

Computer Action Team (CAT)

Application Form

Please Write Clearly

Welcome, and thank you for your interest in joining the Computer Action Team, aka theCAT!

You must be a PSU Student to join theCAT. Additionally, you must currently have or soon acquire an Access Badge from ID Services in Neuberger Hall. We strongly recommend you have at least a 2.7 GPA and about 10-20 hours of spare time per week. Otherwise, you may find the Braindump program to be hazardous to your academic performance. You are warned.

Read all instructions carefully and pay special attention to the **Acceptable Use Policy**, **Prohibited Discrimination & Harassment Policy**, **Confidentiality Agreement**, and **The Deal**. Your signed agreement to abide by these policies and agreements is *required* in order to participate in theCAT.

Please help us learn a little bit about you by (legibly) filling out this application to the best of your ability. Print your initials at the top of each page of this packet.

1 Important Information

Full Name: _____ PSU ID Number: _____

PSU E-mail: _____ Access Badge Number: _____

Personal E-mail: _____ At bottom right of Access Badge

Phone: _____ Your Major(s) / Minor(s): _____

Year of Graduation: _____

Can you dedicate 4 hours every Friday night to attend the Braindump? Yes No

Can you dedicate an additional 4 hours per week to Desk Duty? Yes No

Can you dedicate additional time to CAT-related projects and studying? Yes No

If you answered no to any of these questions, please carefully consider whether you have time for theCAT.

2 Personal Experience

What is your previous experience with computers and customer support? Feel free to be specific.

I.e. certifications, operating systems, applications, administration, customer service, programming, scripting, web pages, etc.

What would you like to learn about computers/IT that you don't already?

What is your interest in theCAT? Do you have any long-term goals involved with participating here?

The following space is empty. Put something in it to improve upon its emptiness.
Yes... seriously... do something.

Portland State University

Computer & Network Acceptable Use Policy

I Policy Statement

Portland State University provides a wide variety of computing and networking resources to qualified members of the University community. Access to computers, computing systems, and networks owned by PSU is a privilege which imposes certain responsibilities and obligations on users. Use of these resources is subject to University policies and regulations, and local, state, and federal laws. All users of these resources must comply with specific policies and guidelines governing their use, and act responsibly while using shared computing and network resources.

II Reason for Policy/Purpose

The purpose of this policy is to outline the acceptable use of information technology resources at Portland State University and to promote the efficient, ethical, and lawful use of PSU's information technology resources. This policy addresses the responsibilities and obligations of users once access is granted, but does not address the criteria for granting such access. This policy is intended to protect students, faculty and staff, as well as the University and its resources.

III Applicability

This Policy applies to all employees, students, and other users of PSU information technology resources.

IV Definitions

Information Technology Resource: Any information technology or network equipment, facility or service made available to users by Portland State University.

System Administrator: Any individual authorized to administer a particular information technology hardware system, operating system, or application.

Password: A string of characters that a user must supply to meet security requirements before gaining access to a particular information technology resource.

User ID: A character string that uniquely identifies a particular user of PSU information technology resources.

Incidental Use: A Use that does not adversely affect the performance of an employee's duties or the organization's work performance, is not disruptive of others, and is of limited duration and frequency.

V Policy

1. PSU information technology resources are provided for University-related academic, business, and research activities and are to be used in a manner consistent with PSU policies, regulations, and procedures, including PSUs Professional Standards of Conduct and Student Conduct Code. Employees may use such resources for employment-related communications, including union-related communications, subject to the provisions of any applicable collective bargaining agreement.
2. The viewing, storing or accessing of illegal content is not permitted.
3. Although PSU information technology resources are provided to employees for University-related purposes, the University recognizes that resources such as email and internet access may be appropriately and occasionally used by University employees for incidental personal use. Such personal use must be of a limited

and reasonable nature, comply with all of the requirements of this policy, and not interfere with the performance of work duties, disrupt the workplace or be otherwise inconsistent with the needs or functioning of the University.

