Cable Lock Policy

Effective Date: 03-01-2015
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Responsible University Officer:
Vice President, Chief Information Officer

Policy Owner:
Director, Client Support Services

Policy Contact:
ITS Help Desk

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I. POLICY STATEMENT
   A. This policy describes the distribution of cable locks to the "asset responsibility owners" ("owners") of university-owned computers. Moreover, the information below provides the process by which an asset owner will contact ITS Help Desk to have a computer cable lock opened if the key is lost or other issues arise that prevent her/him from opening the lock to move the computer.

II. REASON FOR POLICY
   A. This policy is intended to ensure that university-owned computers are secure, yet when necessary, cable locks can be opened to enable the computers to be moved as required.

III. SCOPE
   A. This policy covers all university-owned computers.

IV. AUDIENCE
   A. This policy is intended for all USF faculty, staff and students who have a University-owned computer that needs to be secured with a cable lock.

V. POLICY TEXT
   A. Existing Computer Owners
      1. Each owner of a university-owned computer will be issued a cable locking device from ITS at no charge. To obtain a cable locking device for your laptop, drop by the ITS Help Desk in Lone Mountain North, 2nd Floor, and one will be provided to you following completion of the cable lock release form. It is the responsibility of each owner to secure his/her computer while on campus.
      2. If computer owners need assistance unlocking their cable locks, they should contact ITS Help Desk at 415-422-6668. Please note that such requests will be treated as lower priority than other campus service requests, and response times will vary.
   B. New Computer Owners
      1. Each new owner of a university-owned computer will be issued a cable lock with his/her new university computer. Each owner is responsible for securing his or her computer while on campus.
2. Users who have been issued a cable lock previously will be allowed to reuse their existing cable lock unless new security requirements mandate a change. ITS will inform you if such a change is required.

C. Branch Campuses and Other Locations
   1. Computer owners at regional campuses should give one of their two cable lock keys to their regional campus director for safekeeping.

D. Securing Your Computer with a Cable Lock
   1. If you have no area around your desk that allows you to secure your computer with a cable lock, please contact Facilities Management at 415-422-6464 for assistance.

VI. PROCEDURES
   A. When Computer Cable Lock Key is Lost or Unavailable
      1. Call ITS Help Desk at 415-422-6668 if you require the use of the master cable lock key.
      2. The Help Desk will create a USF Support ticket. The Help Desk will also note the requester’s (asset owner’s) name, username, computer’s USF Inventory Asset Tag number, and computer location.
      3. The attendant will pass the information to the appropriate ITS technician for field service.
      4. Before using the master key, the ITS technician will ask for and write down the date and time, in addition to requester’s: name, username, ID card number (verifying the picture on the card), building, room number, and USF Inventory Asset Tag of computer being unlocked.
      5. The ITS technician will then unlock the computer cable lock. If you require a new computer cable lock and key, you may request this from the ITS Help Desk at 415-422-6668.
      6. The Help Desk will document all information (as listed above) and close the USF Support ticket to conclude request.

VII. RELATED INFORMATION
   A. (None)

VIII. DEFINITIONS
   A. (None)
IX. FREQUENTLY ASKED QUESTIONS
   A. (None)

X. REVISION HISTORY
   A. 06-01-2012 – First publication of policy, description of revision, etc.
   B. 03-01-2014 – Updated to the new format

XI. COMPLIANCE
   A. Failure to follow this policy can result in disciplinary action in accordance with Human Resources Employment Handbook and Office of General Counsel employee and labor relations. Disciplinary action for not following this policy may include termination, as provided in the applicable handbook or employment guide.

XII. POLICY EXCEPTION PROCESS
   A. A proposed exception request to ITS Policy requires a formal e-mail explanation related and in support of job function.
   B. A proposed exception request to ITS Policy, mentioned in 'XII.A', must be approved via email by respective department or division supervisor, Dean, or VP, before submitted to ITS for review.
   C. Forward approved email as stated in 'XII.B' to itshelp@usfca.edu for processing.
   D. Evaluation of ITS Policy Exception will escalate internally, and as applicable may include further review by: UITC subcommittee(s), the Information Security Officer, and others as appropriate at the request of VP for IT.

XIII. APPENDICIES
   A. (None)