

BCTC Policy Governing the Granting of Administrative Rights to Faculty/Staff Workstations

Administrator rights are typically reserved for Information Technology Services (ITS) personnel who are responsible for providing administrative services such as system maintenance and user support. However, in unique instances, administrative rights may be issued to faculty and/or staff on either a temporary or ongoing basis to perform tasks within the scope of employment. Users who have demonstrated the ability to configure and manage their workstations and who possess an understanding of the responsibility of maintaining appropriate security measures may be granted administrative rights on their computer. Users who have been granted administrative rights on their workstations are herein referred to as authorized users.

Authorized user privileges

Authorized users will be provided a secondary account with administrative access rights to their local computer. Use of this account will enable the authorized user to install software, create new accounts, and revise or manipulate system settings on their workstations.

When an individual obtains administrator authority, he or she will retain that authority unless job requirements change or the user determines administrator rights are no longer needed.

To ensure the authorized user remains current with technology developments, they must pass an annual on-line refresher tutorial and mastery exam. A record of the initial exam results, administrative rights application, and justification will be maintained in the Human Resources department files. Subsequent refresher exam results will also be maintained in the Human Resources department. Assistant dean approval will not be necessary with the refresher exam process.

The authorization process for all part time instructors who routinely renew their contract with the College will be the same as full time faculty.

Authorized user responsibilities

Authorized users must strictly observe and agree to adhere to the KCTCS Administrative Policies and Procedures 4.2.5 Policy Governing Access to and Use of Kentucky Community and Technical College System Computing Resources.

Authorized users are advised to log in using their primary account (without administrative rights) for routine computer use and only utilize the administrative access account when system administration (e.g., software installation, reconfiguration) is required.

Authorized users will be added to a local mailing list that will enable the ITS department to provide a continuing mode of communication associated with software security,

vulnerabilities, and/or new virus issues. BCTC ITS will also maintain a list of suspect applications and related vulnerabilities on the BCTC web site.

Authorized users are responsible for maintaining the integrity of their workstation.

Authorized users are responsible for any accounts they create on their own computer.

Authorized users must maintain software licensing information for any software they personally install on their workstation.

Authorized users are responsible for routinely checking for and eliminating spyware, or any similar data gathering and reporting software, from their workstations.

Authorized users must not install or use certain types of software that are considered insecure or that do not incorporate an encryption scheme. These include but are not limited to email applications, FTP clients, and Telnet applications that do not employ secure connections. *"The ITS department will maintain a list of recommended and prohibited software on the BCTC website."*

Authorized users must report any system failures and/or compromises in security measures to the ITS Help Desk.

Authorized users must refrain from elevating their regular domain account, or the domain account of others, to Administrator or Power User level."

Information Technology Services Terms of Support:

The ITS department will continue to provide Microsoft system patches, application software patches, and antivirus updates through the system wide client management platform to all BCTC workstations. BCTC computer users must not block or in any manner disable and/or revise any services on the workstation that may prevent these and other routine maintenance procedures.

ITS will not be able to restore a configuration customized by the user. In the event of a computer failure, the ITS Help Desk will restore the original base image on the computer. The base image includes an operating system and any software maintained by the ITS department. All documents that are synchronized to the network server will be restored if possible.

Alternatives to Authorized User Status

As an alternative to personally acquiring administrator rights on the workstation the ITS departments recommends and fully supports the following options.

1. Contact the Information Technology Services help desk to schedule software installations.

2. Contact Information Technology Services to request the installation of a virtual platform that will allow installation and testing of software on the workstation.

Criteria for Authorized User Status

The sole criterion for granting authorized user status is an indication of ability on the part of the applicant. To prove ability, the applicant must complete an online evaluation developed by the Technology Committee. In most instances, the program will certify a high level of computer literacy and an understanding of basic security issues.

Applying for Authorized User Status

Applicants for authorized user status must:

1. Read the BCTC Policy Governing the Granting of Administrative Rights to Faculty/Staff Workstations, the KCTCS Administrative Policies and Procedures section 4.2.5, and BCTC ITS information regarding administrative access.
2. Complete the online Administrative Rights evaluation and the online Administrative Rights justification form. The application and associated forms should be submitted to the respective assistant dean and/or director.
3. The assistant dean and/or director will confer with the ITS site manager to further review the request.
4. If there are no technical discrepancies and/or issues, the form must be signed by both the assistant dean/director and the ITS site manager.
5. The assistant dean/director must forward the justification form, along with the requestor's evaluation results and justification forms, to the HR department.
6. The ITS site manager will arrange for the assignment of administrative rights to the applicant's account who will be notified via email when rights have been applied, typically within twenty-five working days.

All signed applications and evaluation results will be will be filed with employee records in the HR office.

Loss or denial of Authorized User Status

Applicants for administrator rights may have their access revoked upon failure to maintain the requirements of this policy or the KCTCS Administrative Policies and Procedures 4.2.5. Additional penalties may be incurred with respect to the KCTCS policy.

If a request for authorized user status is not approved by the assistant dean or director the form should be returned to the faculty or staff member with a written explanation for the denial.

The loss or denial of administrator access may be appealed by submitting the above mentioned forms to the BCTC Technology Committee chair for further review by the committee or other body designated by the president of the College. The committee reserves the right to consider additional information from other parties involved such as the assistant dean and/or the ITS site manager.