

## **Regulations of Use of Information Technology Resources at Latvia University of Life Sciences and Technologies**

### **1. General Provisions**

1.1 The Regulations of the use of Information Technology Resources at the Latvia University of Life Sciences and Technologies (hereinafter referred to as Regulations) determines the use of information technology resources (hereinafter referred to as IT resources) at the Latvia University of Life Sciences and Technologies (hereinafter referred to as LLU). IT services of supporting learning, teaching, research and administration, the necessary computing, communications, networking and information technology facilities are provided by IT and Research Facilities Centre (hereinafter referred to as IT Services Centre). The IT resources in the Regulations refer to:

1.1.1. hardware and infrastructure (computers, their external equipment, data and the Internet server resources, LLU computer network, network equipment, wireless network and devices, etc.);

1.1.2. software and data, i.e., software and database resources available to users at LLU computer network and other data networks which are available from LLU computer network;

1.1.3. other equipment or systems which refer to the above mentioned IT resources (audio visual presentation equipment, interactive technologies, etc.).

1.2 Regulations should be observed by all LLU students, academic staff and university employees, as well as other persons who are allowed to use LLU IT resources (hereinafter referred to as "users").

1.3. Regulations may be published and amended at LLU website following the decision of the LLU Senate.

### **2. Use of LLU IT resources**

2.1. IT resources are intended for implementation of the goals of the LLU and the processes related to them.

2.2. The tasks and resource configuration of the IT resources belonging to each department are determined by a head of a respective department.

2.3. IT users have to observe LLU regulations, rules of labour safety and data security.

2.4. Each user (this regards to LLU employees) is responsible for a given hardware unit. IT Services Centre registers a new hardware item in the hardware data basis after its purchase and, having installed and configured it according to the requirements of LLU common computer network, hands it to a staff member responsible for the tangible personal property of a respective department. The staff member responsible for the tangible university property and a user of a hardware unit are responsible that no unauthorized changes are performed for configuration and software systems in the hardware unit. Any technical or software alterations should be approved by a head of a department and recorded in the computer hardware registration data base which is done by a computer network administrator of a respective department.

2.5. Each hardware unit in the common computer network has a special ID number which has been registered by a computer network administrator, their descriptions are available in the computer hardware registration data base; each user has his/her user's name (login name) and a password.

2.6. The user has an access to fixed-access computer network (a computer is connected to the network with a special twisted-pair computer network cable) and unified network management wireless Wi-Fi computer network connection (the majority of LLU buildings have an access to it). The connection of a hardware unit to the wireless Wi-Fi

computer network is provided by IT Services Centre according to the Internet access and data security regulations described below.

2.7. Users' duty is to observe the regulations that decrease the potential damage and loss of IT resources or data and software.

2.8. Heads of departments as well as users of hardware units are responsible for proper and efficient use of IT resources. It refers to observing instructions for using equipment as well as to common use informative and software provision in local work places available from LLU computer network (data basis and services that are offered in the Internet).

2.9. Users' activities should not be aimed at interfering with IT resources.

2.10. It is the responsibility of the user to comply with and follow the instructions of a responsible staff member regarding the use of IT resources.

### **3. Data security**

3.1. IT Services Centre has an obligation to provide user data protection and prevent unauthorized use of IT resources.

3.2. The user may not transfer his password or login credentials to other persons. It is the user's responsibility to ensure that his/her passwords and keywords are not found out by others. The provided user's login credentials may only be used by the user himself/herself (a private person).

3.3. It is forbidden for the user to attempt to access to other users' data and programmes, or to do so with other user's names and passwords, to try to break into other users' accounts or computer networks.

3.4 The user, without an approval of the relevant staff member may not change the contents and information of the databases. It is forbidden for the user to use and distribute any other persons' (legal entities' and individuals) information and information about other persons without the consent of these persons.

3.5. It is forbidden for IT Services Centre staff to analyse, use and disseminate information as well as information of other persons (legal entities and individuals) to other persons without the consent of such persons or the head of a department.

3.6. Activities of IT Services Centre staff and users should not be aimed at offending or compromising the privacy of others. It is forbidden to distribute anonymous information or to impersonate others.

3.7. Upon signing a LLU computer network access agreement (Supplement No2), the user obtains an access to LLU IT resources.

3.8. The user data backup at certain intervals from servers is performed by IT Services Centre computer network administrators.

3.9. Users are forbidden, without approval of the head of a department, to independently modify the software installed on computers by adding anything (by copying, installing, replacing or otherwise) by means of new software or by removing (deleting, uninstalling or otherwise) the existing software. Changes in software, if approved by the head of a department, are performed by a computer network administrator of the corresponding department according to Point 2.4.

3.10. It is the user's responsibility to report on any actions or events that may reduce the security of IT resources and systems, violations of these rules, or attempts or instances of unauthorized access to his/her data.

