Local Administrator Rights Process & Requests

Division of Information Technology

Stevens Institute of Technology

Objective:

To maintain the security of Stevens workstations, and in accordance with the IT Security Policy, all users of computers owned by Stevens must adhere to the Guidelines outlined in this document.

User Rights:

Since local administrator permissions provide users complete access to computers, there is a higher risk of devices and/or networks being compromised. Therefore, we restrict local administrator rights to Stevens-owned workstations. Generally, there are two designations for all Stevens workstations:

- Standard User: includes integrated access, guards against unintentional or deliberate system-wide changes, and can use most software and tools.
- Local Administrator: includes full and unrestricted administrator-level access to a device.

Procedures:

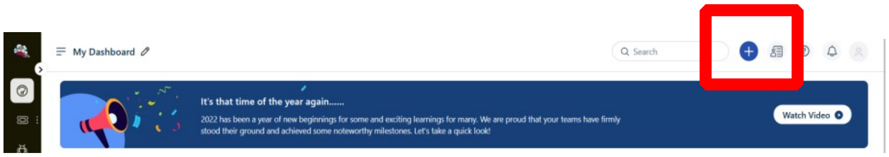
- Every Stevens employee workstation comes with Standard User privileges by default.
- If users need specific applications, software, or updates, it is recommended that they visit the TRAC office or submit an IT Support Ticket to have IT personnel address your request remotely or on site.
- If users need administrative rights on a long-term basis, these are the requirements:
  - Administrative privileges for Stevens workstations will only be granted to faculty and staff members with a legitimate defined need and approval from the appropriate dean or vice president.
  - All individuals with administrative privileges must complete mandatory privileged access user training each year.
  - For non-research and non-lab users, users must reapply for access on a yearly basis.
  - For researchers and lab users, a request can be made to extend the time frame beyond a year.
  - Request for administrative privileges can be submitted on Stevens support portal on https://my.stevens.edu using the steps outlined in Appendix A of this document.
  - Once the request is approved, a new local account will be created on your device with elevated privileges. This local user account is separate from the standard Stevens account and only should be used for privileged actions (like the installation and removal of software). For daily and non-elevated work, the use of the standard Stevens account is required.
  - After submission of the Local Admin Security Exception request, clients can expect a response within five business days. This response may include follow-up questions for clarification, a request for additional items to enhance the request, or an approval or denial of the request itself. Please note that any delays in the communication by the client can add additional time to the overall approval process.

Guidelines for Acceptable Administrative Use:

- Only software required for university business is to be installed on Stevens' workstations.
- Software that could expose Stevens networks to viruses and malicious attacks cannot be installed by users.
- Users should not download or install applications that are prohibited, unlicensed, or in violation of the University's Acceptable Use Policy or IT Security Policy.
- The responsibility for maintaining proof of the proper licenses rests with individuals who download or install applications that are not already part of the default setup for all Stevens computers.
- The occurrence of security-related issues or Operating System integrity problems may result in the removal of administrative-level access.

Appendix A: Local Administrator Privileges Request

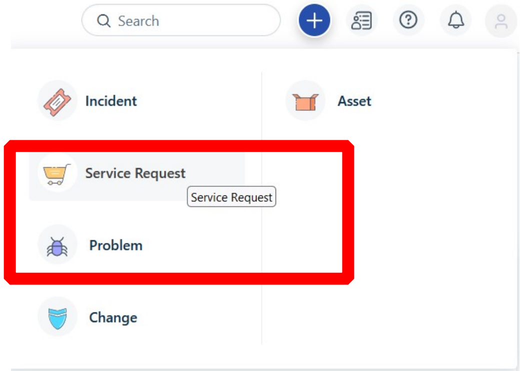
- Go to the mystevens portal: *https://my.stevens.edu*
- Look for Stevens Support Portal
- Click on + to create a new request.



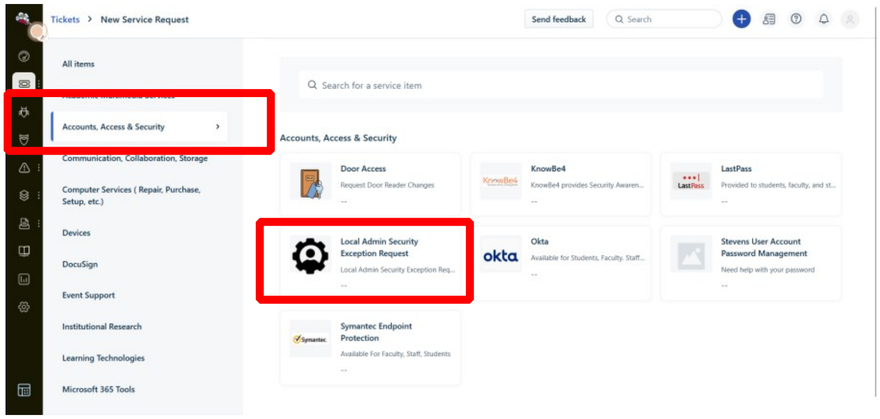
It's that time of the year again......

2022 has been a year of new beginnings for some and exciting learnings for many. We are proud that your teams have firmly stood their ground and achieved some noteworthy milestones. Let's take a quick look!

- Select Service Request



- Go to Account Access and Security and select Local Admin Security Exception Request


Tickets > New Service Request
Send feedback
Search
All items
Accounts, Access & Security
Communication, Collaboration, Storage
Computer Services (Repair, Purchase, Setup, etc.)
Devices
DocuSign
Event Support
Institutional Research
Learning Technologies
Microsoft 365 Tools
Search for a service item
Accounts, Access & Security
okta

Door Access
Request Door Reader Changes

KnowBe4
KnowBe4 provides Security Awaren...

LastPass
Provided to students, faculty, and st...

Local Admin Security Exception Request
Local Admin Security Exception Req...

Okta
Available for Students, Faculty, Staff...

Stevens User Account Password Management
Need help with your password

Symantec Endpoint Protection
Available For Faculty, Staff, Students

- Complete the form and place request.