

# IT charter

## for the use and management of digital resources of the University of Technology of Troyes (UTT)

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## 1 Preamble

This charter (hereinafter referred to as "*the charter*") defines the terms and conditions of access, and the rules for the use and management of the computing resources and of UTT information system, for on-site or remote use, especially for telecommuting.

*The charter* describes the rights and duties of users in compliance with French laws and international legislation.

In the respect of equality between women and men, all references described in this charter may be feminized at the convenience of the person concerned.

## 2 Scope of the charter

The *charter* defines a general policy that all users must respect if they want to be able to access:

- to the UTT computer park (workstations, servers, software, mobile and landline telephony);
- to the UTT's computer network (local networks, wired internet network and wifi) from computer equipment (workstation, smartphone, tablets, etc.), whether personal or not, photocopiers and printers, 3G/4G/5G keys, data storage device mass (USB keys, external disks);
- to all computer resources lent by the UTT;
- to the UTT information system.

The *users* of the information system and IT resources of the UTT are:

- students ,
- teachers , researchers, teacher-researchers, temporary lecturers, associate researchers,
- administrative and technical staff ,
- people temporarily hosted (trainees, guests, external speakers, members of external juries, etc.),
- associations hosted at the UTT,
- more generally, any person who has been authorized to connect to the UTT's network and Information System.

## 3 General principles

### 3.1 Respect for ethical rules

Any use contrary to the laws and regulations in force is strictly prohibited. In particular, *users* are forbidden to disseminate xenophobic, anti-Semitic, racist ideologies, defamation, public insult or condemnable remarks.

### 3.2 Respect for privacy

In accordance with Article 9 of the French Civil Code, "everyone has the right to respect for his or her private life". As such, no image or information relating to the private life of others can be put online without the consent of the person concerned.

### 3.3 Protection of personal data.

UTT has appointed a personal Data Protection Officer (DPO). The latter's mission is to ensure compliance with the provisions of the General Data Protection Regulation (GDPR) and the amended law n°78-17 of IT charter, for the use and management of the digital resources of the University of Technology of Troyes (UTT) Version validated by the management committee, the Technical Committee, the Scientific Council, the Academic council and voted by the Governing body, March 11, 2022.



January 6, 1978. To carry out their procedures, users can obtain information by e-mail at the following address: [dpo@utt.fr](mailto:dpo@utt.fr).

Any creation or transmission outside the institution of files containing personal information is subject to the authorization of the DPO. For the use of personal data or applications processing personal data, the users and administrators of UTT undertake to scrupulously respect the principles of the regulations in force (confidentiality, minimization, security, etc.).

Two personal data protection policies complete the documentation on UTT's commitments on this subject and are intended for students (and applicants) and staff respectively. They aim to formalize the rights and obligations of these publics and to satisfy the obligation of information of the UTT towards them, within the framework of the processing of their personal data.

### 3.4 Filtering

UTT may filter or prohibit access to certain categories of illegal sites or sites that present a proven threat to the security of its information system, after informing the CSA (Social Committee of Administration). In this case, the list of these categories of sites is distributed to users.

### 3.5 Log Management Policy

UTT has implemented a policy of managing computer logs on all the digital tools and services it makes available to users.

The legal retention period for log files is one year from the date of recording. The UTT will not use them beyond 3 months, except when required by law or in an anonymous form.

### 3.6 Intellectual Property

UTT reminds that the use of digital means implies the respect of intellectual property rights, in particular the copyrights as well as those of its partners and, more generally, of all third parties holding such rights. In particular, *user* must check the terms of use of any digital resource (images, photos, videos, texts, webpages, data, softwares...) beforehand and comply with them.

### 3.7 Use of digital and material resources

The digital and IT resources made available to users by UTT is reserved for professional use. According to *the charter*, the professional use occurs:

- within the framework of the missions entrusted by the UTT, to the users members of its staff: teachers, administrative or technical staff, but also its providers and partners,
- as part of educational activities, for its student users.

Therefore, private use must be *ad hoc*, non-profit and reasonable. It must not affect the proper functioning of UTT's computer resources. The use of UTT computer equipment is strictly personal; its use by a third party, particularly within the family, is prohibited.

