Externally Hosted Web Services
Risk analysis template

This risk analysis template has been developed from the JISC risk management infokit website (http://www.jiscinfonet.ac.uk/InfoKits/risk-management), and in the University of Edinburgh's Guidelines for Using External Web 2.0 Services (http://www.vp.is.ed.ac.uk/Web_2.0_Initiative/Guidelines). This work is licensed under a Creative Commons Attribution-Noncommercial 2.5 Australia License.

Probability	Meaning
None	The event cannot occur
Very low (1)	Almost impossible (<1%)
Low (2)	Unlikely to occur (>1% and <5% during the project)
Medium (3)	Significant probability (>5% and <50%) of occurring during the project
High (4)	Will probably (>50 and < 95%) occur during the project
Very high (5)	Will almost definitely (>95%) occur during the project

Impact	**Meaning**
None (0)	No impact (i.e., the risk is not applicable)
Very low (1)	Minor project objectives will not be fully realised.
Low (2)	Minor project objectives will not be fully realised, or there will be be some minor loss or damange to the university.
Medium (4)	Major or minor objectives will not be fully realised, or there will be some minor loss or damage to the university.
High (8)	Major or minor project objectives will not be fully realised, or there will be significant loss or damage to the university.
Very high (16)	Major project objectives will not be fully realised and there will be significant loss or damage to the university.

Probability		Impact: Very Low 1	Low 2	Medium 4	High 8	Very High 16
Very High	5	5	10	20	40	80
High	4	4	8	16	32	64
Medium	3	3	6	12	24	48
Low	2	2	4	8	16	32
Very Low	1	1	2	4	8	16

Description. Presented in a structured format:

Condition:'There is a risk that X'
Cause: 'Caused by Y'
Consequence: Resulting in Z'

Probability (P). What is the likelihood of the risk occurring? It would be helpful to record the justification behind this analysis.

Impact (I). What will the impact be if the risk occurs? It would be helpful to record the justification behind this analysis.

Timescale. What is the 'Risk Window' when this risk may occur and when do you start to lose options as to how you respond?

Cost. What will the risk cost if it does occur? N.B. You can't assess this unless you know what your response action will be.

Mitigation strategies. What are the agreed response actions? These may be broken into:

- preventative actions to mitigate the risk, and
- the response action if the risk actually occurs. This is sometimes known as an 'Impact Plan'

Residual risk (P/I). This is the expected level of risk once all the mitigating actions are complete.

Early warnings. What 'trigger' might alert you to the fact that the risk is about to occur? In some cases you may only choose to spend money on a response action once the trigger occurs.

Risk analysis template

	Description	P	I	PxI	Timescale	Cost	Mitigation strategies	Residual risk (PxI)	Early warnings
1.	There is a risk that the University is sued under the Privacy Act 1988, due to **inappropriate disclosure of personal information**, resulting in damage to reputation and financial loss.						PREVENTION *Do not make signup compulsory *Chose a service that has a clear, reputable and effective Privacy Policy. *Chose a service that has a clear, reputable and effective Terms of Service. *Brief students on, amongst other things (see Annex A): -the fact that they are signing up for an externally hosted provider, that is not affiliated with the university -what information is provided to the service provider and what content will be viewable by whom - whether or not they retain the IP under the Terms of Service - whether or not they retain the copyright under the Terms of Service - how to opt out of messages sent from the service provider - how to turn off cookies and monitoring - disclosing personal information See Annex A for the briefing notes to be provided to students *Do not negotiate an agreement between the service provider and the University. *Provide a different assignment for students who do not want to sign up for the service. *Use a standard web service that users sign up for at their own choice. *Ask users to register directly with the service. *Choose a service that allows you to delete information. *Provide all this information in a document accessible to students via a class website (see Annex A). *Advise students to read through and become familiar with the service's Privacy Policy before choosing to sign up. *Advise students to read through and become familiar with the service's Terms of Service or Use before choosing to sign up. RESPONSE 1. Find alternative assessment tasks for students who do not want to sign up for such a service. 2. Advise student/s on how to strip or neutralise the relevant content from the site. 3. Advise student/s that they might have some redress under the service's Privacy Policy, Terms of Service.		
2.	There is a risk that the University is prosecuted under the Disability Discrimination Act 1992 or subsequent amendments, due to **deficiencies in external website accessiblity**, resulting in damage to reputation and financial loss.						PREVENTION *Seek advice from the Disability Services Unit. *Ensure sites comply with WC3 web accessiblity guidelines. (http://websitetips.com/accessibility/w3c/). *Download a web accessibility toolbar (http://www.visionaustralia.org.au/ais/toolbar/) and check sites for accessibility.		