4. University employees may not use PSU information technology resources to view, store or access obscene materials, such as pornography, except when clearly required to do so in the course of their work.
5. University employees may not use PSU information technology resources to support or oppose a candidate for public office or a ballot measure in a manner contrary to Oregon laws governing the political activities of public employees.
6. The use of PSU information technology resources, including the posting of information on PSUs webpage, must comply with applicable copyright laws. When posting or downloading information to or from the internet, the user is responsible for ensuring that copyright law is not violated. For more information, please view PSUs Copyright Policy.
7. All software installed, stored, or operated on PSU systems must be properly licensed, whether used for educational, professional, or private use.
8. Users are not authorized to access, use, copy, modify or delete data, or grant access to others, in a manner inconsistent with the University Information Security Policy. For security and network policy information, please refer to the PSU Information Security Policy.
9. Users may not gain access to any files, data, or systems through the use of another users User ID and Password.
10. Users may not forge or misrepresent their identity, or enable others to falsify an identity, when using University information technology resources. This type of forgery can result in criminal penalties and disciplinary action.
11. Users of PSU information technology resources with access to University data, such as student or employee information, are responsible for the continued protection and integrity of such data. This includes the responsibility of users to:
 - 11.1. Ensure that University data is accurate, including the prevention of any intentional defacement or mishandling of such data;
 - 11.2. Ensure that access to University data is restricted based on the needs of a job function, and ensure that proper authorization has been granted for all access;
 - 11.3. Ensure that data is available for appropriate University personnel;
 - 11.4. Ensure that confidential data be rigorously protected and used solely for University business; and
 - 11.5. Ensure the equitable availability of University information technology resources by not participating in any behavior that would unreasonably interfere with another users access.
12. The University may monitor and record usage to enforce its policies and may use information gained in this way in disciplinary and criminal proceedings.
13. Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment. Any student found to have violated this policy may be subject to disciplinary action, up to and including expulsion from the University. Student employees may be disciplined both as an employee and as a student, resulting in both professional and educational consequences. Additional civil and/or criminal punishments may be applicable.
14. The Office of Information Technology is authorized to develop guidelines necessary to implement this policy.

Portland State University Prohibited Discrimination & Harassment Policy

I Policy Statement

Portland State University's faculty, staff, and students are responsible for maintaining an environment for work and study free from prohibited discrimination and harassment.

II Reason for Policy/Purpose

Portland State University (PSU) is committed to providing all students, faculty and staff an equal opportunity in education and employment and an environment free from discrimination, harassment and retaliation.

III Applicability

This policy applies to all students (including undergraduate and graduate), faculty, staff, applicants for employment or admission, volunteers and members of the PSU community, including but not limited to contractors and vendors, and applies to discriminatory conduct occurring in any PSU service, activity, or program, including employment, academic programs, and other PSU services and activities (e.g., student housing, athletics, etc.).

IV Definitions

Discrimination: Discrimination means excluding from participation, denying the benefits of, or otherwise subjecting an individual or group of individuals to different treatment based on Protected Class, which includes age, disability, national origin, race, color, marital status, veteran status, religion, sex, sexual orientation, gender identity and expression, genetic information, or any other basis protected by federal, state or local law, or in the use of Workers' Compensation, the federal Family and Medical Leave Act (FMLA) or the Oregon Family Leave Act (OFLA) and any other category covered by law.

Discriminatory Harassment: Discriminatory Harassment means verbal comments, graphic or written statements, or physical conduct by a student, faculty, staff, or other PSU community member based on a Protected Class or Protected Classes that is so severe, persistent or pervasive that it interferes with or limits a student, faculty, staff, volunteer or PSU community member's ability to participate in or benefit from the university's educational and/or employment opportunities, programs or activities. Discriminatory Harassment includes Sexual Harassment.

Sexual Harassment: Sexual Harassment refers to unwelcome sexual advances, requests for sexual favors, and other verbal comments, graphic or written statements, or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or educational experience; or
- Submission to or rejection of such conduct is used as a basis for employment, salary, or other benefit changes affecting an employee, or as a basis for educational decisions or benefits affecting a student; or
- Such conduct interferes with an individual's work or educational experience and creates an intimidating, hostile, or offensive working environment.

