

## Information Systems and Services

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### College of Health and Human Development

### Local Workstation Administrative Access Request Form and Responsibilities

This agreement must be signed by individuals wishing to have administrative access to their computers.

#### Definition of Accounts

Multiple-user operating systems like OS X and Windows XP/7 recognize different types of users based upon their system access level. A **User account** allows typical users to do their work but does not allow access to system settings. An **Administrative account** allows additional access for the care and maintenance of the workstation, such as network configuration, account creation and the installation of patches and software.

#### Criteria for an Administrative Account

Administrative access may be granted to those users meeting any of the following criteria:

- a. The user has demonstrated thorough knowledge of the workstation and its software, including but not limited to appropriate use of file management, placement of drivers and system files, and intermediate knowledge of frequently used applications. The user rarely asks for help, and never for easily solvable items.
- b. The nature of the work requires frequent installation of demo software, 3<sup>rd</sup> party software or other items requiring administrative privileges.
- c. The location of the work is off-campus or removed from easy access to ISS support AND the previous two criteria are reasonably satisfied.

Please Note: ISS retains an administrative account on the machine that must not be disabled.

#### Administrative Access Responsibilities

1. A user with administrator privileges must be aware s/he will have access to control panels, registry settings and other components that could irreparably harm their system. The user may access only those functions necessary to complete his/her task.
  - a. On PCs, users should only log in with the administrative account to perform system functions. Hackers can use administrative-level access to gain control of the workstation. Therefore, administrative accounts should only be used when performing system functions such as installing software, checking logs or performing maintenance.
  - b. On Macs, users must continue using their regular **user** accounts and supply the administrative password when it is requested.
2. The user must agree and adhere to all of the responsibilities listed in HHD policy 04-02 and University policies AD11, AD19, AD20, AD22, AD35 and ADG02.
3. The user must not modify or circumvent the login configuration.

4. The user agrees to accept responsibility for any lost data if running disk repair or other utilities, reinstalling the system or performing any other system-altering function.
5. The user agrees to not enable file sharing, web services or any other service on the workstation that will turn it into a server without consulting with ISS (requires Server Registration Form). Doing so incorrectly could open up the network and others on the network to outside attack. The user understands that ISS or the University has the discretion to take the machine off the network if a threat to security is found.

**Additional Information**

ISS has the discretion to deny any request for **administrative access**. ISS also reserves the right to revoke access and return the user to **normal user privileges** in the event that:

- a. ISS has been called repeatedly to perform repairs on the machine that was damaged due to user error compounded by administrative access.
- b. The workstation was running server services (file sharing, web services, any P2P software) without prior ISS approval.
- c. The workstation is compromised as a result of user error/misuse of admin privileges. A compromised machine endangers everyone on the network.

**Temporary or Permanent Administrative Access**

**Temporary Administrative Access**

Temporary administrative access by default will be one week from the date enabled.

**Permanent Administrative Access**

ISS will provide the requestor with a second set of logon credentials.

Please note: Request Forms can take up to 24 hours to process.

**By signing this form, I agree to these terms and hereby request administrative access to the following workstations (list by computer name, ISS tag number, or IP address):**

Workstations: \_\_\_\_\_

User Name (Print): \_\_\_\_\_ Date: \_\_\_\_\_

User Signature: \_\_\_\_\_

Reason for Administrative Account Request (please list the reason(s) why you need this)

\_\_\_\_\_

Department Head Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\*No Proxies\*

ISS Contact: \_\_\_\_\_ Date Enabled \_\_\_\_\_