3.11. IT Services Centre is obliged to inform the head of a department of violations of the safety rules by students and his/her staff members.

3.12. IT Services Centre has an obligation to collect and implement the proposals and recommendations submitted by users regarding the improvements of IT resources.

### **4. The Internet use**

4.1. The data network connection can only be used for educational purposes, research activities, administration of LLU and other academic purposes. It is FORBIDDEN to use LLU data network connection for commercial needs.

4.2. The Internet connection may not be used for activities that are criminal in nature or that are contrary to the ethics of the Internet network, including the distribution of pornography, computer viruses, unlicensed software or other copyrighted material without the consent of the author, sending commercial or spam e-mails. It is forbidden to take actions by the user that would be against the security of the system through unauthorized connection options. When the work is finished, the user must close a browser. The user is not allowed to save the user's password using browser options.

4.3. Restrictions of use provided for by respective agreements or arrangements should be respected using applications, data networks and databases.

4.4. It is prohibited to install any kind of arbitrary unlicensed software, their components or versions by means of downloading them from the Internet on computers that are accessible at LLU. To get a permission to use such programmes or data files, responsible persons in a department that carries out regular computer equipment supervision should be addressed.

## **5. Protection against viruses and other unwanted software**

5.1. IT Services Centre provides a unified policy for filtering spammers, spam e-mails infected with computer viruses, as well as filtering other malicious programmes received via e-mails on the LLU central e-mail server.

5.2. IT Services Centre provides the unified antivirus software for computer equipment owned by LLU using a centralized management system for diagnosing and blocking infected systems with regular antivirus database recovery function.

5.3. IT Services Centre ensures the necessary measures to prevent the activation and spread of computer viruses as much as possible.

5.4. Users should take the necessary measures to prevent the activation and distribution of computer viruses. Suspicious e-mails should be deleted; the opening of files attached to such e-mails is not allowed. In case of questions, it is necessary to contact the IT Services Centre specialists.

5.5. IT Services Centre in co-operation with IT administrators of departments must carry out regular and systemic operating system vulnerability control and provide automatic software download and security software security vulnerability patches for the hardware as much as possible.

## **6. LLU E-mail use**

6.1. Each registered user receives personal e-mail address ([name.surname@llu.lv](mailto:name.surname@llu.lv) for LLU staff members and [matriculation\\_number@llu.lv](mailto:matriculation_number@llu.lv) for students) at LLU information system (LLU IS), which is allowed to be used for normal academic work as well as for personal needs, if it does not disturb the work of other users and if e-mail use instructions are observed properly. Email address is activated upon signing LLU computer network access agreement.

6.2. Email address may only be used by the person to whom the respective address has been assigned according to LLU computer network access agreement and an authorized permission to use it.

6.3. The validity of LLU computer network access agreement is updated by starting with each new calendar year.

6.4 IT Services Centre ensures the privacy of emails, virus protection and protects unauthorized access.

6.5. A LLU staff member may receive a public address by the request of the head of a respective department, which may be used only for receiving information, publishing it on the public LLU Internet resources.

6.6. The user is forbidden to send Emails simultaneously to more than 50 recipients (spam filtering function).

6.7. The user must take into account system notifications and information from outside information sources about computer viruses that can spread via Email; the user must take appropriate actions to ensure that the computer system functions normally.

6.8. The user must control the size of his/her Email box and regularly delete unnecessary messages; the content of overcrowded Email inbox will be automatically deleted by the system and the user will lose the messages.

6.9. The user must control his/her sent Email so that the volume of one Email does not exceed 22 MB, otherwise this message may not be sent or may not be accepted on a recipient's side.

6.10. The user is entitled to use the Email messages properly, it is forbidden to send advertisements or other announcements to other people if they have not required or they do not want to receive messages.

## **7.7. General rules for IT usage in the LLU Fundamental library.**

7.1. Computer equipment of LLU Fundamental Library (hereinafter referred to as the Library) is allowed to be used according to the Regulations of the LLU Fundamental Library.

7.2. Access to information sources using computer systems is allowed only to the registered members of the Library.

7.3. The saving of information from databases is possible under appropriate licenses and agreements with information providers. It is necessary to receive a librarian's approval if it is necessary to save any information.

7.4. LLU wireless computer network is available at the Library (the access is provided by IT Services Centre) as well as free access public wireless Internet connection (provided by the telecommunication company "Lattelecom", Ltd).

7.5. The Library's subscribed databases according to licenses and agreements are available in the entire LLU internal computer network or in the Library's internal computer network.

## **8. General rules for work with LLU Information Systems**

8.1. The user may use the received information only for the purpose of implementing the goals set by the university. The information obtained may not be used for commercial purposes. The user is strictly forbidden to use the information obtained in activities that are not directly related to the university's activities.

