



DECISION

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LUND'S UNIVERSITET

Humanistiska och teologiska fakulteterna

Working committee of the faculty board

Guidelines concerning the IT environment for employees at the Joint Faculties of Humanities and Theology

Employees¹ at the Joint Faculties of Humanities and Theology (HT)² at Lund University shall have an IT environment that allows them to perform their work duties³ effectively and satisfactorily. This IT environment consists of six main components: hardware, software, network access, backup, printing, and support. The IT environment at HT is to be designed in accordance with key regulations and policy documents that apply to the University as a whole⁴.

Procedures to determine an appropriate IT environment

The head of department or equivalent (hereinafter referred to as the manager in charge) is responsible for consulting employees about the design of the IT environment, and for maintaining a continuous dialogue with employees as new needs arise in connection with new work duties, and communicating these needs to the IT unit. The IT unit is to assist with guidance and advice to facilitate the process, but not to run it.

The IT unit shall determine and set up the appropriate IT environment for new employees, once they have been entered into LUCAT⁵ by the directory administrator. In order to ensure that the new employee's IT environment is ready for use by the time they start, the IT unit requires at least three weeks' notice. However, at the start of a new semester and other periods involving a heavy workload, it may take longer. In order to be

¹ In the present guidelines, 'employees' refers to persons employed for an indefinite or fixed-term period, at a rate normally corresponding to at least 50% of a full-time post, at the Joint Faculties of Humanities and Theology where their primary employment at LU is based. Teaching staff paid by the hour and other remunerated staff are not covered by these guidelines. When it comes to computer access provided by the IT unit, the same applies to hourly teaching staff, or staff working less than 50% of a full-time post, as the department gives them access to a shared workspace, e.g. flexible offices (see Appendix 1).

² In the present guidelines, the 'Joint Faculties of Humanities and Theology' or 'HT' refers to the departments/equivalent and support functions present at the faculties. The organisational units covered are: Department of Archaeology and Ancient History, Department of Philosophy, Department of History, Department of Cultural Sciences, Centre for Theology and Religious Studies, Centre for Languages and Literature, Department of Communication and Media (only Media History, Journalism and Rhetoric), Department of Educational Sciences, faculty office, HT Maintenance Unit, IT unit, Humanities Lab, the HT libraries and the Folklife Archives.

³ In the present guidelines, 'work duties' refers to administrative and educational tasks as well as research.

⁴ <https://www.staff.lu.se/organisation-and-governance/rules-and-decisions/rules-and-regulations/work-environment-sustainability-and-safety/communication-and-it>

⁵ As a minimum requirement, the employee must have an assignment. However, authorisations and organisational roles must also be assigned. If the work duties change, the manager in charge is responsible for making sure that the roles etc. are revised accordingly.

able to access the entire IT environment at HT, the employee must be assigned an organisational role linked to one of the faculties' organisational units. The assignment must be active in order for them to have access to storage space.

At the end of an employment⁶, all access to the IT environment at LU will expire, including access to email accounts and the home directory. If the IT environment should not be dissolved immediately, the manager in charge must notify the IT unit within 30 days of receiving notification of this from LUCAT. Otherwise, the person's email account, home directory etc. will be removed once the 30 days have passed. Before that time, the manager in charge is responsible for making sure that any official documents, research data, etc. have been filed, and that all equipment owned by the University has been returned. Employees who require assistance or instructions on how to store data to which they need access after the termination of employment, must submit a request to the IT unit before their last day of employment. The IT unit cannot guarantee recovery of deleted data when more than 3 months have passed since the termination of employment. The directory administrator is to ensure that no organisational roles at HT remain once the assignment at HT is over.

Hardware

Employees are to have access to a work computer that enables them perform their work duties⁷. Work computers are always to be purchased and configured by the IT unit (regarding ownership etc., see Appendix 1), which also provides support for work computers. Upon termination of employment, the computer, including any accessories, must be returned to the IT unit⁸. The employee has a duty to ensure their return, but the ultimate responsibility for making sure the procedure is followed rests with the employee's line manager.

Desktop computers offer both better performance and provide an ergonomically more advantageous workplace compared to laptops, in addition to being more cost-effective. As such, desktop computers shall normally be used. A desktop computer is always to be found on university premises; if an employee for health reasons, for example, has to work from home and thus needs to bring home a desktop computer, it requires a written agreement between the employee and the department, approved by the head of department, and the agreement must be communicated to the IT unit. In such cases, the IT unit can only provide remote support.

