

Policy

Restoring Corrupted Operating Systems –15 Minute Rule

Date: June 6, 2007

Purpose: Purpose of this policy is to establish when a corrupted operating systems will be re-installed on a workstation or laptop where the primary user has been given an administrated privileged account for the purpose of installing or updating software.

Scope: This policy covers all Otis College owned workstations or laptop where the primary user has been given an administrative privileged account in order to install or update software.

Discussion: It is sometimes necessary to provide an end user with a second account that has administrative privileges. The purpose of this account is to allow the user the ability to add or update software on the laptop or workstation they have been in trusted to use to perform their duties at Otis College. This account is to be used only for this purpose of adding or updating software-not as a primary account. A privileged account is necessary to update system values when installing or updating software. It's possible that the installing and/or update process can corrupt an operating system.

Information Systems is responsible for providing end user support including helping a user that has corrupted the operating system. It is not fair to the IS department, with limited staffing, to provide complete problem resolution on workstations and laptops when they have no control over what or how software was installed or updated.

In order to be fair to both the end user and the IS department a 15 minute rule will be used.

Details: **15 Minute Rule:**

The IS department will spend no more than 15 minutes trying to resolve a problem with a workstation or laptop where the end user installed or updated software using their privileged account and the result was an inoperative operating system. After 15 minute, if the problem is not resolved, IS will re-image the workstation or laptop with the current operating system image.

The IS department will not be responsible for any data lost because of the re-imaging. It is the end users responsibly to insure that all data are backed up before installing and/or update software.

Revisions: 6/6/2007 - Created and Adopted