



Saint John of God Community Services

Callan Institute E-Learning Policy

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Saint John of God Callan Institute E-Learning Policy

Author:	ICT Director on behalf of Saint John of God Callan Institute.
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Target Audience:	All users of Saint John of God Callan Institute E-Learning Services.
Superseded Documents:	All local E-Learning acceptable use policies and procedures.
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1.0 Purpose

Saint John of God Community Services (SJOGCS) is committed to the correct and proper use of its E-Learning resources in support of its service and administrative functions. Inappropriate or careless use of E-Learning resources exposes SJOG to risks including:

- Disruption to network & services;
- Fraud;
- Litigation;
- Information theft;
- Information disclosure;
- Virus attacks; and
- Greater support costs.

Within SJOGCS there is a growing reliance on computer systems for the provision of training consequentially these policies have been developed with the objective of mitigating these risks.

The purpose of these policies are to:

- Define acceptable use of ICT resources within SJOGCS;
- Affirm SJOGCS's commitment to ensuring all access, use, and processing of information is performed in a lawful, ethical and responsible manner in line with the values of the *Hospitaller Order of Saint John of God*;
- Adhere to E-Learning best practices;
- Define the correct and proper use of SJOGCS's E-Learning resources;

These policies are mandatory and by accessing any SJOGCS E-Learning resources users are agreeing to abide by the terms of these policies.

2.0 Scope

These policies represent SJOGCS's national position and takes precedence over all other relevant policies which are developed at a service level. The policies apply to:

- All E-Learning resources provided by SJOGCS;
- All users, holders and uses of SJOGCS E-Learning resources;
- All SJOGCS E-Learning information and data;

These policies are authorised by SJOGCS Chief Executive Officer. Requests for exceptions to these policies must be authorised by the ICT Director. Requests must be made in writing and they will be evaluated on a case by case basis.

3.1 Principles of Acceptable Use

The acceptable use of SJOGCS E-Learning resources is based on the following principles:

- Users must ensure that they use E-Learning resources at all times in a lawful, ethical and responsible manner in line with the values of the *Hospitaller Order of Saint John of God*.
- Users must respect the rights of others, including the right to privacy and confidentiality.
- Users must respect the integrity, security and intellectual property rights of SJOGCS's E-Learning resources at all times.
- Users must respect the privacy and confidentiality of information at all times.
- Users must be aware that opinions expressed on emails, discussion boards and in chat rooms are those of the individual and not of SJOGCS.
- Personal identifying information includes names, addresses, contact details, date of birth, job details etc. Any such information volunteered by the user through the process of using this website will be treated confidentially by SJOGCS. It is not our policy to share this information with any third party. However, users must be aware that any personal identifying information voluntarily posted to public areas of SJOGCS E-Learning websites, such as the discussion boards and chat rooms, may then be available for use by others and that SJOGCS cannot prevent this.
- Moodle uses 'cookie' technology, which involves the placing of a small text file on the user's computer for the purpose of assigning an identifying number to your web browser, allowing SJOGCS to track your activities in the site. These cookies do not access, reveal or collect any personal information or other data on the user's computer.
- Every effort has been made to acknowledge copyright ownership of all source materials used on SJOGCS E-Learning courses.
- Business data collected, created at, or maintained within SJOGCS E-Learning website belongs to SJOGCS, not to any particular function, unit, individual, or Service.

3.2 Accounts & Passwords

- Users must only use accounts and passwords which have been assigned to them.
- Users must ensure all accounts and passwords assigned to them are kept confidential at all times and not shared with others.
- Each user is responsible for all activities performed on any SJOGCS E-Learning site while logged in under their account and password.

3.3 Monitoring

- SJOGCS reserves the right to record, examine and maintain logs of its E-Learning resources, in order to:
 - a. Ensure the privacy and integrity of information stored on the E-Learning site.
 - b. Ensure compliance with SJOG policies, current legislation and applicable regulations.
 - c. Protect the rights and property of SJOGCS, its employees, patients and clients.
 - d. Maintain system performance and availability.
 - e. Protect and maintain system security.
 - f. Prevent, detect or minimise inappropriate use.
 - g. Investigate actual and suspected security and fraud incidents.
 - h. Help trace and resolve technical faults.

