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

i. Support for personally owned computers will be limited to troubl eshooting

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)