ITS Computer Remote Support Policy
Review Period: Annual
Effective Date: March 9, 2020

Policy Summary:
Drake University recognizes the need of its students, faculty, and staff to receive quick assistance on technology-related requests. ITS staff will provide support to end users within specific parameters via a remote support platform (BeyondTrust) to provide technical assistance and to resolve issues more quickly and efficiently.

Purpose
The purpose of this policy is to define the scope of ITS staff providing remote technical support to end users.

Scope
This policy covers all ITS employees who provide support, and most computer end users who contact ITS for assistance with technical matters. We will not go beyond our normal bounds of support when providing remote support.

This policy does not apply to computing technology used in labs, classrooms, or mobile devices.

Definitions
BeyondTrust – software tool used by technicians to connect remotely to end users' computers and provide technical support.

Consent – permission given by an end user for the technician to perform work on their computer.

End User or User – member of the Drake University community (including students, faculty, and staff) who does not work for ITS and uses a computer to access Drake ITS resources.

Remote Support Session (or "session") – technical assistance permitted by an end user and provided by a technician from a distance using BeyondTrust.

TeamDynamix (or "TDX") – the system of record used by technicians to keep track of all requests for support.

Technician – ITS staff member, whether full-time or part-time, with employee status, who provides technical services to end users.

Ticket – the specific record within TDX associated with an end user that allows technicians to document troubleshooting actions taken and other pertinent information for a given request.

Policy
  A. Procedures
        a. The remote support tool can be used on both University-owned and personally owned computer. We will provide support for personally owned computers in a limited way.

         i.   Support for personally owned computers will be limited to troubleshooting network access issues or connectivity to University-provided services (e.g. Blackboard, MyDUSIS, MyDrake, etc.).

   b.   Every end user's request must be entered as a ticket in TDX before remote support can take place.

   c.   Every remote support session will be completed from within a TDX ticket, to ensure proper documentation and allow for sessions to be logged and reviewable by both the end user and ITS staff.

   d.   All remote support will begin with communication from the technician to explain the process to the end user and request consent to:

         i.   access their computer, and

        ii.   request elevated privileges in order to perform technical tasks.

   e.   Technicians may not use the Jump To feature within the Representative Console to connect directly to a user's computer without first obtaining a user's consent.

   f.   Consent for one session will not be considered a blanket approval for all future remote support sessions. It is required that each session will be approved by the requestor at the time of support.

   g.   An end user may revoke consent at any time and end the session.

   h.   If an end user does not consent to the connection, a technician will not access the computer.

   i.   If the session ends early, the technician will state why in the TDX ticket.

   j.   A technician may terminate a session at any time for any reason. Cause for terminated sessions will be documented in TDX.

   k.   Technicians will not use any other tools for remote support on end users' computers.

B. Implications

   a.   Refusal of remote support may require the end user to bring the computer to the Support Center and may possibly result in a delay of overall support.

   b.   A technician who notices any violations of Drake's acceptable use policy may be required to document and report the issue.

C. Potential Impacts

     If the necessary work is not completed in one session, the technician may schedule follow-up session(s) as necessary. The technician should ensure the user understands if additional session(s) is necessary and coordinate with them.

Policy History
- Revised and edited January/February 2020

Adopted
- March 9,2020 Version 1 (Entitled ITS Remote Support Policy)