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Document 103_25

IT Policy

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Version 2	Change Originator	Document Owner	Approver	Approval Date	Effective Date
	IT Resources Administrator	IT Resources Administrator	Principal	16 June 2025	16 June 2025
	Details of Change	Amendments to align with new IDEA College Ethics Policy: *Section 3: Definition of Digital Ethics *Section 5.2: Referring to Doc_196 IDEA College Ethics Policy *Section 9.1: Amendment on email usage to reflect current practices. *Section 12: Included Supporting Documents			

<p align="center">Instructions for Document Users</p> <p align="center">All IDEA College employees can access current, controlled and approved documents related to the Quality Management System via the IDEA College's website link: https://ideaeducation.com/</p>
<p align="center">Continuous Improvement</p> <p>Procedures are meant to be 'living' documents that need to be applied, executed, and maintained. If the procedure does not reflect the current, correct work practice, it needs to be updated. Please contact us on: +356 2145 6310</p>
<p align="center"><u>It is IMPORTANT to always make sure that the latest version of a policy document is consulted.</u></p>

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1. Purpose

IDEA College recognizes the importance and vitality of information technology and its role in the College's mission, management and administration and its importance in an academic environment for the protection of information technology in all forms.

The purpose of this policy is to establish and promote good management of IDEA College's digital resources and Information Technology practices. The purpose of this policy also extends to provide a framework to guide the management of information on a digital plane with respect to an educational establishment.

Access to IDEA College's IT Resources is intended for authorised users as a privilege to the relationship with the College and is to be treated as such by any user. Users are thus expected to be positive members of the College by following the policy mentioned herein.

2. Principles

- I. Definition of IT resources: including but not limited to College owned transmission lines, servers, network, exchanges, internet connections, terminals, applications and personal computers.
- II. Support to provide a supportive working, living, teaching and learning environment. Encourage exchange of information and to bring together the different departmental staff in order to build a team that encourages all its members, including students, to succeed.
- III. Accountability: All staff members at IDEA College are responsible to protect the College's resources for which they have access and/or responsibility to protect. All staff is accountable for the access and use of College's resources.
- IV. Personal Use and Privacy: rights to privacy at the College are intended for the following reasons:
 - a. IDEA College owns the IT resources and its provision to staff and students is solely for the accomplishment of its academic mission;
 - b. Rights of third parties must be considered;
 - c. Legal and ethical issues i.e., information intended for the College's use may not be used for personal or business use.

3. Scope limits and definitions

3.1 Scope and Limits

This policy applies to all employees, students, and alumni of IDEA College and to those persons who render a service for monetary compensation. By accessing IDEA College's IT resources, the user agrees to comply with this Policy.

3.2 Definitions

- a. Management: includes the designated staff that are designated as managers by the Directors of IDEA College.
- b. User: A user is defined as any person that is authorised to use IDEA College's IT Resources, or a portion of it, with a respective role, ranging from student, internal staff, lecturing staff and alumni.
- c. IT Resources: IDEA College's IT Infrastructure is defined as a set of technologies consisting of:
 - i. Internal Cloud Architecture
 - ii. Online Virtual Learning Environment (Canvas)
 - iii. Online Library (ProQuest)
 - iv. Online Plagiarism Detection software (TurnItIn)
 - v. Real-time streaming software (Zoom)
 - vi. Interactive Whiteboards and accessories
 - vii. Printers
 - viii. Wi-Fi Provisions
- d. Policy: A policy is defined as this document in its latest version which is enforced within IDEA College.
- e. IT Resources Administration: Currently, this point of contact is the Director of IDEA Intelligence and Chief Operating Officer of IDEA Group.
- f. Digital Ethics: The standards of ethical conduct in the use of digital technology across academic life of teaching, research, administration, and engagement.

4. IT Responsibilities

4.1 Management

- i. Take necessary steps to ensure smooth implementation of this Policy;
- ii. Provide necessary support and guidance to the users to fulfill their duties;
- iii. Install and maintain hardware and software;
- iv. Create and manage intranet, internet and software applications;
- v. Develop and maintain IT related equipment and its inventory;
- vi. Ensure security of all systems by deploying necessary and up-to-date anti-virus programs, firewalls etc;
- vii. Keep and maintain of related licenses;
- viii. Ensure timely maintenance and support;
- ix. Provide backup of crucial data;
- x. Implement policy and procedures and issue directives and directions to employees and ensure their compliance;
- xi. Provide proper and prompt coordination to timely initiate or revoke any account upon arrival and departure of any employee;
- xii. Investigate misuse and violations of this policy and the IT systems and resources;

