

GUIDELINES ON ACCESS TO THE ITS STUDENT SYSTEM

1. INTRODUCTION

The guidelines are intended to manage user access to student data on ITS through the use of a unique login and password(s) to ensure compliance with legal and regulatory requirements and to prevent unauthorised user access to confidential information. They are also intended to explain the responsibility of staff when dealing with data, from the time they are granted access to the ITS Student System until they leave UKZN or no longer require access because of changes in their job requirements.

The ITS Student System is different from Student Management System (SMS). The two serve different purposes and have their own access control processes. The ITS Student System is a subsystem of the externally sourced university-wide electronic management system (known as ITS) and focuses specifically on student data. Access is strictly controlled and granted on the basis of job requirements. SMS on the other hand, is a UKZN internally developed system predominantly focussed at School Administrators. The main function of SMS is to handle the capture, validation, closure and submission to the ITS Student System of test and exam marks within a specific module and assists with the calculation of marks to provide the final mark.

2. DEFINITION OF TERMS

- 2.1 Login: a code that is allocated by the systems administrator to approved users.
- 2.2 User password: a secret code that is only known to the user and is used to gain admittance or access to the student system.
- 2.3 Profile refers to collection of rights to different menus of the system set up to meet different requirements.
- 2.4 System Administrator refers to a staff member within Information Communication Services (ICS) who is responsible for supporting and monitoring the ITS Student System and processing approved staff applications for access to the system.
- 2.5 Data Owners refer to the Director, Student Academic Administration as well as the Directors of College Professional Services.

3. SCOPE

The guidelines apply to all UKZN permanent and temporary staff members who require access to the ITS Student System.

4. PRINCIPLES

- 4.1 Compliance with relevant legislation and UKZN conditions of service is compulsory.
- 4.2 Access to the ITS Student System will be granted on the basis of job requirements for a period of one year and must be reviewed and renewed annually. Access given may:
 - allow the user to update or change information on certain aspects of the system or
 - limit the user to a read only option.
- 4.3 Users must retain and remember their login and associated user password(s).
- 4.4 The System Administrator must maintain a complete list of all staff members who have been granted access and ensure that they are properly trained.

4.5 Data Owners are ultimately responsible for the quality of data used in their functional area and must ensure that staff access to the system is granted on the basis of job requirements.

5. REGULATIONS

5.1 Access to the ITS Student System must be reviewed once per annum by the relevant Line Manager and the ICS Department should be informed of changes.

5.2 A password must be treated as confidential and may not be shared or revealed to other staff members. A staff member will be held accountable for any activity that was performed through the use of his/her password.

5.3 Users must log off or use screen savers with passwords in times of absence from computer terminal to prevent unauthorised use.

5.4 New staff members must not inherit the login and user password(s) from their predecessors.

5.5 Users must not delete or update information without explicit authorization and in line with approved procedures.

5.6 Temporary staff should be given a limited period of access in line with their job requirements

6. IMPLEMENTATION/ OPERATIONAL PROCEDURES

6.1 Application for access to ITS Student System must be made by the prospective user on the ITS Registration Form (available on the ICS website). The form must be authorised by the Director: College Professional Services or Manager: College Academic Services and sent to the Director: Student Academic Administration for approval.

6.2 Permanent and temporary staff members will be provided with their own login for their sole use.

6.3 The Login should be conveyed to users in a secure way and not via a third party.

6.4 The relevant Line Managers must inform ICS to disable access to the system when a staff member leaves UKZN or access is no longer required because of changes in his/her job profile.

6.5 The System Administrator should:

6.5.1 Maintain a record of staff given access;

6.5.2 Enforce the use of individual passwords to maintain accountability; and

6.5.3 Disable access when a staff member leaves UKZN or no longer requires access because of changes in his/her job profile.

7. EFFECTIVE DATE: 1 December 2012

8. REVIEW DATE: 1 November 2014