

Office of Technology Services Administrator-Level Access Policy

This document defines TSU OTS's policy regarding local administrator rights to TSU employees on University workstations.

OTS is committed to providing members of the TSU community with reliable technology in a stable operating environment, while appropriately addressing the University's needs and maintaining system integrity and data security.

Applicability

This policy applies to all computer and communication devices owned or operated by TSU. This policy also applies to any computer and communications device that is transmitting or receiving data traffic on the TSU network, including but not limited to devices using wireless, wired, infrared, cellular, or any other technology used to transmit and receive data within the University's Data Infrastructure. The equipment may or may not be owned by TSU, and in cases of wireless technology, the device may be physically located in structures and on property not owned by TSU.

Accountability

TSU staff shall ensure compliance with this policy, and with the TSU IT Policies that can be found at <http://www.tnstate.edu/cit/policies.aspx>.

Policy

A. Levels of Access

There are two security access levels to a university owned computer:

1. User
2. Administrator

The *User* access level allows most administrative controls with some restrictions. Installation of software or hardware that makes changes to the underlying operating system will require the assistance of your OTS support representative. The standard User access level will generally assure the highest level of stability for your computer.

The *Administrator* access level allows the client to have complete and unrestricted access to the operating system. This includes the ability to install any hardware or software, edit the registry, manage the default access accounts, and change file level permissions. Manipulating the configuration of software and/or hardware devices may cause serious stability problems with your system and could affect the data transmission between your machine and the TSU network.

By default, all TSU employees are assigned standard *User* access level rights on his or her individual workstation. Campus users who are willing to follow the guidelines below may request administrator-level access. These requests must be submitted via the attached form, and accompanied by approval signatures from the director or department chair and dean.

Once the signed authorization form is received and acknowledged by OTS, Administration rights can be granted. *The use of these rights and the level of access to the workstation are to be in accordance with the TBR and TSU IT policies. OTS reserves the right to revoke local administrator rights if this access leads to abuse or causes problems within the campus environment.*

B. Criteria for Gaining Administrative Access

1. The user needs privileged access to the device for the installing and testing of software that is not provided by OTS.

C. Guidelines

1. TSU workstations are University property and are intended for University business.
2. Individuals will refrain from installing applications downloaded from the Internet or software incompatible with the workstation's operating system, as well as any software for which a University license has not been purchased. Installation of applications may damage files, expose the University's data network to virus attacks, or endanger data traffic via malicious code. Additionally, individuals will refrain from altering or removing any standard software that was originally installed by OTS.
3. Individuals will refrain from installing unauthorized software as it may monopolize local processor power, resulting in noticeable system slowdown or degradation of performance.
4. Individuals will not install applications that may establish network share protocols, which result in an increase in bandwidth utilization. This prevents network congestion and the degradation of performance across wide areas of the campus network.
5. OTS strongly recommends and encourages individuals to use your OTS support person to install any hardware and/or software that is necessary on your workstation.
6. Individuals requiring administrator level access must submit a completed and signed Administrative Access Request Form (below). A signed copy will be kept on file in OTS.
7. A system to which administrative access has been granted will be subject to a higher standard of monitoring and scrutiny to ensure the continued security of the campus data network.

8. OTS will not troubleshoot, repair, or install non-standard applications. Non-standard software will be removed as part of a normal repair process, if necessary to restore system functionality.
9. OTS strongly recommends that individuals backup user data and documents regularly, to prevent loss or damage should the local operating system become compromised and need to be reloaded.
10. The individual requesting administrator access agrees to use the administrator account in a strictly limited manner, only as necessary to complete certain functions on his or her workstation, and to use the regular user account at all other times.

Non-compliance and Sanctions

Any person found to have violated this policy may have his or her Administrator's privileges revoked.

Should failure to properly administer this machine prove detrimental to the campus network or TSU data security, some of the repercussions may include but are not limited to:

- Costs due to the release of proprietary or sensitive information
- Legal costs and/or fines
- Labor costs to analyze the breaches, reinstall software, or recover data
- Costs relating to downtime (for example, replacement of hardware, software, or other property, loss of use for academic purposes, etc.)
- Other consequential damages such as loss of reputation or customer trust

Local Administrative Access Account Request

User (Print Name)

TSU Username

User Phone

Workstation Serial Number

Workstation Network Name

I am requesting an account with “Administrator” permissions, separate from my regular user account, on the university computer listed above. I agree to the following terms and conditions, as well as those put forth in the preceding policy:

- This account will **only be used** when performing actions that absolutely require local administrator rights. All other activities will be performed under my regular user account.
- Only properly **licensed software** is to be installed on this workstation. The Requestor will forward **licensing information for any copyrighted software to the college’s designated OTS support person, where it will be filed in case of audit.**
- **No new local-user-access accounts** will be created nor existing accounts elevated.
- Any **hardware modifications**, deletions or additions to University computer equipment must be conducted by OTS. Peripheral equipment, including printers or USB devices, are not restricted by this provision.
- **Software installed** by OTS to prevent destructive computer viruses and spyware outbreaks from infecting the University’s network and other users at the University will be neither modified nor removed.
- **Network settings** will not be modified.
- Failure to follow the guidelines in this form and the preceding policy will result in **loss of administrator privileges.**
- Should failure to properly administer this machine prove detrimental to the campus network or TSU data security, the respective department and/or college **assume responsibility** for this breach to the extent of the costs of restoration of the computing environment.

What specific job functions must you perform that require local administrator privileges? Please be specific.

Signature (Requestor)

Date

Signature (Dean)

Date

Signature (Vice President)

Date

Signature (CIO)

Date