Information Technology Department and Services

The Information Technology (IT) Department is the primary provider of computing and information technology resources, services, and support to the New Lines Institute community. The IT Department exists to ensure that all students, faculty, and staff have the IT tools, services, infrastructure, and support needed to carry out the institute's mission. Working in conjunction with the entire institute community, the IT department provides the direction, planning, and deployment of IT and communication services and networks that are reliable, capable, and scalable.

The IT Department supports New Lines Institute's pursuit to achieve its objectives by providing the technology infrastructure and services that advance teaching and learning, enable research, enrich the student experience, and effectively manage institutional information.

1. Contacting IT

For non-urgent requests, students and faculty may email it@newlinesinstitute.org. For urgent requests, IT can be contacted via telephone at (703) 591-7042.

2. IT Policies

The purpose of these policies is to outline the acceptable and unacceptable use of institute technology resources and to provide guidelines for appropriate use by students, faculty, and staff as well as to educate users regarding their responsibilities.

This is not a comprehensive list of policies covering all aspects of technology use. These policies are intended to be viewed as principles to help guide members of the learning community. Any specific policy statements are meant to serve as reference points. Policies will continue to be modified as new questions and situations arise; changes may occur at any time without prior notice.

While the proliferation of computers and information technologies does not alter basic codes of behavior in academic life, it does place some issues in new contexts. Using these technologies enables people to do varied things, both ethical and unethical, more easily. These technologies are an enormously rich resource for innovation and the furtherance of the institute's mission. However, in spite of many positive aspects, these technologies also increase the risks of actions, deliberate or not, that are harmful in various ways, including: (a) interference with the rights of others; (b) violation of the law; (c) interference with the mission of the institute; and/or (d) endangering the integrity of the institute's computer and information network.

Considering the risks addressed above, some of these guidelines call for respectful and responsible use of computer networks to protect the rights of individuals; other guidelines warn against actions that may violate the law. Users must understand the perils of illegal use, exchange, or display of copyrighted, deceptive, defamatory, or obscene materials on a web page or through other electronic communication channels.

Finally, these guidelines seek to protect the integrity of the institute's information systems themselves. Computing or networking resources need to be accessible and secure for appropriate uses consistent with the mission of the institute. The usurpation of these resources for personal gain, commercial gain, or without authorization is unacceptable. Moreover, even the individual right to privacy may, when personal files may need to be accessed for troubleshooting purposes, be overridden by authorized personnel to protect the integrity of the institute's computer systems.

2.1 Acceptable Use of Technology

The computer network is the property of New Lines Institute and is to be used for legitimate purposes only. Institute resources, including technology resources available to staff, faculty, and students, are not to be used for anything other than their intended purpose. Resources should always be used in ways consistent with furthering the institute's mission of promoting education and research. All users have a responsibility to use New Lines Institute's technology resources and the Internet in a professional, lawful, and ethical manner. Abuse of the computer network or the Internet may result in internal disciplinary action within the institute or civil and/or criminal liability.

Computer Use

- Today's information technology is a shared resource. Users should respect the needs of others when using computer and network resources. Users should not tamper with facilities and should avoid any actions that interfere with the normal operations of computers, networks, and facilities.

- Users should avoid excessive use of computer resources. They are finite and others deserve their share.

- Making institute computing resources available

to individuals not affiliated with New Lines Institute without approval of an authorized institute official is strictly prohibited.

- Intentional waste of human or electronic resources is strictly prohibited.

- Intentionally disturbing use of electronic networks or information systems is strictly prohibited.

- No food, drink, gum, or tobacco is permitted in the computer labs. Any food or drink must be left outside the lab in designated areas or concealed in a backpack or other bag while in the lab. Food or drink that is concealed may not be consumed while inside the lab facilities. Any individual found consuming food or drink in the lab may be asked by a faculty, staff, or IT Department staff or student staff to discard the item(s) immediately. Refusing to comply or arguing with institute staff will result in suspension of the individual's lab privileges. Lab users in violation of this policy for the first time will be given verbal and electronic (institute email) warnings. If the same person continues to violate the policy, they will receive a second warning and will be charged $25. For the third and future violations, the person will be charged $30.

