DIR IT-SERVICES Rules of Operation

Version 2019-1.0 | Classification: Public

Contents

1. Purpose

To fulfill their tasks and responsibilities, WU faculty, staff, and students are entitled to use the services provided by IT-SERVICES.

This document defines the scope of responsibilities assigned to IT-SERVICES.

2. Scope

These Rules of Operation apply to all WU members as defined by the Universities Act (i.e. faculty, staff, and students), and also to persons working for WU's affiliated organizations[1].

Third parties are subject to obligations as specified in the relevant items.[2]

This regulation applies without any restrictions of time and location.

3. Responsibilities of IT-SERVICES

IT-SERVICES is a WU service unit. Its scope of responsibilities encompasses planning, implementing, and maintaining a high-performance, secure, and available communications and IT infrastructure for information processing at WU.

In particular, communications and IT infrastructure is understood to include:

1) Data network and telecommunications facilities

2) Databases and applications

3) Server and storage solutions

4) End user devices and peripheral equipment, incl. audio/video and media equipment for teaching, research, and administrative purposes

5) Loaner equipment for teaching and research activities

6) Security systems, insofar as they are managed by IT-SERVICES

To coordinate matters pertaining to information processing at WU and to support WU faculty, staff, and students in using information technologies, IT-SERVICES is in particular responsible for performing the following functions:

1) Developing applications to support the activities of WU's administrative units and the university management

2) Providing database applications and tools to support WU faculty, staff, and students

3) Implementing, coordinating, and operating IT-based information management systems for research, teaching, administrative units, and the university management

4) Defining mandatory WU-wide standards to ensure compatibility, connectivity, interoperability, etc.

5) Carrying out periodical surveys to determine demands

6) Preparing concept papers and project proposal plans

7) Coordinating and carrying out purchases of IT components

---

[1]   E.g. WU ZBP Career Center.
[2]   E.g. by means of Confidentiality Agreements, Declarations of Consent, or similar documents.

8) Managing storage capacity and bandwidths

9) Centralized software and license management

10) Advising and supporting WU's organizational units in planning, procuring, and operating IT resources and connecting to infrastructural facilities

11) Advising WU faculty, staff, and students on all IT-related matters; organizing and holding courses, training sessions, and presentations on how to use IT

12) Managing access rights

13) Managing IT resources

14) Backing up centrally stored data and, if agreed upon, implementing measures to accommodate special backup requirements

15) Ensuring that only authorized persons have access to IT-SERVICES' security zones. Access to these areas shall be logged.

16) Handling incidents related to IT availability and security

In agreement with decentralized organizational units, IT-SERVICES can delegate some of its tasks to the respective decentralized units.

The Marketing & Communications division is responsible for WU's worldwide and internal web presence (Internet and Intranet).

The Rector or the appropriate Vice-Rector can authorize IT-SERVICES to perform specific services on the basis of the Directive on Expense Compensation (*Kostenersatzrichtlinie*) issued by the Vice-Rector for Financial Affairs.

The head of IT-SERVICES proposes regulations for the use of special IT facilities and services provided by IT-SERVICES, special regulations on the services provided by IT-SERVICES, and data security measures. These regulations shall be passed by the Rector or by the appropriate Vice-Rector, and be published on the WU website thereafter.

In addition, all applicable regulations on the use of the ACOnet (Austrian Academic Computer Network) shall be observed.

4.   Quality Assurance

This document is subject to an annual review.

In the event of discrepancies between the German original and the English translation, the German version shall prevail.

5.   Invalidation of Previous Regulations

This document replaces the previous regulation "Betriebsordnung IT-SERVICES WU 2015-1.0", which ceases to be effective upon official publication of this document.

Vienna, March 26, 2019

Univ.Prof. Mag.Dr. Stefan Pichler
Vizerektor für Forschung

6. Document Details

All fields marked with an asterisk (*) are required.

Short title[3]*	DIR IT-SERVICES Rules of Operation
Long title	Version 2019-1.0 | Classification: Public
File name[4]*	DIR_EN_IT-SERVICES_Rules_of_Operation_2019-1.0.docx
Replaces	Betriebsordnung IT-SERVICES WU 2015-1.0 dated [date]
Title of German version	RL Betriebsordnung IT-SERVICES [link]
Version (number, date)*	2019-1.0, dated [version dated]
Responsible for content*	IT-SERVICES / Miksch, Georg [Organizational unit] / [last name, first name]
Author*	Christoph Riesenfelder / [last name, first name], [Organizational unit] / [last name, first name]
Contact for content-related questions and practical implementation	IT-SERVICES / Miksch, Georg [last name, first name]

Communication* **(multiple selection is possible)**	☐ email ☒ WU Bulletin ☒ WU regulations database
Publication in the WU Bulletin (*Mitteilungsblatt*)	WU Bulletin Academic year XXXX/XXXX, Issue XX, [WU Bulletin no.] dated [date], [link]
First publication (optional)	WU Bulletin Academic year XXXX/XXXX, Issue XX, [WU Bulletin no.] WU Bulletin [no.] dated [date of first publication]

Valid as of*	April 1, 2019
Valid until*	December 31, 2999
Approved by	Vizerektor für Forschung, Univ.Prof. Mag.Dr. Stefan Pichler on [approval date]
Further information*	Data Protection, Privacy, Security

---

3   Examples of short/long titles:
- Short title = category and keyword, e.g. WUPOL Software
- Long title or subtitle = designation provided by the organizational unit, e.g. "Regulation on the use of WU Software"

4   No more than 60 characters; do not use any diacritics, special characters, and spaces