Examples of inappropriate behavior include: sexual or derogatory comments; grabbing or touching parts of the body; and sending letters, notes, cartoons, emails, text or audio messages of a sexually suggestive nature. Sexual

harassment does not refer to occasional compliments of a socially acceptable nature.

Retaliation: Retaliation means any adverse treatment (beyond a petty slight or trivial annoyance) that is taken because a person has opposed an act or practice, made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding or hearing concerning their protected rights. Retaliation also means coercing, intimidating, threatening, interfering or discriminating against any person for the purpose of interfering with any protected right or because they have exercised any protected right or aided or encouraged another person to exercise any protected right.

V Policy / Procedures

1. **Policy.** Discrimination or harassment based on a Protected Class or Protected Classes is strictly prohibited by PSU. Retaliation is also prohibited by PSU.
2. **Reporting Prohibited Discrimination or Harassment.** Portland State University encourages anyone who believes that he or she has experienced or witnessed discrimination or discriminatory harassment to come forward promptly. While discrimination or discriminatory harassment may sometimes be resolved by addressing the issue with the individual(s) involved, when such a course of action is not possible or appropriate, concerns or issues should be brought to the attention of any of the PSU employees below, whose contact information is provided in Section VIII:
 - A supervisor or department head most directly concerned, excluding the person accused of the prohibited discrimination or discriminatory harassment;
 - Any academic or administrative official of PSU including but not limited to, the President, Vice President, University Counsel, the Provost, Vice Provost, Dean, Chair or a Director;
 - The Office of Equity & Compliance;
 - The Office of the Dean of Student Life;
 - PSU's Title IX Coordinator; or
 - Campus Public Safety.
- 2.1. *Required Reporting to the Office of Equity & Compliance or the Office of the Dean of Student Life.* Any supervisor, manager, faculty member, or other University Official (which includes, but is not limited to, all individuals with oversight responsibility for students or employees and all other employees with the title of Director or higher) who becomes aware of an incident that may constitute discrimination or discriminatory harassment is required to promptly notify the Office of Equity & Compliance or the Office of the Dean of Student Life. Any person unsure whether he or she is required to report is encouraged to contact Portland State University's Office of General Counsel.
3. **Initiating a Complaint.**
 - 3.1. *Complaints Against Students.* The Office of the Dean of Student Life administers the University's Student Code of Conduct, which describes and provides a process for addressing inappropriate student behavior, including discrimination and harassment. Complaints regarding a student's conduct may be reported to the Office of the Dean of Student Life by completing and submitting a Student Conduct Complaint Form.
 - 3.2. *Complaints Against Faculty/Staff and Others.* The Office of Equity & Compliance conducts prompt and thorough investigations involving allegations of discrimination and harassment. Complaints against faculty staff, a volunteer, or a PSU community member may be reported to the Office of Equity & Compliance by completing and submitting an online complaint form.
4. **Privacy and Confidentiality.** To the extent possible, Portland State University will protect the privacy and confidentiality of all parties in connection with reports of discrimination and discriminatory harassment. It may become necessary, however, to disclose information during the course of an investigation or attempt at resolution on a need- or right-to-know basis.
5. **Investigation of the Complaint.** The Office of Dean of Student Life and the Office of Equity & Compliance conduct prompt, thorough and neutral investigations of any complaint or report of discrimination

and/or discriminatory harassment. The extent and nature of the investigation will take into account any request by the individual bringing forward the complaint for confidentiality. The individual who files the complaint alleging discrimination and/or discriminatory harassment is known as the Complainant. The investigation may involve meeting with the parties and other appropriate university officials; allowing the person whose actions are the subject of the complaint, known as the Respondent, an opportunity to respond to the allegations; allowing the Complainant and Respondent to present witnesses and other evidence, interviewing relevant witnesses, and reviewing relevant documentation. A determination will then be made if a violation of this policy has occurred based on preponderance of the evidence standard. Both the Complainant and the Respondent will be notified of the results of the investigation in writing. The investigation and notification of the outcome will be completed within 60 days from the receipt of the complaint, absent extenuating circumstances.