- It is strictly prohibited to deface IT facilities and/or to misuse computing equipment. All individuals are prohibited from taking any action that may cause damage to such property including, but not limited to, moving equipment, unplugging equipment, or breakage by any means. The IT hardware and computer labs are private property of New Lines Institute and any damage to IT property as a result of violation of this policy will carry financial penalty equal to the cost of repair or replacement of such property as a consequence for all offenders.

Internet Use

- The institute does not monitor the content of outside web pages and is not responsible for the views expressed by individual users.

- Web pages that are accessed to an excessive degree can be a drain on computer resources.

Email Use

- The institute does not monitor the content of electronic mail or other online communications and is not responsible for the views expressed by individual users.

- "Spamming" and similar inappropriate uses of institute resources are not acceptable.

- Sending of electronic chain mail and the inappropriate sending of "broadcast" messages to large numbers of individuals or hosts is also strictly prohibited.

- The interception or attempted interception of communications by parties not explicitly intended to retrieve them without approval of an authorized institute official is strictly prohibited.

Personal Electronic Device Use

- Employees are not permitted to bring personal computers or data storage devices (such as external hard drives, flash drives*, or other data storage media) to the workplace or to connect them with the institute's electronic property or network unless expressly given written permission to do so by the institute.

  Faculty members are permitted to use this device for instructional purposes in the classroom.

- Personal cellular devices are permitted in the workplace but must be kept stored away from the working area/desk during office hours and should only be used in emergency situations.

Software Use

Software piracy is the installation, use, or distribution of unauthorized copies of software, which is protected property under intellectual property laws. Purchased commercial software packages include license agreements that indicate how the software should be used. Pirating software or failure to comply with restrictions in license agreements is illegal and may result in substantial fines for the institute. The institute has adopted the following computer software policies on the use of computer software.

- New Lines Institute, in purchasing computer software, commits to specific licensing agreements. Misuse or unauthorized uses, including duplication of licensed software for backup or archival purposes or duplication of related documentation may be a violation of United States copyright laws.

- New Lines Institute employees shall use computer software only in accordance with the terms of the licensing agreement. New Lines Institute does not condone or support the use of any unauthorized copies of software.

All software used by employees to perform their institute responsibilities shall be purchased through appropriate procedures.

- Any employee who makes, acquires, or illegally reproduces software may be subject to civil and criminal penalties, including fines and imprisonment. Further, employees who violate this policy will be subject to appropriate disciplinary actions.

Consequences of Misuse

- An individual's computer use privileges may be suspended immediately upon the discovery of a possible violation of any of the above policies. Such suspected violations will be confidentially reported to the appropriate member of management at the institute. The appropriate member of management will judge an offense as either major or minor. A first minor offense will normally be dealt with by the IT Department or management after consultation with the user. Additional offenses will be regarded as major offenses and dealt with accordingly. Violations of the policies will be dealt with in the same manner as violations of other institute policies and may result in disciplinary review. In such a review, the full range of disciplinary sanctions is available, including the loss of computer use privileges, dismissal from the institute, and/or legal action.

- Systems managers or other individuals within an academic or administrative unit may be empowered to suspend some or all privileges associated with computer use in cases of misuse or threat to the integrity of all or part of the institute's information management resources.

- Before any permanent action is taken against a user, the user will be advised of the basis for the proposed action and will be given an opportunity to respond. Concerns about such actions may be raised through the usual administrative or academic channels associated with the Program Chair, facility, or resource in question.

- Where a violation of institute policies or applicable law appear to warrant action beyond a suspension or elimination of computer privileges, the matter may be referred to a supervisor, administrator, or institute disciplinary body with appropriate authority or to law enforcement authorities.

- Complaints or concerns about another's use of computer resources should be directed to the administrator responsible for the facility or resource in question.

2.2 IT Security

Guidelines for Passwords

Users are responsible for all activities involving their user accounts. User accounts should be kept secure and private. Users should not use identifying data or common words as passwords. Passwords should be difficult to crack or otherwise guess by individuals or by sophisticated computer programs. It is recommended that users change passwords for all user accounts every 120 days in order to secure access to accounts. Users are strictly prohibited from revealing passwords or otherwise permitting the use by others (by intent or negligence) of personal accounts for computer and network access.

