

Policy Title:  <b>Default Local Administrative Privileges (LAPS)</b>		Policy Number: <b>OTEL-A-001</b>  Policy Type: <b>College</b>
Category: <b>Administrative</b> Policy Applicable for: <b>All College-Wide Faculty, Staff and Students</b>	Effective Date: <b>1/1/2010</b> Last Review Date: <b>2/21/2011</b>	Policy Owner: <b>Micheal D. Carroll</b>

**Definitions:**

- **University IT Policy:** A formal statement of principles by the University Office of the CIO on which action(s) for a specific issue are based and which place certain requirements on units and individuals.
- **College IT Policy:** A locally defined policy that refines, supplements, or customizes a university policy for the individual college environment.
- **College IT Guidelines and Procedures:** Operational methods by which the requirements of the broader university IT policies, applicable federal and state laws and related rules and regulations of external funding organizations are put into action.

**Overview:**

The College of Education and Human Ecology (EHE), Office of Technology & Enhanced Learning (OTEL), is committed to providing and maintaining a highly functional information technology (IT) environment to support the missions and goals of the college and all respective departments, schools and units. IT security and risk management have become two critically important components of computing in higher education and, in turn, The Ohio State University (OSU). The university has created a framework of policies, standards and guidelines to help protect its users and systems and to mitigate common risks. Each college is charged with defining appropriate policies and guidelines that, at minimum, meet the expectations of the applicable university IT policy. This document is issued to prevent: unauthorized access to EHE resources by unknown parties such as through a virus infection, installation of personal, unauthorized, or unlicensed software on a college-owned device.

### Assignment of Privileges:

- OTEL staff – Administrative privileges are granted within the scope of the staff members' area of responsibility. OTEL staff members are granted administrative privileges only on those assets necessary for them to accomplish assigned job duties.
- Faculty and Non-OTEL staff – No administrative privileges are granted.

### Exception Criteria:

1. Mobile non-domain customer – The customer uses their assigned computer offsite and does not connect to the EHE network on a daily basis.
2. Customer with specialized software – Software the customer requires for the normal performance of their job does not allow non-administrative execution or is written in such a way that it requires the customer to run as an administrator on the system to operate (e.g. specialized microscope software).

### Request Process:

Customers who meet the exception criteria(s) may request local administrative privileges by contacting the OTEL Service Desk (via email at [servicedesk@ehe.osu.edu](mailto:servicedesk@ehe.osu.edu) or via telephone at 614.247.8324), providing the rationale for exception. OTEL will respond to the request within five (5) business days. Urgent requests should be noted along with the rationale for exception and the nature of the urgent request.

Customers who do not fit the established exception criteria which allow administrative privileges may request an exception by submitting a request to the OTEL Service Desk outlining the business requirement for local administrator privileges. Requests will be considered within five (5) business days of receipt and a ruling will be delivered to the requester within five (5) additional business days.

### Appeal Process:

Customers whose request for local administrative privileges is denied may appeal the decision to the EHE Chief Information Officer (CIO). The CIO may be reached at [cio@ehe.osu.edu](mailto:cio@ehe.osu.edu). The CIO will respond to appeal requests in writing to the requester within ten (10) business days.

Customers who wish to appeal a CIO decision may opt to request a final ruling involving their department chair and/or director (or assigned representative),

the CIO, and the Associate Dean for Academic Affairs for final arbitration. The ruling of these individuals or designate is considered binding and final.

### **Approval Duration:**

Due to the evolving nature of technology and the changing roles of customers at the university, all requests for Local Administrative Privileges (LAPS) will be reviewed on an annual basis. This review will verify that the need stated in the request is still valid and/or that the employee still requires the approved access.

### **Education Requirements:**

Customers who are granted local administrative privileges must read the "Administrator Risks" pamphlet and must sign and agree to the Local Administrative Privileges Risk Agreement and submit it to OTEL. A copy of the Agreement will be retained by OTEL and a copy placed in the employee's personnel file for reference.

### **Privilege Revocation:**

Local administrative privileges may be revoked for the following reasons:

- Customer no longer serves in a role that requires such privileges.
- Customer no longer utilizes the software that requires administrative privileges.
- Customer is involved in a data breach that is identified as being related directly to their access or use of administrative privileges.
- Customer demonstrates unsafe practices while using administrative privileges.
- The unit determines that the customer no longer needs administrative privileges to perform job tasks.
- Customer requires excessive support from OTEL as a result of having administrative privileges.

Decisions to revoke local administrative privileges will be made collaboratively by the CIO, Associate Dean of Academic Affairs, Director of IT Services, and the department director/chair based on documentation of any of the above conditions. Revocation of privileges will be communicated in writing to the customer(s) upon execution.

Customers may request reinstatement of their previously granted local administrative privileges using the exception/appeal process. The decision process may consider the documentation and decision that led to the revocation in the restoration decision.

### Document Posting and Review:

All College policies, guidelines and procedures are posted for review at <http://ehe.osu.edu/otel/>. Documents have been reviewed and approved, and will be subject to local review and updates on an annual basis based upon the date of last review.

### Supporting Documents:

- Administrative Privilege Exception Request Form
- “Administrator Risks” pamphlet
- Local Administrative Privileges Risk Agreement