If the nature of the work requires or is facilitated by having a mobile solution, the desktop computer can be replaced by a laptop. If the computer is to be used for demanding tasks, the need for mobility needs to be weighed against the need for performance. PC laptops can be supplemented with a screen, keyboard and mouse at no additional cost to the user. When special needs exist, for example, to achieve satisfactory ergonomics, this also applies to Mac computers.

When purchasing work computers, the primary choice shall be one of the standard packages presented on the faculties' intranet⁹. These are usually available in storage with the IT unit and come in four varieties: desktop and portable Windows PCs, as well as

⁶ The day the assignment at the faculties is terminated in LUCAT; if there is no assignment, the day the last organisational role at the faculties is removed

⁷ In the present guidelines, 'work duties' refers to the administrative and educational tasks as well as research.

⁸ For doctoral students, see Appendix 1 (last paragraph)

⁹ <https://internt.ht.lu.se/allm/fak/it/>, under General – IT unit

desktop and portable Macs. The manager in charge, in consultation with the employee, selects a computer package and informs the IT unit. The normal life-span of a computer is at least four years.

If a standard computer is insufficient to enable the employee to perform their duties satisfactorily – for example, in cases where the employee, in addition to their other duties, also has research-related tasks that place higher demands on hardware – a suitable computer shall instead be purchased from the selection defined by the current framework agreement, following a consultation with the IT unit. If the purchased computer deviates significantly from the package solutions, the employee may not receive the same level of support from the IT unit, and the delivery time is usually longer than for a standard computer. Adjustments are normally made in the form of a replacement or upgrade of an existing computer. Only in well-justified exceptions does it involve the employee using an additional computer.

If the chosen computer is more expensive, the difference between that and the corresponding standard package must be paid for either by the employee – for example in the form of research project funds, scholarships or minor PhD grants – or their department.

If the employee is in need of ergonomic aids, these are to be acquired in accordance with a statement from the Occupational Health Service, if approved by the manager in charge. The cost is to be covered by the relevant department/equivalent, but the purchase and installation is carried out by the IT unit.

Employees must demonstrate a reasonable amount of care in handling their computer including, but not limited to, not leaving laptops in unlocked offices. The password used to login in to the computer is to be kept secret¹⁰. The user is responsible for avoiding any unauthorised use of the computer, e.g. by having a screen saver lock, logging out or other physical prevention. In the event of negligence, the employee's line manager will be informed.

Software

Work computers are to be equipped with the software the employee needs to perform their duties. All software is to be purchased and installed by the IT unit¹¹. All software installed on work computers must have a valid license. Registration of licenses purchased through LDC is administered by the IT unit.

The IT unit continuously compiles and updates a list of software considered to cover the employees' basic needs. This faculty-wide basic package is paid for by the IT unit and presented on the faculties' intranet⁹. In addition, commonly used free software may either be installed by the employee through a self-service function or by the IT unit upon request.

¹⁰ See the Lund University's guidelines on information security,

<https://www.staff.lu.se/sites/staff.lu.se/files/guidelines-on-information-security-at-lund-university.pdf>

¹¹ In exceptional cases, under special circumstances, the employee may be assigned administrative rights. As this places specific demands on the user, the employee and the manager in charge must sign the form concerning special commitments provided by the IT unit. The IT unit reserves the right to terminate this agreement unilaterally in case of abuse.

Furthermore, employees at certain departments may require additional software to adequately perform basic study-related tasks, in which case the software is to be purchased and installed on the employee's computer through a self-service function or by the IT unit upon request.

Financing of software for purposes other than those described above, e.g. research, is not part of the IT unit's remit, and the licensing fees for such software are usually to be paid for by the department or equivalent, according to the same principle as for hardware. These types of software are also installed by the employee via a self-service function or by the IT unit upon request.

The IT unit attaches great importance to ensuring a secure and reliable IT environment for all employees at HT. An incorrectly configured or unsafe computer poses a risk not only to the individual employee, but also to other staff members. Therefore, all software is to be installed, updated and uninstalled by the IT unit. This is also why the employees' standard user accounts are normally not granted administrative privileges¹¹.

Continuous updates of computer software usually happen automatically in the background, without the user having to worry about it. Critical updates aimed at improving the security of the IT environment can, as an exception, be installed on work computers, even though this may lead to an interruption in the employee's use of the computer.

Network access

The employee is to have access to a functioning network for emailing and the internet, enabling their access to key services provided by the University and the IT unit.

LDC has the operational responsibility for the network, but the IT unit can troubleshoot and perform maintenance locally, as well as configure work computers to give them access to the network. The IT unit can also request changes to LDC's firewall rules, to allow only desirable types of traffic to utilise the network.

