

## User Guidelines regarding the IT Infrastructure of the University of Applied Arts Vienna

The following guidelines are brought to the users' attention:

1. By using the IT infrastructure at the Angewandte, you undertake to comply with these user directives.
2. The network access for staff members and students is a service provided by the Central Computing Services (ZID) of the University of Applied Arts Vienna.  
It covers the following services:
  - a. internet access via generally accessible IT workstations and WLAN access at the University
  - b. e-mail services
  - c. storage space on the server for own websites
  - d. storage space for own data
  - e. server hosting (e.g. institute websites, institute services)
  - f. server housing (providing accommodation for a user server)
  - g. various IT Cloud services that are operated by the Angewandte
  - h. landline telephony as well as mobile phone telephony
  - i. video conference options
3. The purpose of the network access is to support the achievement of educational goals and the fulfilment of educational tasks pursuant to §§ 1 and 3 UG (Universities Act) 2002.  
The appropriate use must be directed by the guiding principles and tasks of the University pursuant to § 2 UG 2002.
4. Inappropriate use of the IT services may lead to the usage permit being withdrawn at any time. Inappropriate use is in particular:
  - a. the use for commercial or trading purposes,
  - b. an excessive use for private purposes (e.g. exceeding the allocated memory space as well as excessive use of the bandwidth),
  - c. any use that violates legal regulations (to be observed in particular: copyright law, data protection law, telecommunications law, prohibition law, pornography law),
  - d. any use that hinders other users or service providers or impairs the function of the services offered,
  - e. any manipulation of the IT infrastructure or the services provided,
  - f. passing on access data to third parties.

5. Users are obliged to follow without delay any instructions issued by the ZID staff.
6. Users are liable for any damage caused by misuse of the IT infrastructure provided.
7. ZID does not accept any liability for damage to users' hardware / software or for the loss of data.
8. Network faults can be actively reported to the ZID helpdesk, which are processed by means of a ticket system (telephone: +43 1 711 33 2107, e-mail: [helpdesk@uni-ak.ac.at](mailto:helpdesk@uni-ak.ac.at)).
9. ZID usually announces maintenance windows 7 days in advance. Once a year, ZID randomly checks the efficiency of past maintenance windows and that the objectives were met.

The Rector