
Division of Information Technology

Policies and Standards

Section: **LANDesk**

Chapter: **General**

Policy: **Access Control Policy**

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PURPOSE

The purpose of this policy is to define the requirements for authorized access to LANDesk and all of the tools contained within LANDesk.

SCOPE

This policy applies to all technology support professionals requesting access to LANDesk or any of the tools contained within LANDesk, to Support Administrators who already have access to LANDesk and to System Administrators who grant access.

POLICY

- 1) Access to the LANDesk system and LANDesk tools is granted to Creighton University employees who have submitted a valid *LANDesk Access Request form* and a signed Confidentiality Agreement.
- 2) The *LANDesk Access Request form* will require a signature from the Support Administrator's Vice President, Administrator, or Dean, authorizing the level of access requested. All requests will be reviewed by the Division of Information Technology.

DEFINITIONS

Role

A LANDesk Role is a permission that can be granted to Support Administrators. Roles include: Administrator, Inventory Control, Remote Control, OS Deployment, Patch Management, Reporting, Public Query Management, Software Distribution and Software License Monitoring.

Scope

LANDesk Scopes determine the range of devices a Support Admin can see and manage through LANDesk. Scopes can be defined by attributes in our device inventory. We are using the pre-existing structure defined in our Blue domain to scope devices.

Support Administrators

LANDesk Support Administrators are authorized users of the LANDesk system. These people are technology support professionals (i.e. service desk analysts, desktop technicians and network administrators) who use the tools in LANDesk to assist the customers that they are responsible to serve. Support Administrators are able to access specific tools and resources for which they are authorized.

System Administrators

LANDesk System Administrators are the custodians of the LANDesk System. These people are technology support professionals who support and maintain the tools and resources in LANDesk. They are responsible for all parts of LANDesk including, but not limited to, system

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maintenance and upgrades, maintaining the security and integrity of the system, and providing assistance to Support Administrators. System Administrators may also serve in a Support Administrator capacity by using the tools in LANDesk to assist the customers which they are responsible to serve.

RESPONSIBILITIES

Support Administrators are responsible for adhering to the standards outlined in this policy when requesting access to LANDesk resources.

System Administrators are responsible for adhering to the standards outlined in this policy when granting access to LANDesk resources.

ADMINISTRATION AND INTERPRETATIONS

This policy shall be administered by the Executive Director of Customer Service and Support. Questions regarding this policy should be directed to the Executive Director of Customer Service and Support.

AMENDMENT/TERMINATION OF THIS POLICY

The University reserves the right to modify, amend or terminate this policy at any time. This policy does not constitute a contract between the University and its faculty or employees.

REFERENCES TO APPLICABLE POLICIES

LANDesk Access Request Form

Guide to the LANDesk Access Request Form

EXCEPTIONS

None

VIOLATIONS/ENFORCEMENT

Any known violations of this policy should be reported to the LANDesk System Administrators at 402-280-1162 or via e-mail to landeskadmins@creighton.edu. Violations of this policy by LANDesk Support Administrators can result in immediate withdrawal or suspension of LANDesk access privileges and/or disciplinary action in accordance with University procedures.