POLICY NUMBER: IT-007
DIVISION: NET Services
POLICY: NSU Remote Access Policy
ISSUED BY: Chief Information Officer

Approval Date: 01/06/2009
Approved By: NET Services Coordinator’s Council
Review Date: 10/02/2012
Review Date: 2/20/2014 – Added usage by designated student labor, defined the purpose

INTRODUCTION
Remote access to computers on the NSU campus network is used for troubleshooting and repair of equipment and software problems. NSU NET Services limits the use of remote access software to professional, full-time employees or designated student labor within NET Services.

PURPOSE
The purpose of this policy is to outline the expectations for use of remote access.

TARGET AUDIENCE
The NSU Remote Access Policy applies to all NET Services staff that utilize or has access to remote access.

POLICY
- Permission will be obtained from the end user prior to using remote access. If permission cannot be obtained, service may be delayed.
- When using remote access, a client service or application may be installed on the end user’s computer. This will be removed or disabled upon completion of the service.
- Use of the product normally shall be limited to the troubleshooting and repair of technical problems of university owned PC’s; however, state policy does allow broad inspection of your use of the system upon good or superseding cause.
- Alleged violations of the policy will be processed according to the judicial processes outlined in the SDBOR/COHE Higher Education Contract, the Faculty Handbook, and the Student Handbook.