



Hardware and Asset Management Program

Acceptable Use Procedure for Information Technology Services Staff

An Asset Management Tool (AMT) is a tool for managing user computers such as desktops and laptops. Its main use is for installing and updating software and inventorying hardware and licensed software. Technology tools such as these allow processes to be automated for efficiency, enabling IT personnel to provide better services with equal or diminished resources.

MSU Denver ITS has invested in two well-known commercial applications for use within the MSU Denver technical environment: Microsoft Systems Center Configuration Manager (SCCM) and JAMF Casper. The SCCM platform will serve Windows-based devices, while Casper is designed to support the Mac platform. Each tool represents a best-in-breed solution that is used by thousands of organizations worldwide – including thousands of educational institutions.

Acceptable Use

To enable their functionality, an Asset Management Tool (AMT) modifies existing administrator access to a computer for IT personnel. Access to a computer and its data by someone other than the user raises issues of privacy and academic freedom (while making no assumption of ill intent by those administering an AMT).

The following items describe the acceptable use of AMTs at MSU Denver. Please note that this document augments existing global acceptable use policies for technology and does not supersede or replace said documents and policies in any way.

Procedure(s) for acceptable use of AMTs

- The use of AMT is mandatory for all non-faculty staff members. The use of an AMT is voluntary for individual faculty on an opt-in basis. A faculty member who opts to not use a AMT may receive less efficient IT support, but should not be treated differently in ways unrelated to the AMT.
- All users are responsible for ensuring that all software is compliant with licenses and for providing verification if necessary.
- All uses of AMTs will comply with university policies and will respect privacy and faculty academic freedom. MSU Denver IT Services personnel are prohibited from accessing individual user files or data unless necessary for maintenance or repair.
- All AMT activity is logged at MSU Denver, and the logs can be accessed only by MSU Denver personnel (the system vendor of AMTs will not have access to the MSU Denver AMT). Users may see the activity logs for his or her machine upon request. If any concerns are identified, the user shall notify the MSU Denver Information Security Officer within 30 days of the activity in question. In the event a dispute arises, MSU Denver ITS or the user may choose to engage the Office of Equal Opportunity as an impartial party.
- Actions taken using AMTs (such as installing or updating software) for individual machines must be documented in Helpdesk tickets, and the end user should be notified via email of the Helpdesk ticket information. AMTs can and will be used centrally for generalized reporting on hardware inventory, software usage (particularly for license negotiation) and for software license compliance.