The employee's workplace should normally be equipped with a wired network, but in exceptional cases, wireless network connections may be used. The IT unit recommends that employees always use a wired network, if available.

Laptops are to have the capacity to connect to the wired network, but are always to be configured so that a connection to Lund University's wireless network is possible as well. For IT security reasons, the wireless network with the highest level of encryption available shall be used; usually the eduroam¹² network.

Employees are to keep their network passwords secret and generally comply with the central regulations that exist for using LUNET¹³ as well as LU's information security guidelines¹⁰. Employees who suspect that their computer has been hacked or attacked by malicious code must notify the IT unit immediately.

¹² [Eduroam](#) is a collaboration between a large number of universities within and outside Sweden that allows users from eduroam-connected universities to access the network at every associated university using the same login credentials as at their home university.

¹³ [Föreskrifter för användning av datornät vid Lunds universitet, Reg. no ID 9 2218/2001](http://www.lde.lu.se/tjanster/natverk/tradlost-nat)
[\(http://www.lde.lu.se/tjanster/natverk/tradlost-nat, http://www2.lde.lu.se/security/regler.shtml\)](http://www2.lde.lu.se/security/regler.shtml)

To guarantee the security of other users, in cases of suspected hacking or misuse the IT unit may immediately remove the computer from the network, even if this interrupts the individual employee's network access.

Backup

Employees are to have access to a simple and sufficient backup of their documents, settings and emails. The goal is to have backups sent automatically to a central server supervised by a system administrator. Email backup is handled through LDC.

Employees are regularly to ensure that their documents are backed up, in accordance with the recommendations provided by the IT unit through the faculties' intranet⁹. In the event of any loss of original documents, inform the IT unit immediately for assistance in recovering documents from these backups. The IT unit has extremely limited ability to recover documents from a broken medium, e.g. a crashed hard drive, and will not cover any additional costs to do so. The IT unit does *not* offer storage and backup of personal files, such as images and music. Furthermore, employees are to store working documents and archival material separately. An archive folder can be created at the request of the user.

Printing

Employees must be able to produce paper copies quickly and satisfactorily of the documents needed to perform their duties. For environmental and financial reasons, employees are not to produce a larger number of copies than necessary. Printing shall primarily be performed by multifunction printers (printer-copier). Personal printers in the workplace are usually not permitted for health and work environment reasons¹⁴. The IT unit, as far as it is technically possible, makes double-sided/black-white printing the default setting in all printers offering these options.

Agreements or purchases of multifunction printers/copiers are approved and financed by the departments, after a consultation with the IT unit. The purchasing is subsequently handled by the IT unit.

Support

The IT unit provides support to employees in issues related to their IT environment at HT. Employees are to have access to quick and competent support from staff with a good local knowledge of the problems that may arise when employees perform their duties. As for IT services provided by other IT organisations at LU, the IT unit will gladly act as a mediator, communicating the employee's support requests to the appropriate support organisation, if the employee so wishes.

Employees who want to submit a support case should start by emailing IT@ht.lu.se, one email per case. During office hours (8:30–16:30) employees may also contact the IT unit's FrontDesk at LUX, by telephone (extension 232 30) or in person. For follow-up of ongoing support cases, we recommend that you visit <https://helpdesk.ht.lu.se>.

If the matter is urgent, the user should indicate this in their message, preferably by writing "critical" or "urgent" in the subject line. If the support case has to be resolved before a certain date, this must be indicated by the email. For matters that by nature are more extensive, the employee shall, as early as possible, receive a time estimate of when the case may be completed.

¹⁴ See guidelines on printing equipment (Reg. no V 2014/570)

It is the employee who determines whether their support needs are met; support technicians announce when they consider the case to be resolved, but the employee must confirm this before the case can be closed. If the employee's confirmation or rejection has not been received within five days, the case will be closed automatically.

However, when there is a heavy workload, for instance at the start of a new semester, incoming support cases may require greater prioritisation than otherwise. Early expected support issues, such as anticipated hardware or software needs, are to be reported to the IT unit as soon as the needs are known.

The IT unit's support technicians may need to administer continuous support on desktop computers even when the users are not present. Therefore, it is recommended that users log out from their computers when leaving work for the day. In case support technicians come across a computer with a screen saver lock and the user cannot be reached on site, the support technician may need to break the screen lock. This involves a risk that any unsaved changes may be lost, and is something that should be avoided, as far as possible.

Appendix 1

Clarification of financing principles and how purchasing decisions are made

The basic principle is that the IT unit finances equipment and software for education and administration, but not for research purposes. However, employees who only work within the context of a research project and hold a minimum 50% position and have access to a workspace, are entitled to a computer from the IT unit.