							RESPONSE 1. Find another assignment for DSU-registered students to complete. 2. Advise student/s that they might have some redress under the service's Privacy Policy, Terms of Service, and/or Australian Law.		
3.	There is a risk that marks for student work are challenged by a student or an exam board, due to **inadequate controls or audit trail on submitted work**, resulting in wasted time and resources, possible financial loss, and damage to reputation.						PREVENTION *Choose a large, proven business with a solid reputation that provides a generally reliable, stable, available service. *Choose a service that datestamps published work. *Choose a service whose datestamp cannot be altered, other than to set timezone preferences. *Choose a service that comes with datestamping, so that any changes made to the material after the due date can be noted; or, choose a service that allows administrators to lock the site after the due date, if possible; or, choose a service that allows administrators to 'ban' all members on the due date, if necessary. *Ensure that student assessment items can be easily recorded, transferred, stored and retrieved. *Let students know about the visibility of their work to 1) outside world, 2) other students, 3) any other parties. *Advise students to keep an html copy of their work by saving the page their work appears on and communicate instructions on how to do this via a class website or via a broadcast email to site members. RESPONSE *Ask student to provide a copy of their work for assessment.		
4.	There is a risk that **unacceptable content is posted to and cannot be removed from a University-branded web service**, resulting in legal action or damage to the University's reputation.						PREVENTION *Do not use University branding. *Brief students that they must not posting or upload material that brings either themselves or the University into disrepute, or that causes offence. See Annex A. *Back up this briefing up with a document on the website that states that they must not post or upload offensive material. See Annex A. *Ensure that the teacher has adminstration privileges for the class site. *Choose a service that allows adminstrators to remove content posted by students. *Choose a service that allows ad.minstrators to ban members from the site *Monitor student-created content for offensive or potentially damaging material. *Inform students that they must notify the course convenor immediately they notice any offensive or potentially damaging material appears on the site. RESPONSE 1. Remove offensive or potentially damaging material immediately it is noticed on the site. 2. Ban the offending student immediately. 3. Immediately ban any non-identifiable members of the site (i.e., if the site is public or semi-private, then members of the general web community who join the site should be banned forthwith).		

