



# SMU Wiki Policy

## **\*\*IMPORTANT**

### **Confidential, privileged and/or proprietary Information**

SMU Wikis can be used in various ways to publish and share information. This information may be viewed by the public or by individuals who should not be privy to confidential, privileged and/or proprietary ("**Confidential Information**"), which may have been received from a third party. There may also be obligations not to disclose such information under an agreement with this third party. As such, Information Custodians (as defined below) should be mindful of and watchful on the type of information which is posted on SMU Wikis and ensure that the Information Users (as defined below), do not post any Confidential Information on the SMU Wikis.

## **GENERAL POLICY**

### **What this policy is about**

This SMU Wiki Policy is intended to cover to the particular purposes and community which the SMU Wiki is intended for.

### **What SMU Wiki is**

SMU Wiki is a community portal which consists of webpages that allow online collaborative writing. It is set up to support teaching and learning in SMU's courses. Hence every SMU Wiki must be supported by at least one faculty sponsor.

### **What SMU Wiki is not**

SMU Wiki does not support research collaboration and student-initiated wikis.

## **REFERENCES:**

- **AUP** – refers to SMU's Acceptable Use Policy (June, 2007)
- **ITP** – refers to SMU's Information Technology Policy (Dec, 2007)

## **Definitions**

The following definitions are adopted in accordance to SMU's ITP,

- **Information Asset** (6.1 of the ITP) – SMU Wikis and the content therein are information assets since they reside, are uploaded through or are processed with SMU's computing resources. IP ownership of items comprising the

content on the SMU Wiki pages will depend on the relevant arrangement taken into consideration with the SMU IP Policy.

- **Information Custodian** (6.3.2 of the ITP) – SMU Wikis created for the courses taught by the respective faculty members, will be under the care of the faculty sponsor(s). Each Information Custodian has the responsibility over their respective SMU Wiki to :
  - Establish the usage rules on behalf of SMU with regard to the use of Information Assets by users or applications;
  - Authorize access privileges to others on a need-to basis;
  - Classify and determine security controls and backup;
  - Assign classification and administer access levels of Information Assets;
  - Approve reproduction and distribution of the Information Assets.

Please also refer to the [Terms of Use for Information Custodians](#).

- **Information Support** (6.3.3 of the ITP) – The Centre for Teaching and Learning (CTL) will be providing support for the SMU Wikis, and shall safe-keep, maintain and support the Information Assets. CTL will be assisting the Information Custodian in various matters, including to:
  - Provide proper service support to Information Custodians;
  - Assist a Information Custodian in ensuring confidentiality, integrity and availability of Information Assets;
  - Ensure that security measures are in place to ensure non-repudiation of content submission for the relevant SMU Wiki;
  - Maintain Information Assets in compliance with the SMU's IT Policy;
  - Retain and update documentation on the Information Assets.
- **Information User** (6.3.4 of the ITP) – Information User(s) refer to any SMU faculty, instructors, students and teaching assistants who are authorized by an Information Custodian, to access and edit the relevant SMU Wikis. Information Users have the responsibility to:
  - Observe policies set forth and accurately present it in any use;
  - Respect confidentiality and privacy of individuals whose records they access, observe any ethical restrictions, and abide by applicable laws and policies with respect to accessing, using or disclosing info;
  - Bear the consequences of any misuse- willful misuse of Information Assets or violation of laws and rules with regard to Information Assets can result

in termination of access privileges, SMU disciplinary action, and/or civil and criminal penalties.

Please also refer to the [Terms of Use for Information Users.](#)

## **Document Information**

Document Name: SMU Wiki Policy

Document Version: 1.0 (Last updated in Dec 2008)

Document Owner: Centre for Teaching and Learning (Vetted by Legal Office)

**[The remainder of this page is intentionally left blank]**

## Terms of Use for Information Custodians

(Faculty sponsors of SMU Wikis)

**Information Custodians** have the following responsibilities:

### MONITORING USER BEHAVIOR

#### **Dispute resolution**

To facilitate the resolution of disputes among their students - If that fails, recommend a panel of suitably qualified persons in SMU to preside over the arbitration process.

#### **Deletion**

To identify and delete potentially contentious content (such as derogatory comments, posting of Confidential Information and posting of unsubstantiated statements) - This action is usually taken after consultations with relevant experts or authorities, however preventive measures may be more effective.

To evaluate articles that have been proposed for deletions - If no one contests the proposed deletion within a week, the article may be deleted.

### ENFORCING POLICIES

#### **Blocking policy**

To block disruptive users from editing or adding content - The block can be lifted provided the offender is aware of the misdeeds and agrees to demonstrate good behavior.

#### **Banning policy**

To ban extremely disruptive users from accessing the SMU wikis - Users who are banned can appeal for reinstatement and final decision is made on a case-by-case basis.

#### **Protection policy**

To protect pages against vandals or destruction during hostile disputes - Pages can be freed from protection if problems are resolved.

### LEGAL

#### **Intellectual Asset Violations**

To swiftly remove any content or images that have infringed copyright, design, trademark, confidential information and/or privileged information of third parties.