8.2. The user may not make illegal copies of the data, any system or parts thereof (all actions are considered illegal that do not use authorized commands displayed on the screen or that are executed automatically without human participation in the process of forming information requests regardless of the purpose of these activities).

8.3. The user may not modify, publish, transmit, participate in the transfer or sale of the information received, reproducing it partly or on the whole. Any data processing, including the collection, registration, entry, storage, arrangement, modification, use, transfer, transmission and disclosure, blocking or deletion of data, may be performed only in accordance with the procedures specified by the university.

8.4. The user may not use the information received for the creation of other data processing systems without a written approval from the administration of the university.

8.5. The user may not store the received information in openly accessible places. Failure to observe these regulations and / or obtaining system usage rights by using access passwords of the third parties and / or on the behalf of the third parties are considered to be a deliberate damage of the system's integrity, which, according to the law of the Republic of Latvia, is to be classified as a criminal offense. Such practices are in conflict with the Personal Data Protection Act.

## **9. Obligations and rights of the responsible staff members**

9.1. The use and maintenance of IT resources is the responsibility of the head of each department, but the maintenance and technical maintenance of IT resources are the responsibility of administrators of computer networks serving respective departments.

9.2. IT Services Centre staff, in agreement with the head of a department, can control users' data and operations, while respecting the user's sovereignty. In agreement with the head of a department, IT Services Centre staff have the right to impose restrictions

as well as take other measures necessary to ensure the normal operation of the computer network and observation of these regulations up to the termination of the user's activities (the user is not allowed to use LLU IT resources anymore).

9.3. IT Services Centre staff make regular user data backup copies and, if necessary, recover users' data.

9.4. IT Services Centre staff take care of normal functioning and improvement of the software.

9.5. IT Services Centre staff members provide consultations on the use of LLU IT resources for the needs of the particular user.

9.6. Network administrators are entitled to perform the measures related to the restriction of the user's rights only with the permission of the head of a department if there is reasonable suspicion of non-compliance with the requirements of the Regulation by the user.

9.7. IT Services Centre staff members are required to inform the head of a department about activities and changes in the configuration of IT resources that restrict users' to perform their duties.

9.8. IT Services Centre staff members are required to respect users' requirements, wishes and proposals.

## **10. Connecting and disconnecting user accounts**

10.1. User accounts are activated after reading this regulation and in accordance with Point 6.2. of the Regulation.

10.2. User accounts are closed or temporarily suspended in the following cases:

10.2.1. one month after the exmatriculation of a student;

10.2.2. at the request of the user (for example, in case of a break in the studies);

10.2.3. in the event of non-compliance with the regulations;

10.2.4. if the account has not been used for more than four months;

10.2.5. in situations when it is necessary to ensure the security of IT resources.

10.3. Failure to comply with these rules or violations of service access rules may lead to the closing of a user account or other restrictions may be imposed by computer network administrators.

10.4. Administrators of LLU computer network are entitled to recommend a student's exmatriculation to the university management for violations of the Regulations.

**LLU COMPUTER NETWORK ACCESS AGREEMENT** No. \_\_\_\_\_

\_\_\_\_\_, 20\_\_

Latvijas Lauksaimniecības universitāte (Latvia University of Life Sciences and Technologies), hereinafter referred to as LLU, represented by E.Korzunovs, Head of the IT and Research Facilities Centre (abbreviation in Latvian: LLU ITZAC), hereinafter referred to as IT Services Centre, who is acting on the behalf of the Rector by the power of attorney No 4.3.- 40/65 as of December 29, 2017, on the one hand, and LLU

\_\_\_\_  student  Master student  doctoral student  member of academic staff  employee

\_\_\_\_

\_\_\_\_\_ ID code \_\_\_\_\_ - \_\_\_\_\_,

(Name, Surname),

telephone number: \_\_\_\_\_, hereinafter referred to as the User, on the other hand, sign the present LLU Computer Network Access Agreement, hereinafter referred to as the "Agreement":

**1. Subject of Agreement**

1.1. IT Services Centre shall provide and the User shall use, in accordance with Regulations of Use of IT Resources at Latvia University of Life Sciences and Technologies, LLU computer network resources during the implementation of the Agreement.

**2. Obligations and rights of IT Services Centre and the User:****2.1. IT Services shall provide:**

- a) access to LLU computer network during the implementation of the Agreement;
- b) login credentials: a user's name "login" and password (a user's name of students is their matriculation number);
- c) data protection and storage on LLU servers according to the demand;
- d) the Email address;
- e) timely warning message about the system configuration changes.

