

Responsible Use Policy  
Implementation Practice and Procedures

	Individual Complainant or Request	Potential Violator (Cal Poly)	IT Tech Staff / Sys Admin**	ITS Policy Assurance Officer	ITS Policy Technical Consultant	ITS VP/CIO	University Counsel	Judicial Affairs	Academic Personnel	Human Resources*	VP, Dean, Supervisor	University Police	External Law	Public Affairs	Other Campus Office
<b>INVESTIGATION PHASE</b>															
ITS receives a complaint, a request, or detects a system problem or unusual event	X		X	X	X										
Is there sufficient information to determine what happened?			X	X	X	X									
If not, seek additional information from complainant, system administrator, etc.	X		X	X	X										
Is the system restored to operational status?			X			X									
If requested by law enforcement, is it accompanied by a legal court order?				X	X	X	X					X	X		
Is it a health and safety issue requiring immediate action?				X	X	X	X					X	X		
Is a non-ITS resource involved? If yes, refer to the non-ITS system administrator			X	X	X										
<b>Produces Finding of Fact</b>															
<b>ASSESSMENT PHASE</b>															
Evaluate facts against existing policies to determine if a violation occurred				X	X	X									
If not, notify individual who reported the incident; record findings and close case	X		X	X	X										
If yes, were University IT resources involved?				X	X										
If not, advise individual as to what actions may be taken against outside entities	X		X	X	X										
If yes, assess the nature and severity of the violation and who is responsible				X	X	X									
Refer incidents involving non-ITS resources to department for assessment			X	X	X										
Is misuse of institutional data involved? If yes, consult with Info. Security Officer***				X	X	X	X								X
Is misuse of student information involved? If yes, consult with Academic Records				X	X	X	X								X
Is disclosure of personal information involved? If yes, notify affected persons & CSU				X	X	X	X			X					X
Is media involvement likely? If yes, contact Public Affairs				X	X	X	X							X	
<b>Produces Finding of Responsibility</b>															
<b>RESOLUTION PHASE</b>															
Is it a minor or first-time offense?				X	X										
If yes, seek informal resolution through education directly with the individual		X		X	X										
If unable to resolve, escalate to designated campus authority for resolution				X	X	X									
If a faculty member is involved, refer to Academic Personnel, Dean, etc.		X							X			X			
If a staff member is involved, refer to appropriate HR office, VP, etc.		X								X		X			
If a student is involved, refer to Judicial Affairs		X						X				X			
Is it a serious or repeated offense?				X	X	X									
If yes, seek formal resolution through designated campus authorities				X	X	X	X								
If a faculty member is involved, refer to Academic Personnel, Dean, etc.		X							X			X			
If a staff member is involved, refer to appropriate HR office, VP, etc.		X								X		X			
If a student is involved, refer to Judicial Affairs		X						X				X			
Is it a legal violation? If yes, refer to law enforcement for further action		X		X	X	X	X					X	X		
Advise and consult on nature, severity and impact of the violation on the campus				X	X	X									
Notify complainant as to the disposition of their complaint	X		X	X	X										
Record incident and its resolution and track recurring violations				X	X										
Implement technical sanctions imposed by campus authorities or required by law		X	X			X									
<b>Produces Finding of Consequences</b>															
* ASI, Foundation or State HR Office, depending on the employee involved															
** Includes ResNET, college/department LAN coordinators, ITS technicians, etc.															
*** Associate Vice President for Administration															