

Contents:

1. Preface
2. Policy
3. Audit and Compliance

Section 1. Preface

A. Name

The formal name of this policy is the [Policy on Support for Ancillary Apps Available Through Google Apps for Education](#).

B. Status of This Policy

1. Draft.
2. Public Review and Comment Period. November 1-15, 2013
3. Redraft.
4. Working Group Review and Comment.
5. **Accepted. November 15, 2013**

C. Scope and Purpose.

This document outlines the terms under which IITS will support ancillary applications (apps) available as part of the Google Apps for Education suite of products. This document **does not** cover support for the Core Suite of Apps (Mail, Docs, Drive, Calendar, Sites, Contacts and Google Groups). This document covers policy on the availability and supported use of the ever-changing suite of products that are available through Google Apps for Education including, but not limited to, YouTube, Google Maps, Picasa and other products. As of the writing of this document the complete list of Apps is available from Google at <http://support.google.com/a/bin/answer.py?hl=en&answer=181865>

D. Spirit and Intent

The underlying intent if this document is to provide a framework for availability of apps and support of those apps with the following objectives:

- To create an environment that permits faculty, students and staff room for creative academic and enterprise use of available Google Apps.
- To establish foundations of reasonable expectations around the use of these apps.
- To create boundaries of responsibility for the content stored in these apps.

Section 2. Policy.

- A. Apps that relate to monetization (for the user or Google) or those for which the College already provides a solution (blogs, analytics, etc.) will not be made available. Recognizing the fluid nature of Google Apps, any item identified by Google as being phased out will not be made available.

- B. Any new ancillary apps will need to meet the criteria in Section 2, Item A. IITS and College Communications will determine whether the functionality of any newly introduced app is already provided for via an existing college-provided solution.
- C. The current list of Ancillary Apps approved for use under this policy shall be made available on the IITS website (<http://iits.haverford.edu/services/haverapps>)
- D. These apps are made available to users with Haverford.edu accounts under the following terms:
 - 1. Google Apps (outside of the Core Suite of HaverApps) are used at one's own risk.
 - 2. Google Apps are provided without warranty by the developers and are constantly changing.
 - 3. Users acknowledge that the fluid nature of the apps, and the College's lack of control over these apps, may change the usability or suitability of a given app at any time without notice.
 - 4. Given the College's lack of control over these apps and their content, and the deletion policy established herein, ancillary apps **are not recommended** for College business use as may be defined in any applicable College policies on Intellectual Property and Rights, or critical academic or research content. Further, any data, media or other content of value to the College stored in ancillary apps counter to the advice of this policy should be backed up regularly and backups secured by an employee's supervisor.
 - 5. Users acknowledge that the data stored in Google Apps are their sole responsibility to backup (as possible) or otherwise secure. IITS does not back up or secure data stored in Google Apps. Google or the creator of the apps may, at any time, discontinue access to these apps without warning.
 - 6. Users acknowledge that the data stored in the apps are deleted upon the end of a user's faculty, staff or student affiliation with the college. Transfer of data from Google Apps to a user's personal account or storage is solely the responsibility of the end user. IITS will not perform transfers of data into or out of Google Apps on behalf of any users, including those whose affiliation with the college is ending or has ended.
- E. IITS will provide support as follows:
 - 1. IITS ProDesk supports the use of specific web browsers (as listed on the IITS website) and will work to help resolve any supported browser-related problems that interfere with the use of Google Apps.
 - 2. ProDesk supports the use of Adobe Flash as a stand-alone product and as a browser plug-in and will work to help resolve any Adobe Flash related problems that interfere with the use of Google Apps.
 - 3. Instructional Technology Services will provide second-tier support (specifically training and support in the specific academic uses) for selected products within the Google Apps for education suite.
 - 4. Instructional Technology Services will maintain and publish a list of the products selected for second-tier support as described in Section 2.C.3 of this policy.
- F. The apps covered under this policy shall be made available to users upon activation of a Haverford Google Apps for Education account.
- G. As policy updates are made the user community shall be notified of changes to this policy.

Section 3. Audit and Compliance (this section is included for policy template purposes and is left intentionally generic)

- A. **Audit.** There shall be no routine audit associated with this policy.

- B. Enforcement.** Enforcement of this policy shall be limited to internal processes within IITS that assure the meeting of commitments under Section 2.C.
- C. Risk of Non Compliance.** Users who fail to acknowledge the terms of Section 2.B may lose data should they not take the necessary steps to secure their data personally.
- D. Penalties for Non Compliance.** Beyond any losses outlined in Section 3.C, there shall be no penalties for non-compliance.