The Faculty of Medicine
Administrative Productivity Package (APP)
Terms of Use
May 2012 (updated April 2016)

The Faculty of Medicine runs a suite of server software that is collectively named the Administrative Productivity Package (and formerly known as the "Exchange Service"). Details about the functionality of this system, and the costs, are described in *The Faculty of Medicine Administrative Productivity Package: Features and Pricing*. This *Terms of Use* document is intended to clarify some important aspects and features of the system, applicable policies, and the rights and responsibilities of the users and the supplier of the Service. Use of any aspect of the APP after receiving notification of this updated *Terms of Use* document indicates acceptance of all of the terms it contains.

Eligibility - APP accounts are available only to current staff and faculty of the Faculty of Medicine, or of specific other faculties or groups that we support. The per-user account costs for the standard service (email & scheduling, file storage) will be covered by the Faculty of Medicine for all users with an administrative appointment with the Faculty.

System Requirements – Work computers used to access the Exchange System must meet certain minimum requirements. PCs must be running Windows XP SP3 or later, and Outlook 2007 or later—although we strongly encourage PC users to upgrade to the latest versions of Microsoft Windows and Office, which are available at no cost to APP users (see *Microsoft Software Licensing*). Macs must be running OS X, with Outlook 2011 (not Entourage). The preferred remote access method is Outlook Web Access.

Quotas – Limits have been applied to the amount of storage space available to users and departments, in order to ensure that it is allocated fairly and managed responsibly. At the time of writing of this document, individual users are given a default 8 gigabyte quota (3 for email, 5 for files), and departments a default 10 gigabyte quota. These are subject to change at any time, with at least 1 month's notice. Additional email and file storage space can be purchased, with current pricing available in the *Features and Pricing* document. To conserve disk space, improve performance and reliability, and reduce costs, users are encouraged to either archive or delete older messages and files.

Support – Support for the APP is provided by the Discovery Commons, the information technology support division of the Faculty of Medicine. Support requests and security or email abuse concerns may be directed to the Discovery Commons Service Desk by email to discovery.commons@utoronto.ca, or by phone to (416) 978-8504. The current Service Desk hours are 8:00am to 5:00pm M-F. Updated and summer service hours, and answers to common questions, can be found at http://dc.med.utoronto.ca/.

System Emails – We reserve the right to send unsolicited email messages to users of the APP regarding updates to the *Terms of Use* or *Features and Pricing* documents, security

alerts or cautions, planned downtime or other administrative operations, system or service improvements, and any other such information regarding the APP.

Mobile Devices – Mobile device access to the APP is fully supported, with the specific procedure differing depending on the device. For the highest level of security and performance, Blackberry users may take advantage of our Blackberry Enterprise Server (BES), for which there is a fee. Current pricing is available in the *Features and Pricing* document. Users of iOS and Android devices may also connect to the APP by following the instructions available on http://dc.med.utoronto.ca/; however, we cannot provide any service or security guarantees to users of these devices. In order to maintain security, if any mobile device is lost or stolen, we ask that you notify the Service Desk immediately, so that APP system access can be removed.

Message Delivery and Security – Although many factors can affect or delay the delivery of an email message, messages sent by a user of the APP to another user of the APP or of UTORexchange will normally be delivered within 2 minutes (depending on the size and number of any attachments) and can be considered "end-to-end secure" as they will be fully encrypted from the time the message is sent to the time it is read. In cases where delivery takes significantly longer than this, users are encouraged to contact the Service Desk, and to provide sufficient detail for the message to be tracked and the cause of the delay identified. No guarantees can be given for the delivery time or the security of messages sent to or received from users outside the APP or UTORexchange.

System Reliability - Reliability and system availability will be maintained at the highest possible level; however, there are some events (such as multiple simultaneous hardware failures, campus network outages, and in-building floods) that could potentially make the system unavailable. In these cases, every effort will be made to a) protect the data on the system, and to b) get the system running again as quickly as possible. Status reports will be made available through the Discovery Commons Service Desk and website. Planned downtime (maintenance & upgrades) will be done outside regular business hours, with at least 24 hours of notice. In situations that threaten the integrity of the service, we reserve the right to immediately shut down the system to perform emergency maintenance.