5.	There is a risk that the service **supplier may cease trading or withdraw the service due** to insolvency or other circumstances, resulting in the data stored on the service being unavailable.						PREVENTION *Plan and test a migration procedure for course data. *Choose a large, proven business that is generally reliable, stable, available service with a solid reputation. *Choose a service that can be backed up or copied, either through a) an explicit export function on the site, b) through the use of a 'site sucking' software, or c) by saving pages as html. *Back up the class site regularly. *Advise students in class on how to keep an html copy of their work by saving the page their work appears on as soon as they publish it, and give students instructions on how to do this via a class website or via a broadcast email to site members. Inform students that they may be asked to re-submit their work if they cannot provide an html copy to the lecturer. RESPONSE 1. Open your site backup or copy. 2. For work that has been published after the time that the last backup was made by the lecturer, ask affected students to supply the html copy of the work they are required to have.		
6.	There is a risk that **data stored in the service may become visible outside the group of people who are authorised to access it**, due to service supplier error, to legal process, or to illegal access (hacking), resulting in violation of agreed confidentiality commitments.						PREVENTION *Chose a service that has a clear, reputable and effective Privacy Policy. *Carefully read the service's Privacy Policy to see who has access authorised to data. *Only choose services that have a clear statement about who can access the data stored on the service's servers. *Advise students to read through and become familiar with the service's Privacy Policy before choosing to sign up. RESPONSE 1. Advise affected the student/s on how to strip or neutralise the affected content from the site. 2. Advise affected student/s that they might have some redress under the service's Privacy Policy, Terms of Service.		
7.	There is a risk that **data entered into the system cannot be retrieved in a useful form**, due to a lack of functionality or of standards, resulting in data being 'locked in' to the service.						PREVENTION *Choose a large, proven business with a solid reputation that provides a generally reliable, stable, available service. *Test the ability to extract data from the service. *Choose a service that can be backed up or copied, either through a) an explicit export function on the site, b) through the use of a 'site sucking' software, or c) by saving pages as html. *Choose a service that uses standard data formats (e.g., html, xml, opml), and not service-specific formats. RESPONSE 1. Open your site backup or copy. 2. Migrate all data to a service that does not lock in users.		
8.	There is a risk that data is lost due to **system failure and inadequate backup arrangements** by the supplier, resulting in loss of vital information.						PREVENTION *Choose a large, proven business with a solid reputation that provides a generally reliable, stable, available service. *Check any discussion forums or mailing list archives for evidence of previous difficulties. *Plan and test a migration procedure for course data. *Choose a service that can be backed up or copied, either through		

							a) an explicit export function on the site, b) through the use of a 'site sucking' software, or c) by saving pages as html. *Back up the class site regularly. *Advise students to keep an html copy of their work by saving the page their work appears on as soon as they publish it, and give students instructions on how to do this via a class website or via a broadcast email to site members. Inform students that they may be asked to re-submit their work if they cannot provide an html copy to the lecturer. RESPONSE 1. Open your site backup or copy. 2. For work that has been published after the time that the last backup was made by the lecturer, ask affected students to supply the html copy of the work they are required to have. 3. Cease use of the service and find an alternative, more reliable, service. 4. Cease use of the service and ask students to complete the assignment in a different format. Assure students that they will not be penalised in their grades. 5. Consider extending due date for assignment. 6. Consult with students to see what they think is a fair thing to do in the situation.		
9.	There is a risk that the service **becomes unusable or inaccessible due to performance problems** at the supplier or in the internet, resulting in delays or effective loss of service.						PREVENTION *Choose a large, proven business with a solid reputation that provides a generally reliable, stable, available service. *Check any discussion forums or mailing list archives for evidence of previous difficulties. *Plan and test a migration procedure for course data. *Choose a service that can be backed up or copied, either through a) an explicit export function on the site, b) through the use of a 'site sucking' software, or c) by saving pages as html. *Back up the class site regularly *Advise students to keep an html copy of their work by saving the page their work appears on as soon as they publish it, and give students instructions on how to do this via a class website or via a broadcast email to site members. Inform students that they may be asked to re-submit their work if they cannot provide an html copy to the lecturer. RESPONSE 1. Open your site backup or copy. 2. For work that has been published after the time that the last backup was made by the lecturer, ask affected students to supply the html copy of the work they are required to have. 3. Cease use of the service and find an alternative, more reliable, service. 4. Cease use of the service and ask students to complete the assignment in a different format. Assure students that they will not be penalised in their grades. 5. Consider extending due date for assignment. 6. Consult with students to see what they think is a fair thing to do in the situation.		
10.	There is a risk that the service is **unavailable at**						PREVENTION		

