electronic services, for lecturing and research purposes. The Deputy Vice Chancellor, Academic Affairs must approve the applications, if applicable and the limit on these will be according to institutional requirements.
- 1.1.4 Administrative Staff that **require** remote access to electronic services, for off-campus work. The Deputy Vice Chancellor, Institutional Support must approve the applications, if applicable and the limit on these will be according to institutional requirements.
- 1.1.5 The general public who **will have** "guest" access to be able to view the Internet site and other published works specifically designed for public view.

2 Service Provision

2.1 Application Process

- 2.1.1 Staff, on receipt and acceptance of a motivation to the CIO, approved by the (Deputy) Vice Chancellor will be supplied with off campus access to the UFH Network. The type of access and costs associated with the access are defined below.
- 2.1.2 In terms of 1.1.1 above the Chief Information Officer, ICT Heads of Department, and other key ICT Services staff, will be provided with mobile data lines. The service may only be used for Institutional business.
- 2.1.3 In terms of 1.1.2 above the Executive Management Team Members will be provided with mobile lines based on the business requirements. The service may only be used for Institutional business. Limits apply as approved from time to time by the MANCO.
- 2.1.4 In terms of 1.1.3 above the Academic Staff members between grades one and eight (both grades included) will be provided with access to the University Network using a limited cellular connection with detailed billing. The limit will be decided by the MANCO from time to time. Other academics whose grade is below grade eight need to submit their applications to the Deputy Vice Chancellor Academic Affairs for approval. The limit will be set by MANCO. "Top Up" type services must be provided by the service provider, where once the approved limit is reached, the device will be incapable of incurring further costs without prior approval by the relevant Deputy Vice Chancellor or other appointed person. The service may only be used for Institutional business. Emergency work will be handled on an exception basis in consultation with the MANCO and the CIO.
- 2.1.5 In terms of 2.1.1 above the Administrative Staff members between grades one and eight (both grades included) will provided with access to the Institutional Network using a cellular connection with detailed billing. The limit will be decided by the MANCO from time to time. Other administrators whose grade is below grade eight need to submit their applications to the Deputy Vice Chancellor Institutional Support for approval. The limit will be set by MANCO. "Top Up" type services must be provided by the service provider, where once the approved limit is reached, the device will be incapable of incurring further costs without prior approval by the relevant Deputy Vice Chancellor or other appointed person. The service may only be used for Institutional business. Emergency work will be handled on an exception basis in consultation with the MANCO and the CIO.
- 2.1.6 The public will have default read only access through the university's Internet access provided by TENET. (Tertiary Education Network)

2.2 Equipment required to be provided by the University for IT Services staff is typically:

2.2.1 A Laptop or Desktop Computer

2.2.2 A modem (3G) or fixed dial-up

2.2.3 An Analogue or ISDN line provided by Telkom to the incumbent's residence

Lines to residences must be approved by Deputy Vice Chancellors or the Registrar, or the CIO for ICT staff.