3.4 Unacceptable Usage

E-Learning resources may not be used:

- To knowingly misrepresent SJOGCS;
- To transmit confidential or personal information outside SJOGCS unless the information has been encrypted and transmission has been authorised by the information owner;
- To transfer confidential or personal information (encrypted or otherwise) onto a USB flash drives (i.e. memory stick/pen/keys);
- To upload or download access-restricted SJOGCS information contrary to this policy or in violation of any other SJOG policy;
- For any activity that would deliberately compromise the privacy of others;
- For any activity that would intentionally compromise the security of SJOG's ICT resources, including the confidentiality and integrity of information and availability of E-Learning resources (e.g. by deliberately or carelessly causing computer virus and malicious software infection);
- For any activity that would infringe intellectual property rights (e.g. unlicensed installation, distribution or copying of copyrighted/trademarked material);
- To view, create, download, host or transmit (other than for properly authorised and lawful purposes) pornographic, offensive or obscene material (i.e. information, images, video clips, audio recordings etc), which could cause offence to others on the grounds of race, creed, gender, sexual orientation, disability, age or political beliefs;
- To retrieve, create, host or transmit material which is designed to cause annoyance, inconvenience or needless anxiety to others;
- To retrieve, create, host or transmit material containing inappropriate language i.e. language that is obscene, defamatory or threatening;
- To retrieve, create, host or transmit material anonymously;
- To send messages that contain libellous, defamatory or harassing remarks, images or other material;
- For commercial activities, such as running any sort of private business, advertising or performing work for personal gain or profit;
- For political activities, such as promoting a political party / movement, or a candidate for political office, or campaigning for or against government decisions;
- To enter into contractual agreements inappropriately (i.e. without authorisation or where another form of agreement is required);
- For creating or transmitting "junk" or "spam" emails. This includes but is not limited to unsolicited commercial emails, jokes, chain-letters or advertisements;
- For any activity that would constitute a criminal offence, give rise to a civil liability or otherwise violate any law.
- To forge or attempt to forge an email message;
- To send an unauthorised email message using another persons account;
- For the installation and use of software or hardware tools which could be used to probe or break SJOG ICT security controls;
- For the unauthorised installation and use of software or hardware tools which could be used for the unauthorised monitoring of electronic communications within SJOG or elsewhere;

This should not be seen as an exhaustive list. Other examples of unacceptable use of SJOGCS's E-Learning resources may exist.

4.0 Roles & Responsibilities

4.1 SJOGCS E-Learning Provider

SJOGCS E-Learning Provider is responsible for:

- Complying with the terms of this policy and all other relevant SJOG policies, procedures, regulations and applicable legislation;
- Reviewing, moving or deleting material, at its own discretion, including postings to discussions boards, bulletin boards and chat rooms, which it considers to be in breach of the terms and conditions for use.
- Ensuring the confidentiality of users' personal contact details. No staff member of SJOGCS will knowingly give out users' personal contact details.
- SJOGCS is not responsible for unexpected downtime of the Virtual Learning Environment. The users will, however, be informed by their E-Learning provider, in advance of any scheduled downtime.
- Loss of data due to interruptions in Internet service is not the responsibility of SJOGCS but that of the users' internet service provider
- SJOGCS is not liable for the loss of data caused by a computer or electronic virus.

4.2 Users

Each user of SJOGCS' E-Learning resources is responsible for:

- Ensuring that they use E-Learning resources at all times in a lawful, ethical and responsible manner in line with the values of the *Hospitaller Order of Saint John of God*;
- Complying with the terms of this policy and all other relevant SJOG policies, procedures, regulations and applicable legislation;
- Taking appropriate precautions to ensure the security of SJOGCS E-Learning resources and the information stored on these devices;
- Complying with instructions issued in relation to SJOGCS E-Learning usage;
- Respecting and protecting the privacy and confidentiality of the information they process at all times;
- Reporting all misuse and breaches of these policies to the SJOGCS E-Learning provider
- Prior to leaving SJOG employment or transfer of role / position within the services, users must liaise in conjunction with their line manager, with the Callan Institute to inform them of the users departure and future contact details;
- ICT users leaving the employment of SJOG are to remove all private data prior to the deactivation of the user account. Once the account has been deactivated the user will no longer be able to access their Callan Institute E-Learning user area.
- Implementing procedures for backing up data and virus checking.

5.0 Enforcement

- SJOGCS reserves the right to take such action as it deems appropriate against users who breach the conditions of these policies. Users who breach these policies may have their user account terminated. SJOGCS employees who may also be subject to disciplinary action, including suspension and dismissal as provided for in SJOG disciplinary procedure.
- SJOGCS will refer any use of its ICT resources for illegal activities to the appropriate law enforcement agencies.

6.0 Review & Update

These policies will be reviewed and updated annually or more frequently if necessary to ensure any changes to SJOG's organisation structure and business practices are properly reflected in the policy.