University of Zurich UZH

Information Sheet in Using IT for IT Supervisors

1. Administrative aspects

You are assigned as the IT supervisor for an organizational unit of the University and you are registered in this capacity with IT Services. You are aware of the Regulations for the Use of IT Resources at the University of Zurich.

You keep an inventory of all the systems in your organizational unit. You ensure that acceptable security concepts exist and are recorded for all systems which do not meet the Standards for the Operation of Systems at the University of Zurich.

You have access to management, you support the opinion of management, and you may require decisions in their name.

2. Systems and applications

You are basically responsible to the University and the Internet for all systems and applications in your organizational unit. The end users in your organization are usually responsible to you for the system that is personally assigned to them, unless you assume such responsibility in whole or in part, in which case you organize the system maintenance and stipulate the rules for use.

Servers and Peer-to-Peer programs are set up and operated at your responsibility and according to your rules in every case.

3. System administration

System administration is handled by you or on your behalf. If you place external orders for system administration, you must include the Standards for the Operation of Systems at the University of Zurich and/or your security concept in the order.

System administrators are contractors, and they are not allowed to perform any set-up activities without an order from the responsible supervisor.

4. Network

As a general rule, one or more IP number ranges from the University's range are assigned to you. You administer the assignment of these IP numbers in a way which permits you to identify the relevant computer or if necessary its owner for half a year after use, by indicating the IP number and time.

If you wish to protect the network with a firewall, you must do so by agreement with the Network Unit of IT Services. When setting up your firewall, remember the obligation to identify the computer on the basis of the IP number and time.

5. Combating abuse

The IT Security Office (ITS) can forward complaints arising from the Internet and its own observations to you for processing. In particular, you will ensure that computers that have been attacked or infected are disconnected from the network until the system has been restored to proper order.

You are authorized to scan your network area for systems with indications of abuse or vulnerabilities provided that you comply with the data protection requirements. The ITS is authorized to carry out searches of this sort within the entire University.

The official channel for reporting abuse by employees in your organizational unit is via your superior to the Security unit of the Department for Environmental Health, Safety and Security, which will inform the Legal Services and may call in the ITS in order to secure evidence where appropriate.

6. Help

You are the internal contact point for IT security problems in your organizational unit and you attempt to find solutions for your area which meet the requirements of your organizational unit. IT Services and ITS in particular will support you with this task.