6. **Corrective Action.** Where prohibited discrimination or discriminatory harassment is found, timely and effective steps will be taken to ensure that the discrimination or discriminatory harassment stops immediately and to prevent its reoccurrence and also to remedy the effects on any of the victims of discrimination or harassment. Corrective actions may be determined for students by the Student Code of Conduct and for employees and staff by their respective supervisor. Appropriate corrective measures will be implemented and may range from training, counseling, verbal or written reprimands, suspensions, or other action, up to and including dismissal/termination of the relationship with Portland State University, in accordance with established Portland State University policies and procedures, collective bargaining agreements, and the Student Code of Conduct. The Complainant will be provided appropriate written notice of any corrective steps taken, including an assurance that PSU will take steps to prevent recurrence of any discrimination or harassment and to correct its discriminatory effects on the complainant or others, as appropriate.
7. **Non-Retaliation.** No person shall retaliate against an individual for reporting discrimination or harassment, filing a complaint, participating in an investigation, participating in resolution of a complaint or any other activity protected under this policy, regardless of the outcome of the concern or complaint.

Any act of retaliation or reprisal violates this policy and will be treated as a separate matter. Anyone found to have retaliated against someone making use of this policy will be subject to corrective actions, up to and including severance of any relationship with Portland State University.

Computer Action Team Confidentiality Agreement

Confidentiality and information security are matters of utmost concern for Portland State University (PSU) and the Computer Action Team (CAT). CAT employees and volunteers are placed in a unique position of trust because the CAT maintains the confidential information of students, staff, faculty, and other customers. This confidentiality agreement outlines the nature and acceptable use of confidential information which the CAT maintains for the Maseeh College of Computer Science and Engineering (MCECS). For the purposes of this agreement, the term Confidential Information means:

- Any information provided to the CAT by third parties which the CAT might be obligated to keep confidential, including but not limited to any records, systems, databases, documents, procedures, or files which contain personal information about any customer served by the CAT. This personal information may take the form of names, e-mail addresses, PSU ID numbers, etc.;
- Any information produced or maintained by the CAT for internal operations or communications;
- Any information which is marked or designated by the CAT as confidential.

The CAT maintains and uses several tools and services which have secured access to this confidential information including, but not limited to:

- Chronicle: The CAT's internal documentation and project management system.
- CRACK: The CAT's web-based accounts database management system.
- IRC: A basic internet chat protocol. CAT internal communications occur via secured IRC channels.
- Log Files: Any files which contains records of events or messages.
- SNOT: The CAT's trouble ticket tracking and management system.

It is the responsibility of every CAT member to ensure their conduct, conversation, and communication does not risk the security or confidentiality of data concerning any customer. All CAT members must adopt and abide by the following Code of Conduct:

1. I have read this confidentiality agreement, and fully understand all terms and requirements. I have read, and will follow the PSU Computer and Network Acceptable Use Policy and Prohibited Discrimination and Harassment Policy.
2. I will not use access to confidential records for any purpose not required by my job. I will not allow others to access confidential records for any purpose other than required by their job.
3. I will not knowingly allow a false, inaccurate, or misleading entry to be included in any system, record, report, or file. I will not knowingly delete or change any information to correct or update previously reported information without prior approval from a supervisor (Senior Cat).
4. I will not remove original or copied confidential records from the office or computer systems where such information is maintained, except as required by my job.
5. I will not give information about the contents of any confidential records to any person outside the CAT unless such person is authorized to access the information.
6. I will not discuss confidential records or office procedures in such a way as to allow unauthorized persons to obtain or have access to the information.
7. I will not aid another person to violate any part of this agreement or the PSU Computer and Network Acceptable Use Policy.
8. I will immediately report to a supervisor any information I may receive about any violation of this agreement by any individual.

This agreement and all attached forms and policies constitutes the entire agreement between myself and the CAT. I, the applicant, by my signature, hereby acknowledge that I have read the agreement, understand it, and agree to be bound by its terms and conditions.

Printed: _____

Signed: _____ **Date:** _____