The installation of software for purely non-professional purposes is forbidden. The computer workstations made available to staff and doctoral students for their work, or to any user within the framework of a project, are managed according to the rules defined in *the charter*.

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All computer equipment loaned and/or made available by the DNUM (Direction du Numérique) must be returned at the end of an employment contract or project, in case of change of employer, secondment, layoff or job transfer. All loans of computer equipment are subject to an inventory sheet containing the loaned goods, which are returned in duplicate to the DNUM and the user. This list will be used as a reference for the list of goods to be returned.

Under no circumstances may the equipment made available to the user be loaned to other without the prior agreement of the DNUM.

### 3.8 Respect for the rules of computer ethics

It is prohibited to:

- hide its true identity;
- impersonate another user's account;
- use another user's account and password;
- access information belonging to other network users or UTT without their permission;
- Alter, modify, delete, or change the access rights to accounts belonging to other network users or UTT without their permission;
- undermine the integrity of another user or his or her sensitivity, particularly through provocative messages, texts or images;
- interrupt or disrupt the normal operation of the network or of any IT system on the network;
- modify or destroy information related to the management of infrastructures and systems;
- installing programs intended to intercept computer frames sent on the network to others without first informing the Chief Information System Security Officer (CISO, [RSSI@utt.fr](mailto:RSSI@utt.fr)). Finding such programs on a machine outside of a research or educational program recognized by the CISO indicates an attempt to take illegal action, which is reprehensible and punishable by law;
- use encryption tools on the UTT network that do not comply with current regulations on cryptology;
- mine cryptocurrencies;
- log in or attempt to log in to a web site, a computer or a server, external or internal, without being authorized to do so;
- damage UTT computers, tools, equipment or IT resources;
- use the means made available outside the framework of its professional activities.

## 4 Provision of computer hardware and software

The role of the DNUM is to provide assistance, advice, information and guidance.

### 4.1 General purchasing and maintenance rules of UTT equipment

Computer equipment purchases are made from budgets managed by UTT or by third parties under agreement. When projects, funding requests, including requests for computer equipment or software are prepared, the consultation of the DNUM prior to submission ensures technical compatibility and compliance with the general policy (resource management, public business contracts, sustainable development and societal responsibility, IT security, General Data Protection Regulation).

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The DNUM covers the cost of equipment, renewal and maintenance of the workstations or laptops of:

- the administrative and technical staff of the organizational structures defined in the UTT organization chart,
- the teachers and researchers.

The DNUM covers the costs of equipment, renewal and maintenance of self-service computer equipment and training (classrooms, laboratories, library, and datacenter).

Trainees have access to self-service computer workstations.

The DNUM systematically check all orders for computer equipment to ensure that they comply with the standards in force at UTT. The steering and financial affairs department and the DNUM check if it is part of a public business contract.

DNUM administrates and inventories all the computers and equipment mentioned in this section. Computers and equipment purchased by UTT, and hosted externally, under agreements, are recorded in the UTT inventory. They are delivered to UTT and sent to the outside host, after signing a loan agreement with the DNUM secretariat. Workstations and laptops loaned to staff and students are maintained by the DNUM.

The DNUM provides a workstation or laptop with a configuration adapted to the needs of doctoral students. This IT equipment can be financed through a project or accompanying financial support of the thesis, and their order must be anticipated. The DNUM administers, maintains these workstations, and reassigns them at the end of the thesis work.

#### 4.2 Uniqueness of the workstation

The DNUM administers and maintains a single individual workstation or laptop, connected to the UTT network, for sustainability and societal reasons.

An agreement from the UTT management, after technical advice from the DNUM, is required for any request for an additional equipment, its maintenance and renewal.

Additional equipment may be loaned by the DNUM for specific needs (laptops, tablets, smartphones, etc.). A specific budget for it must be dedicated if it is not available at the DNUM.

As part of the telecommuting protocol, the DNUM provides users with: 1 laptop, 1 home kit including 1 external monitor, 1 keyboard and 1 wired mouse. Additional equipment can be provided according to the needs of the service and after consultation with the DNUM.

#### 4.3 Typical configurations

A *catalog of services*, updated on the ENT, proposes typical configurations and associated rates for office automation, calculation and CAD.