4.2 Users

- i. Fully comply with this IT policy and follow standards and procedures as laid down by management;
- ii. Report any misuse, faulty, breakdown or IT related incidents;
- iii. Ensure the proper use of the IT resources;
- iv. Strictly refrain from installing any unapproved, inappropriate, malicious or pirated software;
- v. Ensure that all critical data is regularly backed-up on separate and secure external drives;
- vi. Take all measures to prevent fraud, waste or abuse of the IT resources and/or systems;
- vii. Act in a responsible manner with regards to their accounts and do not share passwords with any person;
- viii. Do not disable, remove, install with the intent to bypass or otherwise alter security settings or administrative settings intent for the protection of IT resources and systems.
- ix. All staff members are responsible for the physical security, safe and secure keeping of IDEA College's IT equipment;
- x. Unacceptable use of email:
 - a. Never used for purposes that are illegal, unethical or unacceptable such as communicating confidential corporate information to external sources without prior approval, accessing play games, chatroom etc. sites; use of offensive material; sending or forwarding chain emails; conducting personal business

5. Acceptable Use of IT Resources

1. IDEA College's IT Resources are intended to be used by people currently affiliated with the College as mentioned in the above scope. This applies to both usage within the campus and off campus.
2. IT Resources are to be used in line with activities performed by IDEA College users, namely academic, research, administrative and legal obligations. Any use that is inconsistent with these categories is considered to be inappropriate and may be considered as grounds by which to limit further access to the offending user.

Uses considered unacceptable include, but are not limited to, the following:

- a. Use of IT Resources for any purpose that violates the respective campus' country's laws
- b. Use of IT Resources for external commercial purposes including any sales and advertising
- c. Use of IT Resources for the storage and/or transfer of abusive material in any shape or form
- d. Use of another entity's identity on the IT Resources or performing activities on the IT Resources using unauthorised access
- e. Misrepresenting one's identity to make use of the IT Resources
- f. Any attempt to copy, modify and/or delete any files belonging to IDEA College without authorisation
- g. Any attempt to add external files, of a potentially harmful nature (such as viruses or worms), within IDEA College's digital environment
- h. Causing interference to others' work occurring within or using any IT Resources
- i. Any attempt to disrupt ongoing services within IDEA College's IT Infrastructure
- j. Upholding ethical standards in the application of digital technologies to support learning, teaching, research, and academic engagement. Refer to: *Doc_196_25 IDEA College Ethics Policy*.

3. Users are to protect their authentication details and use recommended guidelines for strong passwords. In the instance that a user suspects that their authentication details are compromised, they are to inform IT Resources Administration. The following is a set of guidelines for good password practice:
 - a. Do not send your password to any other entity
 - b. Do not talk about your password in front of others
 - c. Do not hint at what your password may be (e.g.: pet names, birthdays etc.)
 - d. Do not use common words for your password (e.g.: "password", "123456" etc.)
4. Any software installed on the provided equipment is to be done either by IT Resources Administration directly or through consent from IT Resources Administration. Any unauthorised installation of third-party software is strictly prohibited.

6. Printing Policy

Printing facilities are available to internal IDEA College employees and thus, requests for printed material using IDEA College IT Resources is to be sent through such roles. Any learning material is digitally available through the online Virtual Learning Environment.

7. Contact Points

1. The contact point for any student admission, transcript and certification-related enquiries is the registrar e-mail, registrar@ideamalta.com
2. The contact point for any student support throughout the completion of a course and/or module is the support e-mail, support@ideamalta.com

8. Network & Internet Access

1. Whilst on an IDEA College campus, users are to make use of the provided IDEA College wireless access points. Due to infrastructure configurations, unless a user is an internal staff or IT Resources Administration member, they are not allowed to make use of the provided ethernet ports or any other IDEA Group wireless access points. Authentication details may be provided by support staff.
2. Whilst using IDEA College computer labs, any tampering with the networking configuration of any computer is prohibited unless permission is explicitly granted by IDEA College IT Resources Administration.
3. The sharing of network access credentials to entities that are not IDEA College users is prohibited.

9. E-mail Usage

1. All email communication between staff and students should be conducted using the official email accounts given by IDEA College.
2. E-mail correspondence with and/or using IDEA College accounts shall not be used in the creation or distribution of any offensive content including comments regarding race, gender, age, sexual orientation, age, religion, or ethnicity. Any user that receives such content is to report the occurrence to IT Resources Administration.
3. IDEA College personnel are to be responsible to maintain and support IT Resources. Thus, IDEA College Administration reserves the right to request access to any material stored on any provided computer equipment.

10. ProQuest Usage

1. IDEA College provides all users with the facility to use ProQuest as an online academic library. This library is made available through the Canvas Virtual Learning Environment. Any other access to the College's ProQuest subscription is not allowed.
2. The sharing of credentials to access ProQuest with other non-users is prohibited.
3. The sharing of material that is obtained through ProQuest with other non-users is prohibited.

11. Turnitin Usage

1. IDEA College provides all student users with the facility to use Turnitin as an online plagiarism detection software. This is made available through the Canvas Virtual Learning Environment when submitting graded course work. An assignment's plagiarism detection is only to be used to assess the work relative to that assignment.
2. Users are not allowed to submit other people's work through their own Turnitin provision.

12. Supporting Documents

- Doc_196_25 IDEA College Ethics Policy

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