Levels of Access to the Network

Users are provided access to the computer network and related tools to assist them in the performance of their jobs or studies. The institute is the custodian of a wide array of personal and financial data concerning its students, staff, and faculty, as well as the institute itself. Users should respect the institute's obligations of confidentiality as well as their own confidentiality. Only users with authorization may access, communicate, or use confidential information. The institute has the right to expect that computer users will properly identify themselves. Computer accounts are assigned and identified to individuals. Privileges and responsibilities granted to users vary between groups. Some have additional and sometimes more restrictive guidelines applicable to the user. The use of restricted-access institute computer resources or electronic information without or beyond one's level of authorization is strictly prohibited.

Virus Protection

Interference with or disruption of the computer or network accounts, services, or equipment of others through the propagation of computer worms and viruses is strictly prohibited. Unauthorized scanning of networks for security vulnerabilities is strictly prohibited.

Confidentiality

Although respect for privacy is fundamental to the institute's policies, almost any information can be read or copied and some user information is maintained in

system logs as part of a responsible computer system maintenance plan. The institute reserves the right to examine computer files, and, in rare circumstances, the institute may be compelled by law or policy to examine even personal and confidential information maintained on institute computing facilities.

Usage of Data

Unauthorized copying and/or use of licensed computer software is strictly prohibited. Unauthorized access, possession, or distribution – by electronic or other means – of electronic information or data that is confidential under the institute's policies regarding privacy or the confidentiality of student, administrative, personnel, archival, or other records is strictly prohibited. Intentionally compromising the privacy or security of electronic information is strictly prohibited. Intentionally infringing upon the intellectual property right of others in computer programs or electronic information (including plagiarism and unauthorized use or reproduction) is strictly prohibited. Altering or attempting to alter files or systems without authorization is strictly prohibited. Intentionally damaging or destroying the integrity of electronic information is strictly prohibited.

2.3 Hardware Protection Policy

Rationale

Institute computer lab facilities are considered to be study areas. All activities which disrupt, attempt to disrupt, or support the disruption of a study environment will not be tolerated and corrective action will be taken. Eating and drinking are not permitted in computer labs because such actions can result in personal injury and/or can pose a threat to the computing equipment or damage IT property. This policy applies to all staff, faculty, students, and institute guests entering the facility and using its lab facilities.

Hardware and IT equipment issued to staff, faculty, or students by the institute is also subject to this policy. This includes laptops, printers, copy machines, overhead projectors, tablets, desktop computers, and all other pieces of IT equipment that is considered property of New Lines Institute.

General Rules

No food, drink, gum, or tobacco is permitted in the computer labs. Any food or drink must be left outside the lab in designated areas or concealed in a backpack or other bag while in the lab. Food or drink that is concealed may not be consumed while inside the lab facilities. Any individual found consuming food or drink in the lab may be asked by an IT Department staff or student staff to discard the item(s) immediately. Refusing to comply or arguing with institute staff will result in suspension of the individual's lab privileges.

For the protection of personal life and computer lab facilities, the following rule of punishment is provided and must be followed:

- Lab users in violation of this policy for the first time will be given verbal and electronic (institute email) warnings.
- If the same person continues to violate the policy, he/she will receive a second warning and will be charged $25.
- For the third and all future violations, the person will be charged $30.

These fees will be assessed on the student's account and can result in inability to register for classes or receive other services if the balance is not paid.

Staff and faculty violators' fines may be assessed on the violator's paycheck.

Damage to Institute Property

It is strictly prohibited to deface IT facilities and/or to misuse computing equipment. All individuals are prohibited from taking any action that may cause damage to such property including, but not limited to, moving equipment, unplugging equipment, or breakage by any means. The IT hardware and computer labs are private property of New Lines Institute for Strategy and Policy and any damage to IT property as a result of violation of this policy will carry financial penalty equal to the cost of repair or replacement of such property as a consequence for all offenders.

