

Information Technology Access and Induction Procedure

August 2022 - This procedure is rescinded and relevant provisions have been included in the [Information Technology Procedure - Acceptable Use and Access](#)

Section 1 - Purpose

(1) This Procedure describes how to arrange access to and induction for new staff in Charles Sturt University Information Technology (IT) facilities and forms part of the [Induction and Development Program Guidelines](#).

Scope

(2) This Procedure applies to all staff of Charles Sturt University (the University).

References

(3) This Procedure should be read in conjunction with:

- a. [Induction and Development Program Guidelines](#)
- b. [Division of People and Culture web site](#)
- c. [IT Fundamentals - ELMO Module](#) training module
- d. [Information Security Awareness - ELMO Module](#)
- e. [Information Security Awareness for Casual Staff - ELMO Module](#)
- f. [Temporary Access Administration System](#)
- g. [Computing and Communication Facilities Use Policy](#)
- h. [CSU Learning Analytics Consent Statement](#) available from the [Division of Learning and Teaching webpage](#).

Section 2 - Glossary

(4) For the purpose of this Procedure:

- a. University IT facilities - means communication and computing facilities as defined in the [Information Technology Procedure - Acceptable Use and Access](#).
- b. Supervisor - means an employee's nominated supervisor and may include the Executive Dean, Head of School/Section, Executive Director/Director (or nominee).

Section 3 - Policy

(5) Nil.

Section 4 - Procedure

Part A - Responsibilities

(6) The process for ensuring staff have access to and receive induction in the University's IT facilities is a joint responsibility of the Division of People and Culture, the Division of Information Technology and Supervisors.

(7) The HR Service Centre is responsible for ensuring the new employee's details are entered into the HR Information System to allow access to the University's IT facilities on the first day of employment.

(8) The Division of Information Technology is responsible for:

- a. ensuring new employees are able to access their staff account details on the first day of employment; and
- b. providing comprehensive and relevant online IT induction training modules for University staff.

(9) Supervisors are responsible for:

- a. acquiring basic levels of IT literacy to support new employees during the first few weeks of their employment at the University; and
- b. ensuring support is provided to new employees by other staff in the School/Section so that they can use basic IT facilities prior to completing the online IT induction training modules.

Part B - Providing access to IT facilities

(10) IT access will be provided to new continuing, fixed term and casual employees once the acceptance of employment offer and other human resources documentation has been received by the University.

(11) New continuing and fixed term employees are responsible for returning human resources documentation before their commencement date.

(12) Supervisors are responsible for ensuring a new casual employee's human resources documentation is returned to the HR Service Centre at least five days prior to commencement.

(13) Upon receiving human resources documentation, the HR Service Centre will enter a new employee's details into the Human Resources (HR) Information System.

(14) Once the new employee's details are entered, the information flows electronically through to the Division of Information Technology with their staff account created on the same day and fed back into the HR Information System.

(15) The HR Service Centre will send an automated email to the requesting Supervisor advising them of the new employee's details including position, commencement date, staff ID, CSU username and location.

(16) Supervisors are also responsible for:

- a. contacting and welcoming new employees with information of their staff account details, arrangements for their first day of employment and induction activities to be completed on their commencement; and
- b. arranging [Temporary Access Accounts](#) (limited IT services) at least one day before an account is needed for employees who:
 - i. are not processed or paid via the HR Information System (e.g. visitors, contractors and temporary staff).

Supervisors must determine (prior to engagement) whether these employees will require access to University IT services; and

ii. have submitted their human resources documentation and are awaiting account access to come through.

(17) On the first day of employment, the University requires all new staff with access to University IT facilities to:

- a. read the [Information Technology Procedure - Acceptable Use and Access](#) and [Learning Analytics Consent Statement](#) available from the [Division of Learning and Teaching webpage](#); and
- b. follow the [Activate My Login](#) procedure.

Part C - IT induction

(18) Online IT induction training modules have been developed by the Division of Information Technology to help assist new employees in using University IT facilities.

(19) Supervisors of new permanent and fixed-term staff must ensure new employees:

- a. receive basic IT support prior to completing online IT induction training modules; and
- b. complete the [IT Fundamentals - ELMO Module](#) and [Information Security Awareness - ELMO Module](#).

(20) Supervisors of casual, temporary or visiting staff must:

- a. provide basic IT support to new employees prior to their completion of online IT induction training modules;
- b. ensure new employees complete the [Information Security Awareness for Casual Staff - ELMO Module](#); and
- c. determine if staff are required to complete the [IT Fundamentals - ELMO Module](#) depending on the length or function of their employment.

(21) Supervisors of academic staff will also determine if staff are required to complete the [Classroom Technology at CSU - ELMO Module](#) depending on the length or function of their employment.

(22) These training modules must be completed within the first month of employment.

Section 5 - Guidelines

(23) Nil.

Status and Details

Status	Current
Effective Date	11th June 2018
Review Date	11th June 2020
Approval Authority	Chief Financial Officer
Approval Date	25th May 2018
Expiry Date	Not Applicable
Unit Head	Mark Duffy Executive Director, Division of Information Technology
Author	Timothy Mannes
Enquiries Contact	Division of Information Technology +61 2 63386260