

IS ADVISORY FOR THE SECURE USE OF THE AIRWAVE MANAGEMENT PLATFORM (AMP)

March 2021

Contents

Summary	4
The AirWave Management Platform (AMP) is a network operations system that monitors the wireless network. AMP helps Service Delivery staff triage connectivity issues so that infrastructure technicians can focus on maintaining network performance.	4
Who is this for?	4
This IS advisory is aimed at staff and students - IT Help Advisers with accounts on the AMP system.	4
How does the University check this is followed?	4
Annual review of this IS advisory - to evaluate its effectiveness.	4
Annual audit of AMP account holders - to ensure compliance.	4
Who can you contact if you have any queries about this document?	4
1.0 Recommendations for good working practice.	5

Document title
Wireless AMP User Regulations
Document author and department
Rob Walker - Information Services
Approving body
IS Board
Date of approval
Review date
1 April 2022
Edition no.

1.0	
ID Code	
A156879	
Date of effect	
See date of approval	
EITHER For public access online (internet)? Tick as appropriate	NO
For public access on request copy to be mailed Tick as appropriate	YES
OR For staff access only (intranet)? Tick as appropriate	YES
Password protected Tick as appropriate	NO
<p>External queries relating to the document to be referred in the first instance to the Corporate Governance team: email corporate-governance@port.ac.uk</p> <p>If you need this document in an alternative format, please email corporate.communications@port.ac.uk</p>	

The latest version of this document is always to be found at:

<https://erecords.port.ac.uk/documents/qA43279>

Summary

The AirWave Management Platform (AMP) is a network operations system that monitors the wireless network. AMP helps Service Delivery staff triage connectivity issues so that infrastructure technicians can focus on maintaining network performance.

Management accounts on the AMP system will only be provided to those staff and student IT Help Advisers with a clear operational need and only the minimum necessary privileges will be activated.

Important: Unauthorised surveillance is a criminal offence under the Regulation of Investigatory Powers Act 2000 and could also be regarded as 'interference with an individual's privacy' under the The Human Rights Act 1998

Who is this for?

This IS advisory is aimed at staff and IT Help Advisers () with accounts on the AMP system.

How does the University check this is followed?

Annual review of this IS advisory.

Annual audit of AMP account holders - to ensure compliance.

Who can you contact if you have any queries about this document?

Any questions about this advisory should be directed to servicedesk@port.ac.uk

1.0 Recommendations for good working practice.

1.1 Management accounts on the AMP system will only be provided to staff and student IT Help Advisers on the basis of a clear operational need.

1.2 Information recorded on the AMP system about where and when staff and students have connected to the network is possibly sensitive personal data and must not be used without the official approval of the University Information Disclosure and Complaints Manager, for performance monitoring, maintenance and supporting the wireless network or in a serious emergency.

1.3 Subject to the limitations of the AMP application, AMP account holders will only be provided with features applicable to their role and only the minimum necessary privileges will be activated.

1.4 AMP accounts for IT Help Advisers will be managed by Student IT Support and will include:

- a. Training the IT helper in the correct use of AMP
- b. Bringing this advisory to the attention of the IT Help Adviser.
- c. Requesting a new AMP account for each IT helper.
- d. IT helper accounts will be deleted when students leave the IT Help Adviser role or at the end of each summer term.
- e. Requesting the locking of IT helper accounts if the account is to be left idle.
- f. All the above requests must be logged through SupportWorks

1.5 Subject to the limitations of the AMP application, audit features will be enabled so that AMP usage and activity can be recorded.

1.6 Annual review of AMP accounts will be carried out by Student IT Support to ensure that no departures from this advisory exist (e.g. redundant/underused AMP accounts, generic accounts etc.)

1.7 Line managers will be responsible for AMP accounts under their control and must ensure that these accounts are disabled or deleted as appropriate when no longer required.

1.8 Line managers must make a request to EPS for account creation or deletion through a call to the Service Desk. Requests for any form of AMP account must carry a clear justification which will be assessed by the Security Architect.

1.9 EPS will maintain ownership and operational control of the AMP tool.

1.10 AMP users will authenticate to the AMP system itself.

1.11 No generic AMP accounts will be permitted.

1.12 No shared AMP accounts will be permitted.

1.13 AMP management accounts will be offered in two forms

- a. The operator view - for service desk staff and IT Help Advisers
- b. The administrator view - for specialist staff within EPS.

1.14 Appropriate use of AMP includes:

- a. Wireless network performance monitoring by authorised staff
- b. Wireless network capacity management
- c. Wireless network troubleshooting relating to a specific issue or problem.
- d. Investigation into suspicious activity (e.g. gathering evidence, creating alerts)
- e. Creating, maintaining or deleting AMP user accounts.

1.15 All information obtained using AMP will only be used or shared in a manner appropriate to the purpose for which it was collected. Any other use is prohibited.

1.16 As with all University IT systems, use of the AMP system is subject to the University of Portsmouth ICT Acceptable Use Policy.

University of Portsmouth
Department of Human Resources
University House
Winston Churchill Avenue
Portsmouth PO1 2UP
United Kingdom

T: +44 (0)23 9284 3141
F: +44 (0)23 9284 3122
E: university.secretary@port.ac.uk
W: www.port.ac.uk