

Frequently Asked Questions
NUS Computer Centre AUP for IT Resources Version 3.2

This FAQ (Frequently Asked Questions) is a living document that will be progressively updated with improvement. We value your feedback to make this FAQ as informative and useful to you as far as possible. Please contact us at cccert@nus.edu.sg for any suggestions or clarifications.

General Questions.

1. Where can we find the AUP?

<http://www.nus.edu.sg/comcen/security/aup>

2. What happen if I do not accept the policy?

Your accesses to NUS IT Resources will be terminated.

3. Will the University make "special provisions" for me if I do not use the IT Resources?

There will not be any "special provisions" made.

General Prohibited Uses (Section 4)

1. What are some of the main Laws that I should concern/abide with? [Ref: Clause 4.1]

E.g. Computer Misuse Act and Copyright Act, accessible at:

<http://agcvldb4.agc.gov.sg/>

2. What are some examples of copyright materials or copyright infringing materials? [Ref Clause 4.1(ii)]

Examples of copyright materials or copyright infringing materials include but not limited to artistic, dramatic, musical, literary materials, published works, etc.

Downloading and /or distribution of such materials over the network by any methods, including but not limited to File Transfer Protocol, Internet Relay Chat, Instant Messaging programs or any file sharing programs without the owner's permission constitutes an infringement of the copyright law.

3. What is intellectual property right? [Ref: Clause 4.1(iii)]

Users have to comply with all intellectual property laws in relation to materials available over the network. Although materials may be 'freely' available, this does not mean the User has the legal right to make copy of any of the materials. Save where expressly authorized to do so, or where copying is permitted under the applicable law, the User should endeavor to obtain the copyright owner's permission before making any copy of such materials.

4. What are some examples of unauthorized interception of data or communications? [Ref: Clause 4.4]

E.g. running network sniffers, tapping of network lines, etc

5. What are some examples of tampering with the University's IT Resources? [Ref: Clause 4.5]

They include actions that void the warranty of the resources, removal/deactivation of anti-virus software, unauthorized connection to a shared hub, etc

6. What are some examples of massive search instructions? [Ref: Clause 4.6]

Massive search instructions include the use of portscanners such as proxyhunter or superscan to search for specific services (e.g. MUD services or file shares) within the campus network or on the Internet. This also includes the use of heavy-duty search tools in peer-to-peer KaZaA and Gnutella networks, using robots or intelligent agents to access, search or systematically download electronic resources etc.

Specific Uses of IT Resources (Section 5)

1. How do you maintain the security of your passwords? [Ref: Clause 5.1]

- a) Choose a good password with the following traits:

- Use a minimum of 8 characters in length.
- Use a combination of letters, numbers and/or special characters.
- Use difficult to guess characters. Do not use words found in the dictionary or personal information such as lover's or pet's name. Do not use your username as part or the whole of your password.

- b) Create a good password that is easy for you to remember yet difficult to guess:

First construct a sentence and then choose the first character of each syllabus within the sentence to form the password. Here is an example:

The sentence to create and remember: **I look forward to coming to campus.**

The password inferred: **Ilfw2cm2cp**

- c) Keep your password secret:

- Do not write down your password down without securing the medium properly.
- Do not hide the password slip under your keyboard or leave it lying around.
- Change your passwords regularly at least at 3 months intervals.

2. Every network connection point shall be connected to one computer only? [Ref: Clause 5.2]

You are not allowed to connect a network point to an additional switch or hub for sharing of computing resources unless otherwise authorized by Computer Centre.

3. What constitutes unlicensed software or programs? [Ref: Clause 5.3]

A piece of software is considered unlicensed if:

- You did not receive explicit consent from the software vendor or creator to use the software as stipulated on the vendor website;
- You did not agree to the license of use terms and conditions before obtaining the software through means such as downloading; or
- You did not obtain the software from the software vendor or writer directly, such as downloading it directly from the original website or one of its authorized mirror sites.

An example of licensed software you can download is Microsoft-provided downloadable software from Windows Update such as Windows Movie Maker 1.2.1.

4. Some of the software which is required for my study is not available in the network, e.g. SPSS. As a result I resort to using pirated copies. [Ref: Clause 5.3]

You can feedback your requirements to your lecturer for further discussion with Computer Centre.

University's Access (Section 6)

1. What are the scanning programs used by the University? [Ref: Clause 6.3]

Scanning programs are tools that used to check a system for security vulnerabilities. Such checks are equivalent to health checks on the University IT Resources. They are non-intrusive and they check only the system directories and files.

The tools will list the vulnerabilities found in the system followed with corrective actions to patch the vulnerabilities.

2. Will we be informed of such scans? [Ref: Clause 6.3]

Prior to the scans, we will notify the users either via email or Message-Of-The-Day (MOTD).

Enforcement Procedures (Section 7)

1. What are the penalties that I will face if I violate the AUP? [Ref: Clause 7.2]

Depending on the severity of the case, disciplinary actions range from a warning, fine, termination of use of IT Resources or expulsion from the University.

Changes to Policy (Section 11)

1. Will the policy be amended without users' knowledge?

Users will be notified of changes to the policy. All changes have to be endorsed by the Corporate IT Committee and the Academic IT Committee which are chaired by the University Deputy President and Provost respectively.

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