

COMPUTER CONFIGURATION RIGHTS EXCEPTION REQUEST

Request for Exceptions to Normal Computer Configuration/Use Rules
at the FAMU-FSU College of Engineering

Overview

This form is used to document, justify and approve exceptions to the normal policies and procedures for the configuration and use of end-user computers at the college.

Normal Configuration Rules and Exceptions

By policy, end users may 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, but is not limited to:

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

In certain situations, there may be a legitimate need for properly authorized end users to make certain system changes that are not consistent with these directives. To address this, CCS provides a process for requesting permission to make these changes. Such requests, which need to indicate the specific types of changes being requested, require justification and must be approved by the Dean (or designee).

Use of the Exception

Users agree that they will use any approved exceptions in a manner consistent with the justification provided, and will inform CCS immediately of any variation from the approved usage.

Additional Information

Note that exceptions are granted for A SPECIFIC COMPUTER, and under the control of A SPECIFIC USER; they are not granted as a blanket for multiple computers.

Even with the approval of exceptions, users shall not install software, nor make hardware changes, without reporting the installation/change to CCS via our normal support request process. This is essential for proper tracking and quality assurance purposes.

Approved exceptions remain in place indefinitely, unless requested/approved for a definite period, but are non-transferable – they apply ONLY to the specific computer and user for which approved. The user and/or requester is responsible for reporting to CCS any significant changes to the original justification, including the departure of the user. CCS will periodically “audit” requests to assure that circumstances remain consistent to those approved.

Questions / Support

If you have questions or concerns about these Exceptions, 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.



The Request

I, _____, request exception(s) to the normal configuration rules for computer _____.

The requested exception(s) are:

The justification for the exception(s) is:

Effective dates (if not indefinite): _____

I agree to inform CCS immediately of any material changes to this computer or the required exceptions.

Requester: _____ Date: _____

CCS Review/Acknowledgment

Tech Review: _____ Date: _____

Leadership Review: _____ Date: _____

Approval

This request is: APPROVED REJECTED

By: _____

Signature: _____ Date: _____

A copy of the fully-executed form will be retained in CCS records, and a copy will be provided to the end user.

