Section 14: Desktop PC Management

Administrator Privileges

Administrator privileges will not be granted for all users. This is to help facilitate security best practices, preventing unauthorized changes to the configurations and the installation of unauthorized software.

A department head may submit a request to Information Systems for administrator privileges for one employee that we be designated the Technology Support Facilitator. The individuals to be provided with administrator privileges for the department must meet with the CIO or Deputy CIO to ensure clear understanding of this policy. In so doing the Department/Budget Unit Head must agree to the following:

- Assume responsibility for the operation of the PCs within the department
- Verify that any software installed is properly licensed
- Administrator privileges may be revoked by the CIO or Deputy CIO when it has been determined that unnecessary problems have been created as a result of such privileges being granted
- Update and provide documentation for any software or systems setup or installed for the department

In some rare instances, a PC application may require administrator privileges to properly execute. Those situations will be dealt with by Information Systems on a case-by-case basis.

Workstation Lockout

A mandatory system lockout with a 15-minute activation delay is required for all Windows based PCs and cannot be disabled by the end user.

Laboratory PC Configuration Control

PCs in student laboratories shall be "locked down" to the extent practical to preclude unauthorized installation of software and/or configuration changes. These PCs shall be further protected by the use of software that performs the following functions:

- When the software is enabled, any changes to the computer during the day are erased either when the workstation is manually restarted or automatically restarted overnight.
- The software automatically disables itself at a time that is configurable by the administrator to receive and install software and antivirus updates during the night. During this period, the keyboard and mouse devices of the PCs are frozen to preclude use of the PC.

Operating System Updates

Microsoft releases routine updates and patches on the second Tuesday of each month. Information Systems, after testing these operating systems updates and patches, releases them.

Operating System Life Support

Windows and Mac Operating Systems will be support by Information Systems as long as general public support for those operating systems are provided by Microsoft and Apple. Once an Operating System has been deemed end of life by a vendor, Information Systems will no longer support the technology and will work with departments to find replacement solutions for their aged technology.