

RIT Ticketing System Agent Confidentiality Agreement

The Rochester Institute of Technology (RIT) recognizes the critical importance of protecting the privacy of individuals and securing the confidentiality of all university records. It is the responsibility of all employees to make appropriate efforts to protect and secure university data and information.

Employees (including student employees) with agent licenses for the RIT ServiceNow ticketing system have access to ticketing and other information that may be private and confidential in nature, including educational records as defined and protected by the Family Educational Rights and Privacy Act (FERPA). This information may be protected by RIT policy (including but not limited to RIT's Privacy Policy C7.0, Information Security Policy C8.1, and Educational Records Policy D15.0), as well as state and federal laws, rules, and regulations.

1. I acknowledge the sensitive and confidential nature of information concerning RIT and NTID employees, students, alumni, donors, vendors, and other members of the RIT community.
2. I understand and agree that this information may only be disclosed and/or disclosed with proper authorization and in the exercise of my designated duties.
3. I agree that I will treat all confidential or private information as such by complying with all applicable policies, and by respecting the privacy of system users, the integrity of the systems and the related physical resources.
4. I will access, copy, or store data solely in performance of my job responsibilities, limiting perusal of contents and actions taken to the least necessary to accomplish the task.
5. I will report any incidents of my non-compliance by myself or others with the terms of this agreement to my supervisor or other appropriate leader.
6. I understand and agree that my failure to comply with the terms of this agreement will have consequences and may result in disciplinary action up to immediate termination and criminal prosecution, depending upon the infraction's severity, evidence of my intentions, and the sensitivity and scope of the information compromised.

By signing and dating this agreement in the spaces provided below, I certify that I have read this agreement, that I agree to its terms, and that the agreement remains in effect continuously for the duration of my employment at RIT. I also agree that, when my employment as a ServiceNow ticketing system licensee ends, I will not keep in my possession, recreate or deliver to anyone else, any confidential, sensitive, or proprietary information, whether or not it is labeled as such, that I acquired while employed by RIT.

Signature _____ Date _____.

Name (please print) _____ Position _____.

Form Revised January 31, 2024