The University of Tulsa Information Services	Procedure Number: 100.08

Title: Inappropriate Computer Usage Response	Page No: 1 of 2 Date: 05-16-02 Revision: 3

Purpose Statement: This policy is to insure that a consistent procedure is used to investigate reports of suspected inappropriate computer usage.

Scope of Procedure: This policy applies to all reports of inappropriate computer usage on the University of Tulsa campus or originating from the campus network.

Definitions: Inappropriate computer usage in this procedure is referring specifically to suspected computer activity that may be illegal by state and/or federal laws; in violation of University policies; unauthorized access; or any suspected violation of operating system security or physical computer security.

Policy: The Computer Security Response Team (CSRT) and the University Office of Security will investigate all reports of inappropriate computer usage.

Procedure: There are two departments that can receive an inappropriate computer usage report:

1. The University Help Desk can receive initial reports of inappropriate computer usage. The Help Desk will process the information and assign the work order to CSRT to investigate. Help Desk personnel will follow their department procedures for logging a minimal entry in the call tracking system. In addition, Help Desk personnel will produce a detailed email to CSRT (CSRT@utulsa.edu). The Help Desk can receive the initial report either by phone (631-3500) or via email (helpdesk@utulsa.edu). CSRT will work in conjunction with University Security to investigate all allegations.

2. The Office of University Security can receive initial reports of inappropriate computer usage by phone, 631-5555. Security will notify and work with CSRT to investigate the allegation.

After hours reports of inappropriate computer usage can be submitted in three ways:

1. The reporting party can leave a message on the Help Desk voice mail to be processed the next business day.
2. The reporting party can email the Help Desk the report and it will be processed the next business day.
3. The reporting party can contact University Security, who will secure the site. Security will notify CSRT of the report via email (CSRT@utulsa.edu). Security and CSRT will investigate the next business day. If Security determines the report to be a life-threatening situation in which they need the assistance of CSRT, Security will follow their departmental policies for contacting CSRT.

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