

## CEHD Computing Security and Service Policy

**This document is written in support of the following University policies:**

- [1-14](#): Policy for Responsible Computing at the University of Delaware
- [1-15](#): Information Security Policy
- [1-18](#): Electronic Mail Management and Retention Policy
- [1-19](#): Employees' Use of E-Communications Policy
- [1-20](#): Policy for Wireless Computing at the University of Delaware
- [1-22](#): Personal Non-Public Information (PNPI) Policy

### Support Requests

The Office of Educational Technology (OET) provides device and network support to CEHD faculty and staff. This support includes setting up computers, virus detection, installation of virus protection software, automatic operating system and software updates, the installation of operating and productivity tools software, diagnosis of printing problems, hardware and software recommendations, web development and support, and printer installation.

To request support for University-owned devices, write to [oet-help@udel.edu](mailto:oet-help@udel.edu), use the web form at <http://www.oet.udel.edu/technical-support-request/>, or call (302) 831-8162.

Clients who request service on laptops, tablets, and phones must bring them to OET's main office in 133 Willard Hall Education Building. Because of the volume of calls and scheduled appointments, technicians cannot respond to unscheduled requests for support.

### Computer, Network and Information Security Procedures:

- All CEHD (University-owned) equipment connected to the University network must be configured by OET at the time of connection to ensure that it is secure and properly configured.
- All equipment must have password protection enabled. Passwords must not be blank.
- In addition, any device that is physically moved to another location, assigned to a new user, or used by additional users (e.g., shared devices such as desktop computers) must be visited by OET at the time of these changes so that OET staff can clean the device of any previous data.

## **Computer Inventory**

The Office of Educational Technology will provide an annual base computer inventory for each unit in September, using Google Docs. This document will be shared with an administrative assistant in each unit and will list all computers with KACE, software that auto updates non-Microsoft products, installed. It is the responsibility of the unit to notify OET of any inventory changes. In addition, OET will record equipment information, if available, in help call requests and resolutions in OET's help call database.

## **File Storage and Retention**

Each unit should specify its own standard procedures with regard to file storage and retention. They, and not OET, are responsible for ensuring that personally-identifiable information (PII) is not saved on local drives and that all devices, whether or not they are used to handle sensitive information, are regularly updated and protected against attack and infection. See University [Information Security Policy \(1-15\)](#) and [Personal Non-Public Information \(PNPI\) Policy \(1-22\)](#).

Backups of data saved on OET file servers are performed as outlined in the [CEHD File Storage, Backup, and Retention Policy](#) (PDF).

Specific guidelines regarding mail retention are outlined in University [Electronic Mail Management and Retention Policy \(1-18\)](#) and [Employees' Use of E-Communication Policy \(1-19\)](#).

## **OET User Accounts**

Every faculty member, full- or part-time staff member, and graduate student in CEHD may receive an OET user account and file space on OET's servers. Addition and deletion of faculty, staff and students on OET's network is not automatic. Units need to notify OET when individuals join CEHD and when they leave. In addition, OET will contact each unit at the beginning of the fall and spring semesters to verify if current accounts should remain active.

## **Computer Recommendations/Purchase**

To insure that CEHD computers have the required software and hardware to access University and OET network resources safely and securely and for increased efficiency in computer configurations, contact OET for computer

software and hardware purchase recommendations, including wireless access points.

In addition to preserving our security, purchases through OET frequently qualify for discounts.

For home purchase recommendations, contact Information Technologies (IT), [consult@udel.edu](mailto:consult@udel.edu), (302) 831-6000.

### **Computer Configurations**

The currently supported operating systems within CEHD are Windows 10, Windows 8, Windows 7, and Windows Vista and for Macintosh computers, OS X 10.8 or later. All CEHD computers must have current virus protection, firewalls enabled, and current operating system updates. In support of the [Policy for Responsible Computing at the University of Delaware \(1-14\)](#), and to protect the intellectual property of the College, each computer that contacts OET servers must have McAfee Virus Protection and KACE installed. In addition, Windows computers on the OET network have operating system updates pushed to them.

### **Wireless Devices**

In support of the [Policy for Wireless Computing at the University of Delaware \(1-20\)](#), wireless access points must be configured by University Network and Systems Services (NSS) or OET staff. In addition, wireless printers are not supported at the University. Printers must connect via an Ethernet cable to the University's network or directly to a device through a USB cable.

### **Moving Computers**

If you need a computer moved, contact University movers to move it to your desired location (OET does not move equipment). It is important to remember that once it is moved, schedule an appointment with an OET technician to configure the equipment.

### **Data Security Recommendations**

All computer users have the obligation to protect University resources and data. Data protection measures include maintaining password security, locking your computer when you are away from it, safeguarding PII, and disposing of

computers properly. To safeguard your data, especially in public areas, lock your computer session, when stepping away from the computer.

### **Disposal of Computing Equipment**

If you plan to dispose of a computing equipment (e.g., tablets, laptops, desktops, hard drives), contact OET. An OET technician will record the device's name and network configuration and wipe the device of all data using specialized software to insure that your data is not compromised and is completely erased. Do not discard computers that have not been wiped by OET; doing so creates a security risk for you and your unit.

Once your computer is erased, contact University movers to deliver it to UD Surplus or take it to UD Surplus yourself.

If a computer hard drive malfunctions and cannot be erased, complete a request for services form to have the hard drive destroyed. This service is free and performed by General Services. You will need to deliver the hard drive to the General Services building.

### **Passwords**

Passwords are considered confidential information and should not be shared or written down. Strong passwords (11 or more characters and a combination of numbers and upper and lowercase letters) should be used for your OET and University network accounts. If you need to share a password-protected computing resource with another staff member, contact OET for assistance.

Under no circumstances should staff and faculty share an individual's login and password. In rare circumstances, anonymous logins on the OET network are created and associated with specific computers.

### **Personal Non-Public Information**

Personally-identifiable information (PII) should not be kept on computer hard drives or removable media such as DVDs and USB flash drives. Examples of PII include Social Security Numbers, credit card numbers, and grades in the context of identifiable information such as names. If absolutely necessary, this

information should be encrypted and stored on a secure network drive. For encryption solutions, contact [oet-help@udel.edu](mailto:oet-help@udel.edu).

### **Home Devices**

In addition to support for University-owned computers, OET offers home computer support for a flat fee. Clients must sign a waiver for service on home computers.