

 <p>UPPER IOWA UNIVERSITY EDUCATION BUILT FOR LIFE</p>	Information Technology Services Department University-Wide	SOP #	ITS_118
		Revision #	1.0
		Implementation Date	4/24/2017
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SOP Owner: UIU Information Technology Services		Approval	4/24/2017

Upper Iowa University Information Technology Services Local Administrative Rights Standard Operating Procedure

1. Purpose

The purpose of this Standard Operating Procedure (SOP) document is to provide guidance and explanation of procedures related to granting Local Administrative Rights to University employees.

2. Scope

This SOP applies to all full-time University employees and the employee's respective University technology equipment assigned to them and will cover SOP Version Control, Responsibilities of the employee requesting Local Administrative Rights, Responsibilities of UIU Information Technology Services (ITS) department, references, and definitions.

3. Version Control

Where significant changes are made to this document, the version number will be incremented by 1.0.

Where changes are made for clarity and reading ease only and no change is made to the meaning or intention of this document, the version number will be incremented by 0.1.

4. Responsibilities

Employee Responsibilities:

- It is the sole responsibility of the University employee requesting local administrative rights to complete and submit the Administrative Rights Application Form and adhere to this document. Non-conformance may result in suspension or revocation of the local administrative rights.
- It is the sole responsibility of the University employee requesting local administrative rights to ensure tasks are carried out with University technology/data safety in mind.
- Employee will comply with all existing technology appropriate use policies of Upper Iowa University.
- Employee will not make changes to any desktop, laptop or other end-user device not assigned to them.
- Employee will take all reasonable steps to ensure the computer(s) or other end-user device(s) is secured from malware or intrusion.

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- Employee will have sole responsibility for backing up any data stored on their assigned device(s) over which they have local administrative rights.
- In the event of failure of a machine over which an employee has local administrative rights, the employee will be responsible for restoring any applications, configurations and associated data beyond what has been approved as a standard base image by the ITS department.
- The ITS department has the discretion of terminating the employee's local administrative rights at any time.

ITS Department Responsibilities:

- If the employee Administrative Rights Application Form is approved, ITS will grant Local Administrative Rights to the employee's respective assigned device(s) in the order received and after higher-priority incidents are handled first.
- ITS will provide complete support and troubleshooting for the standard base image issued with the machine.
- ITS will make an attempt to repair software installations and equipment configurations that result in incidents related to performance of the respective technology equipment. After this time, a computer re-image will be performed to ensure minimum downtime of University resources.

6. References

Administrative Rights Application Form

7. Definitions

Item	Definition
Local	Specific to respective computing assets, not a global setting
Global	Encompassing entire University system(s)