	crucial times due to planned downtime resulting in delays or waste of time and resources.						*Check any discussion forums or mailing list archives for evidence of previous difficulties. *Use the service for at least 6 months prior to class implementation to monitor for yourself the degree and effects of downtime. *Choose a service that is generally reliable, stable, available with a solid reputation. *Advise students that all websites must undergo maintenance at some stage or another and thus they cannot rely on doing things at the last minute -- they must plan for unexpected service outages. RESPONSE 1. Cease use of the service and find an alternative, more reliable, service. 2. Cease use of the service and ask students to complete the assignment in a different format. Assure students that they will not be penalised in their grades. 3. Consider extending due date for assignment. 4. Consult with students to see what they think is a fair thing to do in the situation.		
11.	There is a risk that support from the service provider **may not be available when needed due to time zone issues**, resulting in delays or the temporary inability to use the service.						PREVENTION *Choose a large, proven business with a solid reputation that provides a generally reliable, stable, available service. *Advise students that all websites must undergo maintenance at some stage or another and thus they cannot rely on doing things at the last minute -- they must plan for unexpected service outages. RESPONSE 1. Cease use of the service and find an alternative, more reliable, service. 2. Cease use of the service and ask students to complete the assignment in a different format. Assure students that they will not be penalised in their grades. 3. Consider extending due date for assignment. 4. Consult with students to see what they think is a fair thing to do in the situation.		
12.	There is a risk that the service **may change in unexpected ways due to upgrades or business-related changes by the supplier**, resulting in the service no longer being appropriate for your needs.						PREVENTION *Check supplier blogs for clues to future plans. *Check industry news sources (e.g., Tech Crunch) for rumours of changes. *Choose a service that has a stable business model. RESPONSE 1. Cease use of the service and find an alternative, more reliable, service. 2. Cease use of the service and ask students to complete the assignment in a different format. Assure students that they will not be penalised in their grades. 3. Consider extending due date for assignment. 4. Consult with students to see what they would like to do about the situation.		
13.	There is a risk that the service provider **may change its pricing** due to business imperatives, resulting in an unexpected financial burden.						PREVENTION *Do not choose a service that charges or is likely to charge for basic services. *Choose a service whose baseline services meet the needs of the		

							course; i.e., premium, paid-for services should not be required to meet the class requirements *Check what pricing guarantees the supplier offers. RESPONSE 1. Cease use of the service and find an alternative, more reliable, service. 2. Cease use of the service and ask students to complete the assignment in a different format. Assure students that they will not be penalised in their grades. 3. Consider extending due date for assignment. 4. Consult with students to see what they would like to do about the situation 5. If the financial burden is not too great, consider completing the current assignment at cost.		
14.	There is a risk that the **data stored in the external service is lost due to a supplier deletion policy** for apparently unused accounts, resulting in possible loss or damage to reputation.						PREVENTION: *Check the terms and conditions for account deletion policy. *Do not choose a service that deletes 'inert' data. * Plan and test a migration procedure for course data. *Choose a large, proven business that is generally reliable, stable, available service with a solid reputation. *Choose a service that can be backed up or copied, either through a) an explicit export function on the site, b) through the use of a 'site sucking' software, or c) by saving pages as html. *Back up the class site regularly. *Advise students to keep an html copy of their work by saving the page their work appears on as soon as they publish it, and give students instructions on how to do this via a class website or via a broadcast email to site members. Tell students that they may be asked to re-submit their work if they cannot provide an html copy to the lecturer. RESPONSE 1. Open your site backup or copy. 2. For work that has been published after the time that the last backup was made by the lecturer, ask affected students to supply the html copy of the work they are required to have. 3. Cease use of the service and find an alternative, more reliable, service. 4. Cease use of the service and ask students to complete the assignment in a different format. Assure students that they will not be penalised in their grades. 5. Consider extending due date for assignment. 6. Consult with students to see what they would like to do about the situation.		
15.	For data of long-term value, there is a risk that the **data cannot be preserved and used for as long as it is needed if the service provider is not committed to supporting the data through changes in data formats and standards**.						PREVENTION *Choose a large, proven business that is generally reliable, stable, available service with a solid reputation *Test the ability to extract data from the service. *Choose a service that can be backed up or copied, either through a) an explicit export function on the site, b) through the use of a 'site sucking' software, or c) by saving pages as html. *Choose a service that uses standard data formats (e.g., html, xml, opml), and not service-specific formats		