All purchasing decisions concerning equipment and software that do not constitute standard equipment as described above are taken by the manager in charge. As for requests for adding a keyboard, mouse and/or external screen to portable Mac computers, the department/unit may either decide to take a general decision allowing employees to decide for themselves, or to take individual decisions on a case-by-case basis upon the request of the IT unit. If a separate screen is necessary for health reasons, this is to be paid for by the IT unit. If a purchasing decision is made by a person other than the manager in charge, or if another person is to be contacted before the purchasing decision can be made (e.g. finance officer), this is to be communicated to the IT unit. The purchase is subsequently performed by the IT unit as per usual. The invoice is shared so that the department's cost centre is charged the additional cost. Usual funding opportunities are minor grants for PhD students for specific purposes, external funding for research projects or the department's operational funds.

If the additional equipment is purchased for work environment or health reasons, the department is to cover this as well. Such purchasing decisions are taken in the same way as for other additional equipment.

If the department wants an employee to have access to a personal printer in their office, this is to be paid for by the department. However, this is not recommended for work environment reasons.

An employee can finance an extra computer in addition to the one provided by the IT unit by, for example, using external funding to purchase a laptop for research project purposes. This means that some employees will have two computers at their disposal. Purchasing, configuration and support is usually provided in the same way as for standard packages. However, the computer will be listed in the department's inventory, as the invoice is directly made out to the research project concerned. At the end of the project, the computer is taken over by the department, which will decide whether it wants to keep it or hand it over to the IT unit. The computer, when handed over, is re-registered so that it is listed as an asset in the inventory. However, a computer purchased with project funding must always be installed and registered by the IT unit, which links the asset to the individual employee. When a computer is to be taken over by another user, it must always first be given to the IT unit for review/reinstallation before it is handed over to the new user by the IT unit.

The faculty board's decision regarding doctoral students' access to facilities applies as a general principle¹⁵. Access to a workspace is considered equivalent to access to a computer, either shared or personal. In case of a computer crash involving a researcher whose appointment has expired but who has access to a personal computer, the IT unit may finance half the cost of a new computer, if the department is prepared to finance the

¹⁵ Guidelines concerning doctoral students' access to facilities the end of their studies. Reg. no HT 2009/479

other half, following a review of the individual case. If a used computer is available, this is to be used primarily. A workspace in a flexible office may be offered.

Appendix 2

Clarification of the support for research and first- and second-cycle education

The IT unit, on request and for a fee, provides virtual servers to individual research projects for research purposes, or to departments for first- and second-cycle education purposes.

The fee for the service is based on the cost price, and a flat-rate cost for hardware, storage and human resources, amounting to a monthly fee which is invoiced to the project or the department once a year in November/December.

The system is managed, like all other IT systems, in accordance with LU's system administration model. The role of system owner is held by the relevant research project manager or head of department (or director of studies at the head of department's request). The system owner should appoint a system administrator for performing operational and organisational tasks. The role of IT system owner is held by the head of the IT unit, who also appoints IT system administrators for each server.

An agreement¹⁶ must always be signed between the IT unit and the counterparty within the organisation. The agreement shall contain at least:

- the name of the research project/title of the study programme
- the name of the system owner
- the name of the system administrator, if relevant
- the names of specialists, if relevant
- the names of the IT system owner and the IT system administrator
- the names of IT specialists, if relevant
- the term of validity of the agreement and how it is terminated
- the scope: What is included in the service? What is not included?
- the allocation of responsibilities – the responsibilities of the IT unit, and of the counterparty?
- information on communication channels with regard to maintenance, etc.
- the monthly fee for the service

Support requests can be received from any of the named persons in the agreement.

Before the validity period has expired, the system owner is responsible for drawing up a plan for the server through what is known as a conservation plan¹⁷. Upon expiry of the agreement, the system owner is responsible for ensuring that data is filed in accordance with current legislation so that the other remaining data can be destroyed. The IT unit advises you to refrain from using the server to create and provide a new IT system, as the continued access of this new system will be dependent on constantly renewed funding and continued active system ownership. Operation and maintenance of the server after the project has ended is not included in the IT unit's remit.

Storage space can either be delivered separately in the form of a server directory or together with the virtual server. Storage volumes of less than 200 GB do not render any additional costs to the counterparty, but larger storage needs entail a fee which is to be

¹⁶ Exempel, se bilaga 3.