#### 4.4 Choice of a computer equipment out of the standard configuration

In the case where a user wishes to use equipment outside the standard configurations, a specific and motivated request must be sent to the DNUM, in order to verify the conformity of the product and its integration in the UTT computer park. The user will have to find the financing for the extra cost.

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The DNUM will ensure the possible reallocation of the equipment and the conditions of guarantee and support. For sustainability and societal reasons, the DNUM recommends the use of personal workstations and laptops as terminals, in particular to have access to computing resources made available by the UTT and its partners.

#### 4.5 Printers, photocopiers and scanners

The use of UTT photocopiers (color and black and white) is preferred for printing and scanning documents. Indeed, the financial and environmental costs are lower for this equipment than for individual printers. The purchase or renewal of printers, the purchase of consumables must meet specific needs, motivated, and be provided for in a budget line of the applicant. The purchase of equipment outside the public business contracts must be exceptional and justified. For sustainability and societal reasons, the recommended period of use of equipment is seven years. The equipment is renewed if it is no longer suitable for use and if its use is sustainable, after consultation with the DNUM.

#### 4.6 Equipment warranty

The standard warranty for the hardware procurement contract is five years. DNUM is advocating for a move to a seven-year warranty extension for sustainability and societal reasons.

#### 4.7 Material life cycle, environmental aspects, inventory disposal

For environmental, economic and depreciation reasons, computer equipment is replaced after the warranty period has expired. When the equipment is renewed, the new workstations are delivered in exchange for the return of the old equipment. The equipment is renewed if it is no longer suitable for use and renewal is not automatic every five years or at the end of the warranty.

The machines purchased on a project basis are administered and maintained by the DNUM, which manages their life cycle, as it does for the rest of the computer fleet.

#### 4.8 Purchase of software

All software orders must go through the DNUM, this allows to check if a software is already present at the UTT or exists within the framework of a public business contract to which the UTT has subscribed, and to guarantee the cohesion with the deployed licenses. In case of problem or change in the conditions of use of a software, the user must inform the DNUM as soon as possible to regularize the situation.

#### 4.9 Access

DNUM gives an access code (a *login* and a *password*) to user, for the duration of his functions within the UTT or for the duration of his schooling when he is a student. The login and the password are strictly personal and non-transferable.

The *password* should be changed at least once a year and be sufficiently complex to ensure security. In particular, the *password*:

- must *not be* a common word or proper noun in any language;
- must contain at least eight characters: combination of letters, numbers and special characters;
- must be different from the one used on other sites, especially commercial ones, in order to limit the risks of hacking.

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The accesses take into account the particular needs of each user and can evolve according to his situation.

Students and trainees can benefit from specific generic accounts for the duration of their training (practical work for example). These accounts are also protected by a password; they follow the same rules as any other user account.

In the event of a problem with the user's access account (identity theft, hacking, access difficulties), the user agrees to notify DNUM support as soon as possible. In case of risk induced by this impersonation or hacking, DNUM may suspend the account and inform the user, if it has other means to contact him.

#### 4.10 Connection to the UTT network

The DNUM provides antivirus software for maintained computers. The use of this updated antivirus software is mandatory when connecting this type of computer to the UTT network by wire or Wifi. The computer must be rebooted at least once a week or if the DNUM explicitly requests it for security reasons. It is strongly recommended to turn off the computer instead of leaving it on standby as soon as the work session is over.

For hardware not maintained by DNUM, it is the user's responsibility to keep their operating system up to date and to ensure that their hardware does not pose a risk to UTT.

The user working remotely must connect to the UTT, systematically by VPN, in order to allow the system and antivirus update by the DNUM, when the machine is turned off.

*Personal* computer equipment is connected to the UTT guest wifi network, *UTTstudents*, or *UTTpersonnel* depending on the status of the users. The connection of academic visitors can be done on the EDUROAM network (<https://www.eduroam.fr/>)

The *professional* computer equipment is connected to specific Wifi networks, allowing to manage the accesses to the resources necessary to the activity and to comply with the GRPD.

Computer equipment purchased by external research organizations or companies may be connected to the UTT network with the same rights as those of the UTT, provided that the DNUM becomes the administrator and that the inventory software is installed, except in special cases authorized by the CISO and the defense security officer.