2.4 Technology Standards

Guidelines for Software, Hardware, and Systems

Requests from employees for software, hardware, or network privileges should be relative to their positions at the institute and should reflect the scope of their responsibilities. Before granting any privileges to employees, the IT Department may request approval from the employee's supervisor and/or management. Most software, hardware, and systems must receive final approval from the executive committee of the institute before they are purchased and implemented.

All torrent, password-generating, and otherwise malicious software is strictly prohibited.

Maintenance of Software, Hardware, and Systems

The IT Department maintains a current inventory of all software installed on computers/networks in the institute. A yearly inventory is conducted and spot checks/audits are performed periodically to ensure that illegal software has not been inadvertently or deliberately installed on institute -owned computers. Software will not be installed on a network unless specifically allowed in the licensing agreement. If a software package is licensed to be operated across a network, the IT Department will make sure that any usage limits are observed and copying is disabled unless explicitly allowed under the license. The IT Department will ensure that software is not copied for use on more than one computer and that software user manuals are not copied. The IT Department will also ensure that backup copies of software are not used to run the software on additional computers.

Software Upgrades

When software upgrades are purchased, previous versions and associated user manuals should be destroyed if no longer needed. Some upgrades require that previous versions be installed before the upgrade is installed, so previous versions must be maintained.

2.5 IT Services Policy

New Lines Institute computing facilities are used by departments, offices, and faculty members for a number of purposes. This creates a complex environment for providing a reliable, useful facility for all involved. Pieces of software added into the environment become part of an integrated system the IT Department must maintain. For this reason, there are a number of policies regarding software requests and installation.

Addressing Misuse by Users

Failure to comply with requests from appropriate institute officials to discontinue activities that threaten the operation or integrity of computers, systems, or networks will result in disciplinary action. (Please refer to the appropriate use policies for more details.)

Requests for Support

Most requests for support (troubleshooting, installation of tools, etc.) should be entered into New Lines Institute's help desk ticketing system. Urgent requests (such as system failure or inability to connect to the network) may be directed to the IT Department via telephone or in person.

Software Support

Departments wanting updates to the software they have purchased must make requests through the IT Department. The IT Department must be provided with proof of purchase of any non-free updates before the update will be installed. Departments may request updates to IT Department-purchased software; such requests will be evaluated. Such requests must also be submitted via the help desk four weeks before the start of the semester.

Software Maintenance

The IT department will maintain the original installation of software for one academic year from its initial installation or until the license expires, whichever occurs first. Software packages must be retested after each semester as new software, hardware, or operating systems may be installed. The IT Department will notify the department of any new conflicts and make all efforts to resolve those conflicts. If unavoidable conflicts arise, the IT Department will work with the affected department to find the best solution. The IT Department will not provide students, faculty, or staff with technical support for software not purchased by the IT Department. This means that instructors intending to use department-requested software are expected to be proficient in said software; the IT Department will not provide training, support, or documentation for software not purchased by the IT Department.

3. Computer and Internet Access

The library has wireless Internet access, so students and faculty can access the Internet from the Library using their own wireless-enabled laptop. Desktop computers with Internet connection and a printer are also available for use in the Library.

4. Institute E-mail Accounts

All students and faculty are provided an @newlinesinstitute.org email.

All institute correspondence and notifications are sent via institute email; therefore, it is required that all students and faculty use it. Everyone is expected to log into their institute email regularly. No institute communication (communications about classes or academic administrative matters should occur student-to-student, faculty-to-student, faculty-

tofaculty, student-to-staff, etc.) should occur via personal email.

5. Institute Wi-Fi

All students can access free Wi-Fi while at the institute. Either access the Student or Guest networks. Upon acceptance of the terms of service, the Wi-Fi is accessible throughout the building.

6. Student Portal

The Student Portal is a centralized location for accessing and managing students' personal information. In the portal students will be able to access institute announcements, grades, class schedules, electronic bills, and much more. In addition, the portal is a place for students to be able to update their personal details including any changes to their address or phone number.

Contact Information

For further information about the New Lines Institute Master of Arts in Strategy and Policy, please contact admissions@newlinesinstitute.org.

Location: 1660 L St. NW, Ste. 450, Washington, DC 20036, US