Acceptable Use Policy (AUP) FAQs   DRAFT   DRAFT
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Why is the AUP necessary?

The Duke University Information Technology Advisory Council (ITAC) statement on security and privacy titled Computing and Electronic Communications at Duke University: Security & Privacy needs refreshing. Its stated purpose is "to establish and promote the ethical, legal, and secure use of computing and electronic communications for all members of the University community".

The ITAC document was issued in May 1997 and only applies to Duke University and not the Duke University Health System (DUHS). It does not encompass certain legal, regulatory and compliance issues that have arisen since its inception, including the Federal Rules of Evidence regarding access to electronically stored information. Additionally, the Duke computing environment has changed significantly to include ubiquitous access to the Internet and exponentially increased use of mobile computing devices allowing users to stay connected wherever they are – on or off campus. The goal was to create a uniform policy to provide guidance at the highest level for both the University and DUHS as well as provide a framework for the addition of sub-components as needed.

How will IT staff fix my machine if I can't tell them my password?

In most cases, IT staff will be able to log in to your machine with a different administrator Id and password. In the rare situations requiring your NetID and password, you can elect to remain with the IT staff member and enter your password when necessary, or you can give your password to the IT staff member and then *change your password immediately after the IT staff member has finished his or her work*. It is never acceptable for you to continue to use a password you believe has been shared or compromised in any way.

How will my administrative assistant manage my e-mail without my password?

Our e-mail and calendar systems allow you to delegate some authority to others to manage your mail and appointments. Once you'd done this, your assistant will use his or her own ID and passwords to gain access to your e-mail and calendar. If you are unable to set these preferences yourself, please contact your local IT support group or the OIT Service Desk for help delegating authority to your assistant.