

UTLearn Acceptable Use Standards

Version: 1.1

Last Updated: 04/20/2017

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Purpose

The purpose of this document is to assist the University in maintaining compliance with applicable policy, procedures, and vendor requirements. These standards address important considerations in the use of the official employee training management system (UTLearn) at The University of Texas at Austin.

This agreement does not cover independent use of any training system not supported as the official University employee training management system, nor does it cover any external tools or systems which training owners may utilize to develop courses and materials.

Ownership

The UTLearn business owner maintains and manages the business processes and decisions, and administers the system to ensure optimal performance, continually improve and expand system use, manage user accounts, and provide technical support for University employees.

Acceptable Use

UTLearn is the official employee training management system for The University of Texas at Austin. Its purpose is to provide a central location for the University to promote, offer, host, and provide, employee development for its employees, and compliance and regulatory training for both employees and nonemployees (see [Audience](#)).

Other uses, such as event planning, social gatherings, or meeting scheduler dilute the core purpose and are not acceptable uses of UTLearn. When unsure of whether a proposed course meets UTLearn's core purpose, training owners must contact the business owner for assistance.

In cases of suspected misuse, the responsible department will be contacted, and the issue remediated in an appropriate manner.

Content Development Requirements

When developing content that will be hosted within UTLearn, (e.g., online classes, materials, videos, supporting documentation, and course handouts), training owners are responsible for meeting the following requirements:

- Delivery of and access to copyright materials hosted within UTLearn must comply with Copyright Law (Title 17 of the United States Code <http://www.copyright.gov/title17/>). Any use of University-trademarked content must abide by the requirements set forth by the [Office of Brand, Trademarks and Licensing](#).
- Abide by all accessibility requirements, including University, states and federal standards. See the [University Web Accessibility Policy](#). Questions about accessibility can be directed to the University's Accessibility Coordinator

(ada@austin.utexas.edu).

Note: If content is discovered to be in violation of copyright, trademark, or accessibility requirements, training owners will be notified, and the content may be removed.

- Obtain necessary approvals for using or linking to content hosted outside of UTLearn.

Note: Training owners are responsible for any external content or websites external to UTLearn that they link to from within their course.

- Obtain necessary resources for content development, including instructional designers and online content development software.
- Adhere to technical requirements and criteria necessary to host content within UTLearn.
- Support class content by answering questions from end users.
- Adapt and update content in a timely manner in accordance with changes in policies, regulations, and laws.
- Work with UTLearn administrators to resolve issues.

Audience

The UTLearn audience is as follows:

- UT Austin employees, defined as faculty, staff, and student employees, should have access to employee development and compliance training in UTLearn during their employment period with the University.
- The nonemployee population that is mandated and required to complete specific safety and compliance training to meet various federal, state, and regulatory agency requirements can request temporary access in order to complete that training only.
- Access for other populations depends on decisions and policies yet to be determined.

User Management and Access

All users with active accounts in UTLearn must access the system using their UT EID and password.

- All employee accounts and associated data (e.g., job code, manager, department) are automatically created, inactivated, reactivated, updated, and managed via the programmatic connection between the University's HR system and UTLearn.
- Nonemployee users are responsible for initial account creation via the self-registration process. Accounts are inactivated annually at a minimum.
- Departments that utilize the self-registration functionality are responsible for controlling and administering self-registration access for their populations.

Access to UTLearn may be reduced, disabled, or suspended for users who violate the [Information Resources Use and Security Policy](#), the [UT Austin Acceptable Use Policy](#), and/or other guiding policies that define appropriate conduct for University employees, students, and those utilizing those University resources.

User and Department Responsibilities

All users are responsible for conformance with University policies and procedures, as well as meeting technical requirements to access course content.

- Users must ensure that their browsers meet the minimum requirements necessary to access UTLearn-hosted content. (See the [UTLearn website](#) for list of supported browsers.)
- Departments requesting system configuration changes or integrations between UTLearn and external applications must follow the documented *IT change management process*, are responsible for acquiring additional support and resources, and acknowledge that any additional costs for the requests will be the responsibility of the requesting department.

Definitions

- Business owner: The department that owns management of UTLearn, including decisions concerning system maintenance, configuration, and communication and coordination with campus and University executive leadership.
- Employee: Faculty, staff, and student employees
- Governance: The group of executive sponsors and leadership who provide clarity on use of UTLearn and the scope of the University's responsibilities in relation to providing training, compliance or otherwise, to nonemployees; system change management with coordination of system administrators and UTLearn business owner.
- Nonemployee: An individual who is not current or future faculty, staff, or student employee
- User: An individual with an active UTLearn account

Authoritative Source

The business owner and UTLearn Governance are the authoritative sources for these standards and are responsible for its implementation and enforcement. All requested changes to UTLearn and/or its use will follow the [UTLearn Change Management Process](#) and will be evaluated to ensure they adhere to the standards outlined in this document.

Revision History

Version	Date	Revision	Original Text
0.0	03/07/2017	Original draft	Original draft
1.0	03/24/2017	Updated URLs, inserted 'business owner' until the actual owner is identified	Missing accessibility links; previously 'insert business owner here'
1.1	04/20/2017	Updated Audience to remove AUP reference	AUP reference included

Approvals

Name	Role	Member	Date
UTLearn Administrator	Author	Frances Delacruz	5/12/2017
UTLearn Administrator	Author	Kati Elliott	5/12/2017
UTLearn Governance	Reviewer	John Salsman (EHS)	5/9/2017
UTLearn Governance	Reviewer	Jaime Davis (UCS)	5/12/2017
UTLearn Governance	Reviewer	Karen Chawner (HR)	
UTLearn Governance & Business Owner	Reviewer	Elida Lee (HR)	5/12/2017
Chief Information Security Officer	Approver	Cam Beasley	

Appendix A

Roles and Expectations

- User: searching, registering, training completion, managing transcript
 - Manager: assigning, approving, reporting, monitoring employee training requirements and completions
 - Instructor: updating roster, reporting (instructors that are not UT employees must rely on the hosting departments for these activities)
 - Enrollment Management: enrolling users in instructor led training
 - Reporting Management: reporting, review user transcripts
 - Training Contact/Owner: managing and updating training information, attendee management, managing rosters, reporting, supporting course inquiries
 - Training Coordinator: creating and managing courses, adhering to [Content Development Requirements](#); complete mandatory system training
 - Tier 1 Support: triaging issues, resolving the most basic user issues including general inquiries, non-technical questions, login problems, system navigation assistance, basic how-to tasks, browser settings (pop-up windows)
 - Tier 2 Support: providing more in-depth technical support; assisting with mid-level technical questions; basic user account and security role management
 - Tier 3 Support/System Administrators: addressing the most complex technical issues which may prevent users from completing a task in the system; may involve coordination with application support engineer and/or vendor; managing vendor patches and releases; ongoing system functionality evaluation; providing training that is required for users who need additional system permissions; point of contact with vendor
 - Application Support Engineer: providing evaluation and assistance with building and scoping integrations between external systems and UTLearn
- Note:** This role must exist both within UTLearn support and within the departments requesting integrations with UTLearn.