Policy

Creighton
UNIVERSITY

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PURPOSE

The purpose of this policy is to empower students, faculty, staff and administrators by providing access to full administrative rights to their University-owned computers. This policy establishes the processes for managing University computers while taking into account the roles and responsibilities of students, faculty, staff and administrators. DoIT will coordinate administration of this policy primarily with Finance, Purchasing and the Provost office. All changes are to be approved by the President's Council.

SCOPE

All computer devices owned by Creighton University, including Windows and Apple desktops, and laptops.

Areas running Electronic Health Records "EHR" may have internal exceptions.

NOT IN SCOPE – Tablets, smartphones, monitors and peripherals are not in scope and should be considered "office supplies" to be managed by the departments.

DEFINITIONS

Configuration: a workstation's hardware and software set-up or "settings".

Workstation: Any Creighton owned computer (including laptops).

STANDARDS

All newly purchased, refurbished, and upgraded workstations for students, faculty, staff and administrators will be deployed with standard configurations.

The standard configurations will ensure that students, faculty, staff and administrators are able to access University resources as needed to perform their job functions (network, banner, library tools, etc). The default Windows configuration provides "user" level rights to the computer, which includes limited software installation ability. The default Apple configuration provides administrator level rights to the computer.

This policy outlines two options for CU employees requiring increased access rights to their computer.

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Option 1: Self-Service Admin Portal for Windows computers: This self-service, user initiated function modifies the user profile to temporarily grant full administrative rights on the host computer. The employee must accept the risk, terms and conditions before the self-service option is provided. This allows the requestor to complete the computer modification while automatically returning the University computer to a protected state after 90 minutes. This option provides maximum protection against intrusions yet provides temporary flexibility. Since this option provides long term protection against intrusions, malware and virus, this option is suggested and preferred if administrative rights are necessary to perform job duties.

How do I obtain Option 1 for my Windows computer? Contact the Service Desk at x1111. DoIT will set up the computer so you can run the "self service" admin portal at any time. Or, if you prefer, the Service Desk can perform this process for you as needed. Option 1 is not available for Apple products.

Option 2: Securing Administrative Rights for Windows and Apple Computer Users:
This option provides permanent administrative rights thus allowing the computer user to download software and make changes to the computer's configuration. However, this option also increases the risk of obtaining viruses, allowing hackers to gain access to data, and negatively impacting the functionality of the computer and the network.

Computers with administrative rights, which become infected with a virus, malware, or other issues requiring technical support personnel intervention, will be returned to the non-administrative rights state after two such occurrences. Computers with administrative rights, which jeopardize the security or performance of the network, will be returned to the non-administrative rights state. The loss or denial of administrator rights may be appealed by submitting a written appeal for review by the Academic Technology Council. The Council reserves the right to consider additional information from other parties involved including such as the involved Dean, the Provost, the Chief Information Officer or a University Vice President.

How do I obtain Option 2? Individuals seeking access to administrative rights must (1) successfully complete the Administrative Rights training module located on the Division of Information Technology Training Webpage, www.creighton.edu/DoIT, (2) Complete the Administrative Rights acknowledgement form; (3) have the form approved by the involved Vice President or Dean.   A powerpoint document describing the process can also be found on the DoIT training website. The service desk can also assist with this process at X1111.

Administrative rights and access paths for DoIT support personnel must not be removed or changed. Any computer device that creates or jeopardizes the security or performance of the network may be isolated or removed from the network at any time without notice.

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If there are any questions or a unique need to be addressed please contact the Service Desk at 402-280-1111 or 800-329-1011.

GLOSSARY

Desktop Computer: A desktop computer is a personal computer in a form intended for regular use at a single location desk/table due to the system size and power requirements. Desktops are classified as workstations.

Laptop Computer: Laptops are desktop computers repackaged for portability. Laptops typically operate using the same classification of Intel or AMD microprocessor as found in desktop computers and run using a full version desktop operating system. Laptops are classified as workstations.

Tablet Computer: Generally, tablets function similarly to a laptop computer but without a keyboard and are operated via a touchscreen. While some tablets run traditional desktop operating systems such as Windows 8, the vast majority of tablets are loaded with an embedded operating system such as Apple iOS, or Google Android.

AMENDMENT/TERMINATION OF THIS PROCEDURE

The University reserves the right to modify, amend, or terminate this procedure at any time.