**2.2. The User shall:**

- a) get acquainted with the terms of Regulations of Use of IT Resources at Latvia University of Life Sciences and Technologies (approved on February 11, 2015, by the LLU Senate's decision No.8-155);
- b) provide truthful information about himself/herself;
- c) use only his/her own password, shall not use another person's password;
- d) not reveal his/her password to other persons;
- e) use the access to LLU computer network resources only for legal purposes. The User is forbidden to perform activities that violate the laws or regulations of the Republic of Latvia;
- f) not disrupt or damage normal operation of the LLU computer network access resources or other network systems;
- g) not use e-mail inappropriately and shall not send advertisements or messages to people if they do not want them or do not request them.
- h) regularly review his/her Email content;
- i) not install software in the hardware and computer equipment registered in the LLU property inventory;
- j) notice additional information provided by IT Services Centre, and the system's electronic alert messages related to the use of the computer network;
- k) observe the rules of conduct in LLU dormitories and computer classrooms.

**3. Responsibility**

- 3.1. The User is responsible for choosing a secure password and not disclosing it to other persons;
- 3.2. The User is responsible (also financially) for the actions performed through the Internet using his/her login credentials. Therefore, if there is suspicion that login credentials have been used by someone else, it should immediately be reported to IT Services Centre and the password must be changed.
- 3.3. If the User gives false information about himself/herself, it will be qualified as a serious violation of regulations, and the LLU Rector is entitled to determine his /her further activities in the LLU computer network;
- 3.4. If the User fails to comply with Point 2.2 of this agreement, the login credentials may be closed and the access to LLU computer network may be lost. The decision on the User's future is taken by the head of IT Service Centre.

**4. Duration of the Agreement**

- 4.1. The agreement is signed for an indefinite period.

- 4.2. Upon ending of the work or studies at LLU, the Agreement is automatically terminated.
- 4.3. If a person with an inactive account wants to resume the use of LLU computer network resources and if the person is in the LLU IS register, a new agreement may be signed on the basis of the previous agreement.
- 4.4. If it is found out that the User does not comply with the above mentioned LLU computer network access usage rules, the head of IT Services Centre warns the User about the improper use of the LLU computer network access; the head has the right to suspend temporarily the Agreement by blocking the User's account until the circumstances are clarified.
- 4.5. If the User repeatedly does not comply with the above mentioned LLU computer network access usage rules, the head of IT Services Centre is entitled to terminate the Agreement and the User has no rights to use computer network access resources.
- 4.6. If the LLU computer network resources administrator observes that the User performs unauthorized actions in the network (by trying to scan computer network passwords, interfere in operation of servers, etc.), the network administrator has the right to block immediately the User's account and the computer network connection's work place place from which it was performed until facts are clarified.
- 4.7. If the Agreement has been terminated due to the fact that the User has not respected the rules of computer network access usage, the head of the IT Services Centre shall decide if signing a new access agreement is possible.
- 4.8. The Agreement may be terminated only in accordance with the procedures specified in this agreement and also:
  - a) by mutual agreement of the parties;
  - b) unilaterally, provided that the other party has been warned in writing one month in advance.

## 5. Force Majeure

- 5.1. Parties shall be exempted from responsibility for partial or complete failure to perform their obligations under this Agreement if it has occurred as a result of Force Majeure. Force Majeure shall mean natural disasters, fires, military actions, blockade, changes in legislation adopted by government or public institutions; performance of the obligations, agreed in writing by the parties, is extended for the period corresponding to these circumstances.
- 5.2. If these conditions exist for more than two months, either party has the right to refuse from its contractual obligations; neither party is entitled to claim damages.
- 5.3. The party unable to meet its obligations due to conditions described in Point 5.1. notifies the other party of the occurrence or expiry of such conditions in five days' time. If a Party does not notify the other Party within the appointed time, the guilty party will lose the right to refer to force majeure.

## 6. Other provisions

- 6.1. The head of IT Services Centre has the right to propose additional requirements for the use of the IT system approved by the decision of the Rector.
- 6.2. All disputes and disagreements regarding the Agreement that are not settled between the parties through negotiation shall be resolved at LLU Academic Arbitrage.
- 6.3. All amendments and additions to the Agreement are valid only if they are in writing and signed by both parties.
- 6.4. This Agreement is prepared in two copies for a temporary period of time; it comes into force upon signing it by both parties.

## 7. Addresses of Parties:

Latvijas Lauksaimniecības universitāte

Reg. No. 90000041898  
Liela street 2, Jelgava, LV-3001

Head of LLU ITZAC: Edmunds Korzunovs

\_\_\_\_\_

(signature)

\_\_\_\_\_

(Name, surname)

— — — — —

(ID code)

\_\_\_\_\_

(declared address)

\_\_\_\_\_

(signature)

— — — — —

(the User's name (login) lowercase, 3-8 symbols;  
**students** – matriculation number)