#### 4.11 UTT's electronic messaging

##### 4.11.1 Professional character

Any exchange via electronic messaging is deemed to be professional, excluding data explicitly designated by the user as being of a private nature. It is the user's responsibility to store his *private* or *personal* data in a space provided for this purpose and unambiguously identified as "private" or "personal". The user is responsible for the regular backup of private data. The use of the professional messaging system is not recommended for personal use.

##### 4.11.2 Email management

The management of emails within the email system (archiving, deletion) is the responsibility of the user.





The storage capacity of the electronic messaging system being limited for students and staff, once the quota is almost reached, an automatic information email is sent to the user, who must then delete messages in order to free up space in his or her mailbox. If the user does not react, the new e-mails will be returned to the sender and will be lost for the user with the over-quota. The latter will have to go to the DNUM to reactivate his box.

The availability of the user's mailbox is guaranteed except in case of diagnosis and maintenance by the administrators or in case of force majeure (imminent security problem).

#### 4.11.3 Special duties regarding the sending of mailings

Users agree to send messages and documents only to the people for whom they are intended, and to target the contacts on their mailing lists. Similarly, the sending of attachments must be controlled and optimized by the user: compress them in order to lighten them before sending. Each email exchange generates an energy cost linked to the transfer and multiple saving of messages and attachments.

#### 4.12 Principle of the right to integrity and confidentiality of files

The system administrator undertakes to respect the integrity and confidentiality of the files on the user's various accounts. However, within the limits of diagnosing or correcting problems, particularly security problems for the user or for the UTT information system, it will be possible for the administrator to access the files.

The administrator will only open files named "private" or "personal" in case of risk or particular events (suspicion of espionage, information leakage) and in the presence of the user concerned (except in case of force majeure). In case of failure to decontaminate a file by the university's anti-virus software or in case of a proven risk to the proper functioning of the information system, the file will be destroyed.

#### 4.13 Principle of the right to availability of accounts and services on the UTT IS

The availability of files, folders, user's work is guaranteed except in the case of diagnosis, maintenance by administrators on the network or force majeure. The availability of files is limited in time or due to specific conditions. The user acknowledges that all his files will no longer be accessible to him on the date of expiration of his rights on the UTT information system.

*The user deprived of his rights due to the violation of the provisions of the charter, automatically loses his access (for a limited time or permanently) to the UTT information system and to all his files, folders, data.*

#### 4.14 Good use

All users agree to take care of the computer equipment and premises provided and to notify the DNUM of any hardware or software problems, as well as of any theft or damage committed, when they are observed.

As the size of the disk space available for each account is limited, the user must respect the size of the disk space allocated to him and use the file compression tools that are made available to him if necessary.

Reasonable use must be made of all shared computing resources in order to maintain optimal computing power, disk space and bandwidth on the UTT network. Every action on the Information System consumes energy. Self-service workstations must be occupied in accordance with individual and IT charter, for the use and management of the digital resources of the University of Technology of Troyes (UTT) Version validated by the management committee, the Technical Committee, the Scientific Council, the Academic council and voted by the Governing body, March 11, 2022.



collective wishes. Moreover, legal actions that are part of the university's activities and that may take up a lot of computing resources must be carried out at times that penalize users the least.

Every user has a right to disconnect, the conditions of which are specified in the "charter of the right to disconnect".

#### 4.15 Software installation

It is not allowed:

- to use software that has been identified as dangerous for the security of the UTT and whose list will be transmitted and updated by the DNUM;
- to make a copy of a software not free of right (NB: The constitution of backup copies is a right belonging to the administrator);
- to bypass restrictions on the use of software;
- develop or distribute programs that are or may be similar to viruses or malicious software.

It is advisable to consult DNUM before installing any software in order to guarantee the homogeneity of the application pool, an optimal level of security and to avoid redundant functionalities. The DNUM does not provide support for applications of which it is unaware and the user assumes technical and legal responsibility.

UTT has deployed widespread software protection not only on servers, but also on UTT-owned workstations. Therefore, it is forbidden to disable, tamper with or uninstall this protection.

