



UnifiGuest Service Sponsor Information

Version 1.0

Introduction

UnifiGuest is a new Wireless Internet Service available for official visitors of the University of Western Australia and Business units who wish to provision short term wireless internet access to guests or conferences who do not qualify for Category 1 or 2 staff status. A UnifiGuest account is created for and provided only to a single person. Generic, transferrable accounts are not available through this service.

Scope

This document applies to Business Units of the University who wish to become a Sponsor for the UnifiGuest Service. Sponsorship provides a business unit with access to the UnifiGuest Service directly, permitting them to create accounts for short term visitors who have a direct relationship to their Business Unit.

By default, a Sponsor is the Senior Manager of a business unit, and the Business Unit's local IT Service Desk acts as a delegate of the sponsor, acting on behalf of that Sponsor to create UnifiGuest accounts.

Delegates must be trained before access to the UnifiGuest system is provided. By default, all IT Service Desk staff members will be invited to training and to act on behalf of the Sponsors of Business Units in their care. Areas which have not completed the required training can request UnifiGuest accounts through the IS Service Desk.

Responsibilities

The following responsibilities are assumed by the parties to this service.

- Sponsors are ultimately responsible for their guest's use of the service.
- The staff member *requesting* the UnifiGuest Account is *directly* responsible for their guest's use of the service.
- The staff member *requesting* the UnifiGuest Account acts on behalf of their Sponsor and Business Unit and is responsible for determining that their guest has a valid relationship with the University.
- Delegates act on behalf of a Sponsor, will always act in their interest, and will seek the Sponsor's advice where taking action on their behalf is uncertain.
- The IS Service Desk acts as a delegate on behalf of a Sponsor where no local delegate exists (e.g. no local IT Service Desk or local Service Desk not trained) and under the authority of the staff member requesting the account.
- Sponsors and their delegates must be familiar with the University Computer and Software Use Regulations and Appropriate Use policies.
- Sponsors or their delegates are responsible for the primary support of their guests and should be prepared to provide all necessary assistance with the installation and troubleshooting of the service for their guests.
- Sponsors or their delegates are responsible for providing connection and policy documentation to guest users in person or by email.
- Sponsors or their delegates cannot lengthen expiry period for access beyond the defined sponsor default period. Under circumstances where only a short extension is required, a request may be made to the IS Service Desk outlining reasons for an extension.
- The IS Service Desk will determine the merit of requests for extensions and will typically notify the outcome of the request within three working days. Where necessary, the IS Service Desk will consult with the Sponsor to ascertain the merit of the request, and whilst the request resides with the sponsor, the three day period is not measured.

- The staff member, delegate or Sponsor requesting the extension of an account expiry for a guest is responsible for submitting the request in a timely manner sufficient to permit continuity of access for the guest. Typically, the request for extension will be submitted immediately following the request for the UnifiGuest account.
- Sponsors or their delegates will not provision a person or persons multiple times in lieu of a more permanent and appropriate UWA identification. For short term visitors a UnifiGuest account may be used once to provide an account whilst a Visitor account is being created through the Campus Card System.
- Sponsors or their delegates will take reasonable care to secure the login identification and password information given to guest users and should use SMS or email notification of login identification and passwords wherever practical, in preference to printing these details.
- UnifiGuest Account holders are responsible for complying with the University policies on appropriate computer and network use and with the University Computer and Software Use Regulations.

Sponsor Delegate Nomination and Authorisation Process

By default, the local IT Service Desk staff will be trained in the role of delegate and act for a Sponsor on behalf of their Business unit to create UnifiGuest accounts.

Sponsors may, through a request to the IS Service Desk:

- Nominate additional delegates within their Business Unit where the volume or frequency of UnifiGuest account creations requires extra or specific staffing
- withdraw the authority of any delegate or delegates acting on their behalf

To nominate a new Delegate to act on behalf of a Business Unit to create UnifiGuest accounts, or to withdraw an individual's authority to act in a delegate role, a Request for Service must be submitted to the IS Service Desk (<http://itservicedesk.uwa.edu.au> or ITHelp-IS@uwa.edu.au) by one of the following eligible Business Unit Sponsors:

- A Faculty, School, Centre or Business Manager
- A Dean or Head of School or
- A Department Head

The request will detail the requesting UWA Business Unit(s) and details of the delegate(s), including their name and UWA staff number(s).

Where a delegate is added, the person authorising the addition will assume the responsibilities of Sponsor of that delegate.

Training

Information Services will conduct training for the nominated delegate on a date agreed between Information Services and the delegate following acceptance of the request.

Documentation for delegates to create UnifiGuest accounts can be provided post training for reference.

Policies

Appropriate use of the University's IT facilities

<http://www.is.uwa.edu.au/it-help/policies/appropriate>

Responsible use of Wireless facilities at UWA

<http://www.is.uwa.edu.au/it-help/policies/wireless-at-uwa>

University Computer and Software Use Regulations

<http://calendar.publishing.uwa.edu.au/latest/partd/compandsoftwareregs>

Other Information

Visitor access through the Campus Card system for visiting officials, academics and consultants requiring longer term access

<http://www.campuscard.uwa.edu.au/obtain-card/visitors>