COMPUTER USAGE RESPONSIBILITIES

End-User Agreement *and* Guidelines for Secure Computing
at the FAMU-FSU College of Engineering

Computer: _____ Location: _____ CCS Tech: _____ Date: _____

Overview

Per the agreement between universities that describes the management plan for the college, Information Technology (IT) at the FAMU-FSU College of Engineering falls under the overall control and practice of FSU. As a result, FSU's IT Policies govern IT at the college. Those policies may be found at: https://its.fsu.edu/about-its/it-policies.

Standards and practices adopted by College Computing Services (CCS) are intended to promote compliance with FSU policies, and shall apply to all official computing systems and devices used within the college. Additional college IT operational guidelines and policies may be found within the CCS web site at: https://www.eng.famu.fsu.edu/ccs.

All computing users at the college are expected to use computing devices in accord with the policies, practices, guidelines and responsibilities stated and referenced in this document.

User Responsibilities

Use of computers at the college comes with certain responsibilities that help assure that our computing services can remain safe and secure for all. As a college computing user, you should:

- use official university computing credentials (as issued by FAMU, FSU, and/or CCS) to log in to university computing devices, services and resources
- reboot or power off your computer no less than once per month
- log out or lock your screen when leaving your computer unattended
- assure that all your important files are stored in locations that are regularly backed up, such as OneDrive or other official university file storage locations
- be careful to avoid phishing attacks (e.g., do not click on URLs or attachments from unknown sources).

If you have any questions about your responsibilities, or need any assistance with carrying out these responsibilities, please be sure to contact CCS (see below).

CCS Responsibilities

CCS has the responsibility to properly maintain and support your computer, and all of the college's computers, and we take that responsibility seriously.

That means we will do everything in our power to assure that your computer is reasonably secure and free from vulnerabilities that could impact you and those around you. We utilize security scanning services to assist with this responsibility. We may also perform related scans, on occasion, related to maintaining hardware and software inventory and license usage information. Also, in conjunction with FSU-ITS, CCS will provide certain automated software updates consistent with published procedures and schedules.

Should your computer ever be found to have been violated/infected, causing an imminent security risk, we will attempt to contact you and work with you to respond to the issue. However, if we are not able to contact you within a reasonable time, we may need to remove your computer from the network to stop the immediate threat, until proper remediation can be performed.

Aside from the above activities, CCS does not routinely access your computer without your specific knowledge and permission.

CCS is here to support your computer, and your use of university computing services, so do not hesitate to request support when needed (see below).

Administrative Rights

By default, end users are not provided with administrative rights to their computer. Per university policy, administrative rights are generally reserved for trained IT professional who require these rights to perform their official duties.

However, it is recognized that some users may need to perform certain computing activities, from time to time, that require elevated permissions. To address this, CCS provides a process for requesting a special account with administrative permissions that can be used for elevating privilege only when needed. Such requests require justification and must be approved by the Dean. Additional rules apply to use of this special account, and violation of those rules is grounds for disabling the account.

Exceptions are requested and approved via the Computer Administrative Rights Exception Request online form.

Changes to Official System Configuration

Users shall not perform any action to the setup and configuration of their computer that would interfere with the routine central management of the system. This includes:

- turning off / disabling remote administration and management services installed by FSU or CCS
- impacting security scanning or related services
- adding, changing or deleting any users or user permissions
- reloading the operating system
- applying system upgrades or patches, except as provided by official sources.

In certain situations, generally related to research computing activities, exceptions to the normal official configuration rules may be required. In such cases, the Computer Configuration Rights Exception Request online form is to be completed and approved to document those exceptions.

Please note, users shall not install software, nor make hardware changes, even when the user has been granted the necessary systems permissions, without reporting the installation/change to CCS via our normal support request process. This is essential for proper tracking and quality assurance purposes.

Questions / Support

If you have questions or concerns about these Responsibilities, or for any IT support needs, contact College Computing Services. You may submit a request online at https://ops.eng.famu.fsu.edu, via email to CCS-request@eng.famu.fsu.edu, or by calling (850) 410-6446.