Users should be aware of the energy and technical impact of downloading software, streaming video and music on UTT's bandwidth and the risks it poses to the integrity of the information system since such software can be contaminated by Trojan horses, viruses and other ransomware.

#### 4.16 Use of software and digital databases

For each of the digital software and databases, usage rights are granted to UTT. They must be used in accordance with their purpose, respecting the RGPD. Any change in access rights must be communicated to the DNum by the heads of department, in conjunction with the DRH. Their use may not exceed the user's activity at UTT. Thus, any use for profit and/or private purposes is prohibited.

Concerning teaching, all the software available on the information system is detailed in the form of a list which is displayed in the different computer rooms and available in the ENT.

#### 4.17 Websites, E-portfolio and personal pages

When creating websites or pages that will eventually :

- hosted on UTT servers,
- or with a direct connection to the university or its staff,

Users agree to declare the general theme of the site to the DNUM and the communication department. This theme must be in accordance with the communication strategy of the UTT.

Pages published for a group of users, for all users, or for the public, must respect the rules of public communication, and are published under the sole responsibility of their authors.

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By using the UTT E-portfolio system, users agree to the terms of use and the rules concerning the protection of personal data.

Users are forbidden to make any defamation, public insult or condemnable remarks. Any breach of this rule must be reported to the administrators who have the possibility of interrupting the diffusion of the pages concerned and of suspending the users' account as a precautionary measure, without presuming possible proceedings before the disciplinary bodies of the UTT or before the courts.

The pages shown to a single user or those shown by the secret URL mechanism are subject to the rules of private communication and are in particular protected by the secrecy of correspondence. The recipient of these pages is therefore forbidden to show them to third parties and undertakes to guarantee their confidentiality.

The UTT is not legally responsible for the contents put online on the sites defined above, the contents are put online under the responsibility of those who publish them.

## 5 IS Administration

Administrators are all persons who can intervene on one or more computer elements and resources, namely:

- individual workstations (fixed and portable)
  - the servers
  - the network
  - all equipment related to scanning and printing
- 
- applications (server/client)
  - the databases
- 
- telephony

They ensure the proper functioning of the information system.

Automatic analysis scripts of the information system security are used to detect any problem.

They have a duty to inform users and are required to respect the confidentiality of any information they may hold or access.

The administrators may have to interrupt the operation of the network, completely or partially, and temporarily stop access to certain applications for maintenance purposes. The users will be informed in advance as far as possible.

The use of the various services generates trace files (computer logs) which are kept for the purpose of identifying users in the event of a breach. Thus, in the event of an attempt to hack into a private network via the UTT information system, the administrator must be able to provide the identity of the person thanks to the connection logs, while respecting the principle of confidentiality and the provisions listed above.

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## 6 Consequences for breach of the charter

Any user who violates the above rules may be subject to temporary or permanent suspension of his or her computer account and of the computer devices made available to him or her, as well as to disciplinary sanctions and/or civil and/or criminal proceedings, as provided for by the legislative and regulatory texts in force.

## 7 Main legal texts of reference

- [Law n  2004-575 of June 21, 2004 for confidence in the digital economy. - Articles 323-1 to 323-7 of the Criminal Code relating to computer fraud. - Regulation \(EU\) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of personal data.](#)
- [Law 78-17 of January 6, 1978, modified, relating to information technology, files and freedoms. - Decree n 2005-1309 of October 20, 2005 taken for the application of the law n  78-17 of January 6, 1978 relating to data processing, the files and freedoms modified](#)
- [Art. 226-16 to 226-23 of the Penal Code: violations of personal rights resulting from computer files or processing](#)
- [Art. 226-24 of the Penal Code establishing the criminal liability of legal persons for these same offences \(art. 226-16 to 23\)](#)
- [Art. 335-2-1 and 335-3 of the Intellectual Property Code on the protection of software. - Art. 226-15 and 432-9 of the Penal Code on the secrecy of correspondence \(written, transmitted by telecommunications\)](#)
- The intellectual property code

This list is not exhaustive.

Users and administrators acknowledge that they may be subject to disciplinary, civil and criminal sanctions for failure to comply with this policy.

## 8 Final provisions

This charter and all associated documents (right to disconnect) are available on the ENT: UTT Documents > Information System > IT Charter