							*Evaluate the supplier's commitment to accepted technical standards and their record of responding to emerging standards. RESPONSE 1. Cease use of the service and find an alternative, more committed, service. 2. Cease use of the service and ask students to complete the assignment in a different format. Assure students that they will not be penalised in their grades. 3. Consider extending due date for assignment. 4. Migrate all data to a service that does not lock in users.		
16.	There is a risk that **users' security is endangered due to lack of clarity as to what information will be publicly available.**						PREVENTION *Do not make signup compulsory. *Chose a service that has a clear, reputable and effective Privacy Policy. *Brief students on: -signing up for an externally hosted provider -- not the Unversity -what information is provided to the service provider and what content will be viewable by whom - whether or not they retain the IP under the Terms of Service - whether or not they retain the copyright under the Terms of Service - disclosing personal information *Choose a service that allows you to delete information *Provide all this information in a document accessible to students via a class website. See Annex A. *Advise students to read through and become familiar with the service's Privacy Policy before choosing to sign up. *Advise students to read through and become familiar with the service's Terms of Service or Use before choosing to sign up. RESPONSE 1. Find alternative assessment tasks for students who do not want to sign up for such a service. 2. Advise student/s on how to strip or neutralise the relevant content from the site. 3. Advise student/s that they might have some redress under the service's Privacy Policy, or Terms of Service.		
17.	There is a risk that users are **unclear as to what information they are giving to whom and for what purposes, leaving them exposed to unwanted communications or publication.**						PREVENTION *Choose a service that allows students to control email notifications. *Brief students on: -the fact that they are signing up for an externally hosted provider, that is not affiliated with the university -what information is provided to the service provider and what content will be viewable by whom - how to opt out of messages sent from the service provider - disclosing personal information See Annex A for the briefing notes to be provided to students *Provide this information in a document accessible to students via a class website. See Annex A for the briefing notes we provide to students. *Advise students to read through and become familiar with the service's Terms of Service before choosing to sign up.		

							RESPONSE 1. Show student/s how to turn off email notifications. 2. Advise student/s on how to strip or neutralise the relevant content from the site.		
18.	There is a risk of **loss of intellectual property rights belonging to the users or the University** as a result of the terms of service agreements.						PREVENTION *Check the terms and conditions of service carefully and monitor them for any changes. *Do not make signup compulsory *Chose a service that has a clear, reputable and effective Terms of Service. *Brief students on: -what information is provided to the service provider and what content will be viewable by whom - whether or not they retain the IP under the Terms of Service *Choose a service that allows you to delete information *Provide all this information in a document accessible to students via a class website. See this document for the briefing notes we provide to students *Advise students to read through and become familiar with the service's Privacy Policy before choosing to sign up. *Advise students to read through and become familiar with the service's Terms of Service or Use before choosing to sign up. RESPONSE 1. Advise student/s on how to strip or neutralise the relevant content from the site. 2. Advise student/s that they might have some redress under the service's Privacy Policy, Terms of Service, or Australian Law.		
19.	There is a risk that **users are exposed to unwanted marketing or spam** because they are not told how to avoid these.						PREVENTION *Chose a service that has a clear, reputable and effective Terms of Service. *Brief students on: - how to opt out of messages sent from the service provider - disclosing personal information *Provide this information in a document accessible to students via a class website. See this document for the briefing notes we provide to students *Advise students to read through and become familiar with the service's Privacy Policy before choosing to sign up. *Advise students to read through and become familiar with the service's Terms of Service or Use before choosing to sign up. RESPONSE 1. Show student/s how to turn off email notifications. 2. Advise student/s on how to strip or neutralise the relevant content from the site.		
20.	There is a risk that the **service provider makes inappropriate use of cookies or tracking technologies** to the detriment of users and the University.						PREVENTION *Chose a service that has a clear, reputable and effective Privacy Policy *Brief students on: - how to turn off cookies and monitoring - disclosing personal information *Provide this information in a document accessible to students via		