System Security – Firewall, anti-virus, and anti-spam devices and/or software are being used to protect the system, and the data stored on it. These systems are monitored constantly and updated regularly, but cannot by themselves guarantee the security of the system—user behavior plays an equally important role. We reserve the right to deny access, without prior notice, to any user based on reasonable security concerns. To avoid this, we strongly recommend that you:

- create and use a secure password;
- never share your password or write it down;
- exercise caution when receiving unexpected or suspicious-looking attachments;
- avoid installing non-business software on your computer(s);
- run anti-virus software on your own computer(s).

Forwarding Caution – We strongly recommend that users of the APP do not forward their incoming message to another outside system, as forwarded messages may be blocked, delayed, or even lost due to circumstances outside of our control. Whether or not forwarding is in place, the holder of any University issued electronic email account (ending in "utoronto.ca" or "toronto.edu") remains responsible for ensuring that all University communications sent to that account are received and read.

Backups – Backups of all data are done once a day every weekday, as well as once a weekend. Backups are made specifically for the purpose of system recovery, not to create archived copies. Backups for email are kept for 10 days. Backups of "M" and "N" drives are kept for 28 days.

Attachment Limits – In order to conserve resources and bandwidth, attachments will be limited in size to 10 megabytes per message. Users are asked to avoid distributing multiple copies of an attachment via email; instead, files may be shared via shared folders, the Learning Portal, an FTP site, or other web-based file sharing services.

Spam – Messages identified as spam (unsolicited bulk email) will be directed to a user's Junk folder, which should be checked periodically to ensure that valid email has not been misdirected. In order to conserve space on the system, messages in Junk folders is subject to being deleted automatically every 30 days. Messages with high-risk attachments (including, but not limited to those ending in .exe, .com, .scr, and .vbs) may be deleted automatically upon being received.

University Policy - Your use of the APP is governed by existing University policy, specifically the Provost's policy on *Appropriate Use of Information and Communication Technology* (available at http://www.provost.utoronto.ca/). This important policy covers such issues as the "reasonable allowance" for personal use of University ICT; the fact that users "cannot have an expectation of complete privacy" when using the University's ICT; and the fact that "individuals are responsible for the actions taken under their identity" (i.e. that proper password management is the user's responsibility).

FIPPA – The *Ontario Freedom of Information and Protection of Privacy Act* (FIPPA) applies to all records in the custody or under the control of the University. This includes all emails and files in the Faculty's email and file servers (i.e. the Exchange Service). Users are solely responsible for organizing and archiving their own data, and for meeting any FIPPA requirements that may be applicable to them.

Personal Health Information – The APP is not intended or approved for the storage and communication of clinical information or personal health information (PHI). It is the personal responsibility of every user to ensure that only approved systems (such as hospital email systems, or the ONE Mail Direct email system run by eHealth Ontario) are used for the storage and communication of clinical or personal health information.

Account Deactivation – When a user leaves the Faculty, or their account is not accessed for a year, or their supervisor requests it in writing, their APP account will be subject to

deactivation. For security and licensing reasons, we request timely notification of a user's departure by their supervisor. At any time, we may also perform a proactive "system census" to identify abandoned accounts. Access to the contents of a deactivated account may be given to the user's supervisor, or to anyone that she or he designates, upon written one-up authorization. If no such access is requested within three months of deactivation, the Discovery Commons reserves the right to archive and/or delete the account and all of the data it contains. The user may, depending on their employment or student status, still have access to UTORmail or other University email services–but the setup and configuration of these services is their sole responsibility.

Service Changes or Discontinuation – The Faculty reserves the right, if the need arises, to substantially change, add, or discontinue any aspect of the Administrative Productivity Package, to discontinue the entire Administrative Productivity Package, or to change the Terms of Use or the Features and Pricing of the Administrative Productivity Package. However, users will be given reasonable advance notice about any such action, and wherever possible arrangements will be made to transition users to services of equal or greater functionality.

For More Information:

Discovery Commons website: http://dc.med.utoronto.ca/

Outlook Web Access (remote access) website: https://mail.med.utoronto.ca/owa/