What to Expect with USS-Managed Computers

To comply with the Minimum Information Security Controls Standard\(^1\), as required by the University’s Information Asset Classification and Management Policy\(^2\), User Support Services (USS) will be working to integrate all desktop and laptop computers into a unified management system.

What the management system does:

- Operating system and application patching. Information on patching can be found in the service portal article: USS – Managed Computer Updates\(^3\)
- Provides a self-service software installation portal
- Provides a local administrator account on every computer for IS/USS use in troubleshooting. If users already have administrator access, they WILL NOT lose it, and we can add it for users who do not have it and need it.
- Utilizes a management agent installed to allow patching and asset/inventory functions
- Sets device security configuration to comply with UO standards
- More details are available at: USS – Managed Computer Info page (requires login)\(^4\)

Managed computer prerequisites:

- Capable of having our management agent installed
  - MECM agent for Windows
  - JAMF agent for macOS
- Capable of installing the current and supported version of one of the above Operating Systems
  - The current Windows standard is Windows 10 Enterprise 20H2
  - The current macOS standard is one of the following:
    - Catalina - 10.15 (expected end of support Fall 2022)
    - Big Sur - 11
    - Monterey – 12
- Continuing vendor-support for hardware security vulnerability patching
  - The manufacturer must be actively providing drivers and firmware to remediate hardware-level security vulnerabilities. This will generally be determined by vendor-provided product lifecycle documentation.

Computers we will not be managing:

- Personal Computers (Non-UO owned)
  - All devices that are paid for with university funds (regular, grant, research, departmental, petty cash, reimbursement, etc.) are the property of the University of Oregon and the State of Oregon. They are not personal property and must be returned upon termination of employment, unless approved in writing by the UO Property Control\(^5\) office.
- Computers running an OS other than Windows or macOS/iOS.
  - Future planning includes support for Linux and other operating systems.
  - Unsupported devices will still be tagged and recorded in inventory, but there would be no agent installed and no management tasks occurring.
- Computers not supported by USS.
These are groups who tend to be non-academic in nature.

Referenced Links:

1. https://infosec.uoregon.edu/minimum-information-security-controls-standard
2. https://policies.uoregon.edu/vol-4-finance-administration-infrastructure/ch-6-information-technology/data-classification
3. https://service.uoregon.edu/TDClient/2030/Portal/KB/ArticleDet?ID=140405
4. https://service.uoregon.edu/TDClient/2030/Portal/KB/ArticleDet?ID=120896
5. https://ba.uoregon.edu/property-control

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