							a class website. See Annex A for the briefing notes we provide to students *Advise students to read through and become familiar with the service's Privacy Policy before choosing to sign up. *Advise students to read through and become familiar with the service's Terms of Service or Use before choosing to sign up. RESPONSE 1. Show student/s how to turn off cookies and monitoring. 2. Advise student/s on how to strip or neutralise the relevant content from the site. 3. Advise student/s that they might have some redress under the service's Privacy Policy or the Terms of Service.		

Based on JISC infoNet's Risk Management infokit at http://www.jiscinfonet.ac.uk/InfoKits/risk-management and the University of Edinburgh's Guidelines for Using External Web 2.0 Services at thttp://www.vp.is.ed.ac.uk/Web_2.0_Initiative/Guidelines.

ANNEX A
INFORMATION FOR STUDENTS ON THE USE OF AN EXTERNALLY HOSTED WEB SERVICE PROVIDER

This does not constitute legal advice.

It is essential that you read and understand the following information. This course requires that students sign up for an externally hosted web service (i.e., a service that is not supplied by [name of institution/organisation] as part of the course assessment requirements. There are some things you need to know about this service and how it works so that you can make informed decisions about the type and amount of information that you supply to the service.

This information will also be presented at an in-class briefing, where you will be free to raise any questions or concerns. If you do not understand anything that comes below, please see the course convenor before you sign up for the service. Here are some things you need to know and understand:

Signup

- You will be asked to sign up for an externally hosted web service as part of the assessment requirements for this course. The service we will be using is [name of service], also known as the 'service' or the 'service provider.'
- When you sign up for the service, you will be entering into an individual agreement with that service provider, and not with [name of institution/organisation]. You should read carefully and understand the service provider's Terms of Service *before* you sign up. You must decide the extent to which you establish your own relationship with the service provider, and you may choose to either disclose or withhold whatever information you wish.

Offensive material

- Because you are registering directly with the service, you are personally responsible and legally liable for any material you post on the site. Any material that is offensive, defamatory, hateful, breaches copyright, or discloses personal information about others without their permission that is made under your login will be attributed to you.
- You must not post or upload material that brings either you or the [University/School/Organisation/ Institution] into disrepute, or that causes offence.

Information you provide to the service provider

- [name of institution/organisation] has no control over the service provider, or how the service provider uses the data it gathers.
- Information you provide to the service provider may include your name and date of birth.
- You should be careful about the information you disclose to the service provider. For the purposes of using this service in the course, you should not provide information that reveals personal details about you, such as your address, postcode, telephone numbers, ethnicity, occupation, hobbies, or similar information.
- Information you provide to the service provider will include any material you generate and upload or post as part of the course requirements.
- Your information may or may not be viewable to anyone on the internet, depending on course requirements. In the case of the course requiring a that a private site be hosted by the service provider, your content will likely be viewable only to your classmates, the course convenor and others with a genuine interest in the class (e.g., other teachers who want to see how we are using the service or who can comment on how well we are doing).
- Because your work may be displayed to others, you will be exposing your work to being stolen, plagiarised, or 'ripped off' by others. Even though you retain copyright over your material, this does not stop disreputable persons from taking your work and using or displaying it on their own website (or in any other form) unacknowledged.

- You must never provide information to the service about other people without their express consent.
- You must never upload database files containing people's names and addresses.
- If you believe that a classmate has posted material that is offensive, defamatory, hateful, breaches copyright, discloses personal information about you, or is cause for other concern, then you must notify the course convenor immediately.
- Upon completion of the course, your work must be archived and kept for a minimum of four months in order to satisfy University regulations, procedures and policies. If you wish to add to or develop your site after the assessment due date, you can approach the course convenor to try to negotiate a way of making this happen.

