



Information Technology Policy Administrator Access for Faculty & Support Technicians

Purpose

The granting of administrative rights to an employee of Central Connecticut State University (CCSU) over an individual desktop, laptop, or other end-user device is a privilege only awarded to individuals who require this level of access and control in order to do their jobs effectively. The goal of this policy is to describe the circumstances under which administrative rights can be granted as well as the terms and conditions upon which this privilege will be granted.

Scope

This policy applies to all employees of CCSU and technology devices owned by CCSU.

Policy

The granting of administrative rights allows the individual to change the configuration settings of a given machine and install licensed software on that machine. As a result, these rights can expose the CCSU network to malware and other security exploits. In addition, incorrect configuration of machines can lead to performance problems, potentially resulting in machine downtime, lost productivity, higher support costs, and data exposure.

Given the serious consequences of mishandling or abuse of administrative rights, these rights will only be granted under the condition that they are essential for the performance of the grantee's job. Such conditions could include the following:

The ability to download and install specific types of software or configure system settings is mandated in the individual's job description. This includes faculty who need to evaluate student work that may be in the form of software.

Typically, the only individuals at CCSU who are granted administrative rights include:

Job Title	Requirement for Administrative Rights
Desktop Support Technician	Set up desktops and laptops for end users. Provide desk-side and remote support to desktop and laptop users.
Department Technical Support	Manage & support desktops within their department as part of their job description. Ex. Library, Lab managers.
Teaching Faculty	Who request the right based on academic freedom reasons. If a Faculty member causes a security incident, they will lose this privilege.

Note: Members of the IT Department are not automatically granted administrative rights based on their membership in the IT Department alone.

Disclaimer

If you have been granted administrative rights, you must adhere to the following disclaimer:

1. You will comply with all existing and future technology policies of CCSU/CSCU.
2. You will run Identity Finder scans against your network shares, local hard drive, and e-mail at least 3 times per year and use the Identity Finder confirmation system. No DCL3 data may exist in any of these locations at any time to remain in compliance.
3. You will not grant admin rights to others on your machine based on your privileges.
4. IT support employees will only make changes to desktops, laptops, or other end-user devices if such changes are authorized and assigned to them.
5. You will not install any unauthorized or non-standard unlicensed software at any time.
6. You will take all reasonable steps to ensure that the desktop, laptop or other end-user device over which you have administrative rights is secured from malware or intrusion.
7. You will have sole responsibility for backing up any data stored to the desktop, laptop or other end-user device over which you have administrative rights.
8. The IT Department will provide complete support and troubleshooting for the standard base image issued with the machine.
9. In the event of failure of the machine over which you have administrative rights, you will be responsible for restoring any applications, configurations and associated data beyond what has been approved as a standard base image by the IT Department.
10. Your administrative rights can be terminated at any time if the terms of this or any other technology policy are violated.
11. You should never log in to any computer directly with administrative rights. Rather, you should temporarily elevate your rights when needed.

Non-Compliance Penalties

Penalties for violation of this policy will vary depending on the nature and severity of the violation.

Penalties include:

- Disciplinary action, including, but not limited to, reprimand, suspension and/or termination of employment.
- Civil or criminal prosecution under applicable law(s).

Applying for Administrative Rights

Teaching Faculty

- Log into <https://itrequests.ccsu.edu> and complete the Administrator Access Request for Faculty (Single Computer) form to request administrator access to your assigned CCSU-owned computer.

Desktop and Department Support Technicians

- The employee's direct supervisor must log into <https://itrequests.ccsu.edu> and complete the Administrator Account Request for Support Technicians form to request an administrator account for a group of computers such as a classroom or lab.

The designated authorities of the IT Department reserve the right to deny the application if it does not represent a clear business need or if the applicant has a documented history of security policy violation.