



Computing Services Support Camera Acceptable Use Policy

Policy Statement

This policy examines the need for increased levels of Technical Support for Computing and Audio Visual (User Technology) equipment in the teaching environment, particularly in more remote locations, and one of the methods by which Computing Services are now able to achieve more favourable and timely outcomes.

Aims

This policy is intended to help clarify the use of Support Cameras by Computing Services User Technology personnel and define the parameters of acceptable use.

The policy also aims to explain the methods currently used and thereby clarify potential areas of misunderstanding by academic and support staff. The policy does not aim to be exhaustive; however it will hopefully obviate unacceptable lacunas.

Drivers for this Policy

In the last few years the level of Computing and Audio Visual provision in teaching areas has increased in Technical complexity achieving a corresponding reduction in the need for several control methods; primarily remote controls.

Previously the equipment was complex to use and required several remote controls for even the most basic of functions. This led not only to controls being moved or misplaced and batteries requiring frequent replacement but, more significantly, to Technician time being taken up attending calls for assistance as well as travel to and from such calls. Typically the resolution to a simple support call would have involved a Technician in 20 minutes of travel time.

Although the new control systems, primarily ProCon push-button panels, require less input by staff in order to operate successfully there still arise many queries regarding equipment operation. Whilst these queries are significantly fewer in number than previously experienced, the growth in the University has significantly impacted upon Computing Services Support staff's ability to respond to problems in an efficient and timely manner which, in turn, affects the pedagogical process.

In order to overcome some aspects of these problems a system of Internet Protocol (IP) cameras have been employed on a secure, closed Virtual Local Area Network (VLAN) to be able to directly view the projector screen, ProCon wall mounted control units and associated equipment.

Mindful of potential areas of concern regarding the use of cameras in teaching areas this policy addresses these concerns by defining the terms of use of such IP cameras.

Application

This policy applies to all areas of Canterbury Christ Church University where Computing Services User Technology equipment is used; primarily teaching environments; but may also include other areas including those frequented by the general public.

The Policy

- 1) Support Cameras will be situated in all teaching areas where this is practical and where budgetary considerations permit.
- 2) The cameras will be of the IP type, installed on a secure VLAN¹, thereby ensuring security whilst facilitating cross-campus support.
- 3) The cameras will not be viewed except:
 - a) when initially being setup and systems are checked by trained User Technology Support Staff
 - b) periodically for the purposes of system checks and maintenance by trained User Technology Support Staff
 - c) when requested to do so by a duly authorised person²
 - d) when a support request is received from a member of staff
 - e) where a personal safety issue has arisen regarding a member of staff or a student
 - f) where there is a potential Health and Safety issue
- 4) The monitoring or recording of video images is not permitted except as in 3c), 3e) or 3f) above.
- 5) The monitoring or recording of audio is not permitted except as in 3c), 3e) or 3f) above.
- 6) The wilful masking, moving, damaging, misaligning, disconnecting or switching off of such devices by any person, staff or student, is not permitted and may result in disciplinary action.
- 7) All staff who may, from time to time, be caused to monitor the cameras will have both read and agreed with the University's current CCTV policy.
- 8) The cameras are of low resolution and cannot be used to record lectures, seminars or other group pedagogical work.

Effective date

¹ Password protected and separate from other University Network systems.

² Senior Management, Head of Computing Services, User Technology Manager, member of the emergency services or member of the armed forces.

The effective date of this policy is 1st January 2008.

Rationale

This policy was necessitated by the apparent misunderstanding of the use of Support Cameras by both Staff and Students of the University and by resultant acts of wilful damage to such installed equipment.

It is hoped that the clarification of the use of the Support cameras; i.e. to benefit staff and students by a more accurate and timely response to calls for assistance in the use of User Technology equipment; will prevent further concern, generate support for the process and negate further equipment damage.

Document control/change history				
Version	Author(s)	Date	Circulation	Comments
0	DC		Internal	Multiple internal drafts
1	DC	January 2008	ISC	Final for approval