Copyright, intellectual property and privacy

- Under the Terms of Service, you retain the copyright to any material that you create. However, because the service is hosting what you create, the service may require from you a licence to publicly display, reproduce, translate, publish, and distribute your work. This means that you cannot sue the service for displaying etc. material to which you hold the copyright. Check the Terms of Service with the service provider for full details.
- Under the Terms of Service, you retain any intellectual property rights you may have in the material you supply to the service. However, because the service is hosting what you create, the service may require from you a licence to publicly display, reproduce, translate, publish, and distribute your work. Check the Terms of Service with the service provider for full details.
- Under the Terms of Service, your work may be sub-lisensed under a Creative Commons licence. Creative Commons is a way of distributing your work on the internet more easily. Creative Commons lets you change your copyright from 'All rights reserved' to 'Some rights reserved.' This means that other people may, for example, 'share or remix' your work as long as they attribute the work to you, do not use the work for commercial purposes, and agree to share your work under the same licence. For more information about Creative Commons, visit the Creative Commons website for more information: http://creativecommons.org/. For more information about any such sub-licence used by the service provider, please visit the service provider's Terms of Service.
- Under the service provider's Privacy Policy, your information may be accessed by a third party under certain conditions, such as for auditing; research and analysis in order to maintain, protect and improve the services; ensuring the technical functioning of the network; and/or developing new services. Check the service provider's Privacy Policy or full details.

Cookies, monitoring, and emails

- Most websites collect 'cookies,' small packets of data that are used again when you login to that site. Cookies are what enable a website to track your user details so that your preferences are remembered on the site, meaning that you don't have to enter the same information over and over again. Cookies are not viruses or worms, do not generate spam or popups, and are not used for advertising. However, some internet users would prefer it if a 'cookie trail' weren't left behind every time they visit a website, so different internet browsers let you turn off cookies so that such a trail is not laid down. If you don't want cookies to track your preferences, you will need to set your browser's privacy settings, options or preferences to turn off cookies. If you need more information about cookies, go to Wikipedia.org and search for 'HTTP cookie.'
- When you sign up for the service you may receive marketing email messages in your inbox. To turn off these messages, visit your account or profile settings or preferences, navigate your way to the 'notifications' area and switch them off.
- Search engines may find, index and cache the openly accessible information you provide to the service.

Responsibility for your work

- You are responsible for anything that occurs under your account login. This is usually reflected in the Terms of Service that you have signed up for.
- If you have administrative access to the site provided by the service, you are responsible for backing up your work. You should back up your work on a regular basis, whenever you make significant additions or alterations to the site, and at the point where you submit the work for assessment.

- Your work will be date stamped, meaning that any changes made to your site after the due date will be noted. If you have administrative access to the site provided by the service, you are responsible for ensuring that your account's timezone is correct.
- Work generated under any particular login will be attributed to that login. For example, if you are working with another student and your work appears under that student's login, then you will not be recognised as the author of that work. You need to make sure that your work appears under your own login. cannot claim to be the author of work done under another student's login.

Course convenor's notes

On my part, I have made every effort to chose a service provider that

- I believe provides fair Terms of Service that are likely to be acceptable to you. This means that I have chosen a service provider that lets you retain both copyright and rights to your intellectual property. I have chosen a service provider that gives you a large degree of control over how much and what type of your personal information is displayed.
- Allows material to be backed up.
- Is normally stable, available, reliable, has a good reputation and that has a strong online community built around it.

I have also

- Tested the use of this service on Information Commons computers, both Mac and PC, using both Internet Explorer and Firefox.
- Provided as much useful and accurate information about how to protect your data online as I can.
- Asked that you give me administrator access (if appropriate) to your site so that I can monitor the material that you post there. Even though you are ultimately responsible for the material you post or upload, I will remove any content that I believe will bring into disrepute either the institution or yourself.

This information was developed using the University of Edinburgh's Guidelines for Using External Web 2.0 Services at http://www.vp.is.ed.ac.uk/Web_2.0_Initiative/Guidelines.