#### **Libel**

To delete content which is libellous and/or offensive and to handle any complaints on malicious defamations

#### **Legal Recourse**

To fully cooperate with the authorities in the event a formal complaint has been filed with or against SMU.

**[The remainder of this page is intentionally left blank]**

## Terms of Use for Information Users (SMU faculty, staff & students)

### GOOD BEHAVIOR

#### **Be respectful**

Show respect for your peers even if they have views that are very different from yours. Acknowledge their contributions before sharing yours. You can make your stand without being rude, insensitive or offensive. Argue substantiated facts, not personal style preferences and/or mere opinion.

#### **Consensus**

SMU Wiki contents are expected as with original Wiki, to stabilize after a process of consensus among Information Users. This process generally involves a series of discussions, debates and persuasions amongst contributors.

#### **Editing**

SMU Wiki pages are meant to be edited, but in a constructive way. When major changes are explained, it helps reduce misunderstanding. If someone is not happy with your edits, talk it over with them and try to reach a compromise. If compromise is not possible, approach the Information Custodian to see how your disputes can be resolved.

#### **No legal threats**

It is not beneficial to anyone to make legal threats. You can direct complaints of defamation or copyright infringement to the Information Custodian. However, if you insist on taking legal action, we advise that you refrain from editing the relevant SMU Wiki pages until the issue is resolved.

#### **User tracking**

Each **person's** contributions are being tracked. Every contributor is responsible for his/her contributions. Report all abuse and copyright infringements to the Information Custodian.

#### **Username policy**

Your user name is the same as the one in the active SMU directory and which is subject to the AUP. You will not be allowed to use pseudo names.

#### **Vandalism**

Vandalism is a deliberate attempt to deface a SMU Wiki and/or destroy the accuracy or completeness of the information in the SMU Wiki. A first warning will be issued to the vandal. If the willful act continues, the vandal will be banned.

### CONTENT

#### **Research works**

Research works some times, carry a contractual obligation to retain confidentiality of the relevant areas of research. For this reason, SMU Wikis shall not include details of any research works (general and/or detailed), unless so verified acceptable for public release and authorised by the Information Custodian. These may include unpublished theories, data or concepts; or any new interpretation, analysis, or synthesis of published data or concepts.

#### **Attack pages**

An attack page would include pictures, links or writings that discredit or harass specific individuals. The Information Custodian or Information Support has the right to delete such pages or the relevant content.

### **Biographies of living persons**

Articles about living persons must be accurate and not contain any derogatory and/or unsubstantiated statements. Be careful about your referencing, particularly about details of personal lives. Contentious materials about living persons will be deleted immediately by the Information Custodian or Information Support.

### **Verifiability of information**

All users must abide by SMU's Code of Academic Integrity and cite sources wherever relevant.

## DELETION

### **General deletion policy**

Both the Information Custodian and the Information Support can delete potentially contentious articles. This action is usually taken after consultations with relevant experts or authorities.

### **Proposed deletion**

Anyone can propose deletion of controversial articles. If no one contests the proposed deletion within a week, the article may be deleted by the Information Custodian or the Information Support.

### **Criteria for speedy deletion**

SMU Wiki pages may be deleted immediately if they contain materials that are obviously libellous, offensive, disruptive, malicious, derogatory, promote, incite or endorse hatred, strife or intolerance (ethnic, racial, political or religious).

SMU Wiki pages may also be deleted, if they contain privileged, proprietary and/or confidential information.

## ENFORCING POLICIES

In the ensuing policies, Information Custodian or Information Support has the right to take any/all of the following actions:

### **Blocking policy**

To block disruptive users from editing - The block can be lifted provided the offender is aware of the misdeeds and agrees to demonstrate good behavior.

### **Banning policy**

To ban extremely disruptive Information Users from accessing the SMU Wikis - Information Users who are banned can appeal for reinstatement and final decision (on a case-by-case basis) will be made by the Information Custodian together with the Information Support.

### **Protection policy**

To protect pages against vandals or destruction during hostile disputes - Pages can be freed from protection if problems are resolved.

### **Dispute resolution policy**

To facilitate the resolution process - If that fails, a panel of suitably qualified persons in SMU may be formed to preside over the dispute resolution process.

## LEGAL AND COPYRIGHT

### **Ownership of Content**

Ownership of content on SMU Wikis will be guided by the SMU IP Policy.

**Copyright violations**

SMU Wiki does not tolerate copyright infringements and will swiftly remove any violations.

**Image use policy**

Where paid images are used, give a full description of their source, copyright requirements and approval to use.

**Libel**

Content which is or has the potential to be libellous will be deleted. If you believe you are the object of malicious defamation, please inform the Information Custodian.

**Reusing SMU Wiki content**

SMU Wiki content may be freely used for educational (non-commercial) purpose. However, you must credit the relevant authors in all your work.

**Legal Recourse**

SMU Wikis shall abide by Singapore Law.

**[The remainder of this page is intentionally left blank]**