¹⁷ Se <http://www.medarbetarwebben.lu.se/stod-och-verktyg/juridik-dokument-och-arendehantering/dokumenthantering/digitalt-bevarande#Arkivkrav%20p%C3%A5%20IT-system>

covered by the research project, or by the discretionary funding included in the department's budget. The fee varies depending on the choice of storage solution and the current storage provider, and is determined in connection with the agreement.

If the system owner does not want the IT unit to handle the server operation, but wants administrative privileges for the server to be assigned to someone within the project team/equivalent, both this person and the system owner must sign an admin agreement for server administrators. In such cases, the responsibility that usually rests with the IT system owner is transferred to the system owner. This person is also obliged to appoint an IT system administrator, whose name is to be included in the agreement before any administrative privileges can be transferred. The IT system administrator works on behalf of the owner, and is to ensure that the technical operating environment meets the requirements; among other things, documented procedures for continuity and operation must be in place (see Appendix 3 of the administrative plan).

Software to be installed on the server is handled in the same way as for customers.

Appendix 3. Example of agreement

Agreement between the IT Unit, HT, and XXX

In order to be valid, the agreement must be signed by authorised representatives of both parties. It is valid as of 01-MM-20YY and expires on DD-MM-20YY, with a mutual notice period of three (3) months, provided that XXX continues to have funding for its activities.

The agreement applies between XXX and the IT unit, and entails that the IT unit, in addition to its regular tasks, undertakes to provide an IT system consisting of a server platform with DESCRIPTION. The system is administered in accordance with Lund University's system administration model¹⁸. The roles in the system administration organisation for the system in question are held by:

- System owner: NAME, DEP
- System administrator: NAME, DEP
- IT system owner: Birgitta Lastow, IT unit
- IT system administrator: NAME, IT unit
- IT specialist: NAME, IT unit

System owners/IT system owners are responsible for appointing administrators and specialists without the need for a renegotiation of the agreement; and shall subsequently inform the other party of the change. If the system owner/IT system owner is replaced, a new agreement must be drawn up. Each role's responsibility for information security is specified in the Guidelines on Information Security at Lund University¹⁹.

The IT unit's commitment includes the following:

- Regular upgrades and updates of the server platform (virtual server in the IT unit's virtual server environment at Juridicum).
- Storage space for the associated server. Currently, approx. X GB are used.
- Backup of server and databases once a day, night time.
- The IT unit strives to minimise the time when the server is down, but cannot guarantee a certain uptime. External dependencies exist over which the IT unit has no control. Troubleshooting may only take place during office hours.
- Minor support regarding administration of the service.

The server service does NOT include the following:

- Development, updates or upgrades of applications
- Content maintenance

Communication:

- Contact person for questions regarding the content of the agreement: IT system owner Birgitta Lastow
- Contact person for questions regarding the IT service: IT system administrator NAME

¹⁸ <https://www.staff.lu.se/sites/staff.lu.se/files/system-ownership-and-system-administration-at-lund-university.pdf>

¹⁹ <https://www.staff.lu.se/sites/staff.lu.se/files/guidelines-on-information-security-at-lund-university.pdf>

- Contact person for questions regarding server operations of the service: IT specialist NAME
- Any errors are always to be reported by the system owner or system administrator via email to it@ht.lu.se. If the matter is urgent, this must be stated.
- Contact person for the customer is firstly the system administrator and secondly the system owner
- The procedure that applies to system maintenance is:
 - o The IT unit informs the customer's contact person that an upgrade or update is needed.
 - o When the decision is taken to perform an upgrade, the customer's contact person and the contact person for operational issues agree on a date of implementation.
 - o The customer's contact person is responsible for informing the affected users of the system.
 - o The upgrade is carried out during regular office hours, but may be scheduled for the morning, for example, based on the customer's wishes.
 - o The customer's contact person is kept informed of the course of events and is notified when the work is completed.

If XXX requests special assistance/support in addition to what has been described above, such services must be ordered and paid for separately, in addition to this agreement.

Payment

The monthly cost of the server platform is SEK XXX. Payments are to be made annually on receiving an internal invoice. At the beginning of November each year, a review of the storage space used will be made, and this will constitute the basis for the cost calculation. If the stored material exceeds 200 GB, the IT unit will charge an additional fee of SEK XXX/month/TB. Price adjustments are made by additions to this agreement.

The number of working hours devoted to special assistance/support will be determined between the parties and charged accordingly, in conjunction with regular annual invoicing. The hourly fee is SEK 350/h.

Lund DD-MM-20XX

On behalf of XXX (customer)

On behalf of the IT unit

NAME, project manager

Birgitta Lastow, head of IT