

Due to the audit, there are new and improved changes within our ITSU Organization. We have restructured within the guidelines and recommendations as suggested by the auditors and IT Security office on campus. We have short-term goals as well as long-term goals. First, you will see changes in the staff. We have three full time staff and one 20 hour position.

Policies that have been changed

1. Purchasing

- All purchases that ITSU will be supporting need to be approved (**before purchase or selecting**) by the ITSU office. This includes all ETF, FDI and Departmental Purchases such as computers (desktop, laptops, tablets etc), printers, scanners and PDF docusenders. **However if you do have a special request, please do not hesitate to ask.**
- If you need help with equipment specs, ITSU will be happy to assist you

Please remember, ITSU only supports VT inventory so please do not request work on personal equipment, also include handheld devices (Blackberry, iPhone, etc.)

2. Software

- Remote with **Go to Assist** (for faster and efficient service with no waiting period)
 - Capability of fixing issues instantly if there is a network connection from the troubled machine.
 - It is permission based at all times, User has to give ITSU permission to remote into the machine each time there is an issue, (we just can't "Go in" anytime we choose to check out your machine.) However during connection, we just ask if you have something opened you do not want us to see, you need to close it before making connection.
 - It is safe-128 Bit encryption.
 - It works with PC and MACS

To use Go to Assist www.itsu.clahe.vt.edu and click on [ITSU Remote login with Go To Assist](#)

ITSU has the right to remove any software that is NOT VT supported software as it may harm your machine or cause issues with other software that is supported.

Loading of software on Mac/PCs can also create issues with software necessary to do business that could render the Mac/PC inoperable. If you have questions about a particular software program, please do not hesitate to ask. ITSU will discuss with you the removal of any software before removing it.

Remember, this is a VT-owned piece of equipment, not your personal property.

3. Which software is supported?

PCs

- **Office Suite:** 2003, 2007
- **Email:** Outlook (Pop or exchange)

To read the differences click here:

http://computing.vt.edu/email_and_calendar/index.html

- **Web Software:** Dreamweaver
- **Spyware/Antivirus Protection :** Norton 10.X, Endpoint 11.X, Windows Defender, Spywareblaster, Spybot
- **Browsers:** IE, Firefox
- **Adobe Products:** Acrobat Professional 8 and above, Acrobat Reader (Free)
- **Other software Limited support**

MAC

- **Office Suite:** 2004, 2008
- **Mail:** Entourage (pop or exchange)

To read the differences click here:

http://computing.vt.edu/email_and_calendar/index.html

- **Web Software:** Dreamweaver
- **Spyware/Antivirus Protection:** Norton 10.X
- **Browsers:** Firefox, Safari,
- **Adobe Products:** Acrobat Professional 8 and above, Acrobat Reader (Free)
- **Other software Limited support**

Eudora will no longer provide critical security updates or patches and will not offer ongoing technical assistance, for this reason, ITSU will no longer support Eudora we will migrate users to one of the above choices.

The main reason for limiting the software supported provides a benefit to the majority of our users. The less we have to support, the more efficient we can be on your issues. For example, if we can limit the users to 1 mail program per platform instead of 3 per platform, we can provide a higher quality, more effective and efficient service for you.

4. Which OS are supported?

- **Operating System Status Explanation**

Win98 (All Versions) Not Supported Support expired 6/30/2002

WinME Not Supported Support expired 12/31/2003

Win NT Not Supported Support expired 6/30/2004

Windows 2000 Phasing Out Support expired 2006

Windows XP Pro Supported (Microsoft withdrew mainstream support, but will continue security fixes until 2014)

Windows Vista Supported but not suggested at this point

MAC 9.1 , 9.2 (or anything that was used before then) No Longer Supported Vendor no longer supplies security patches

MAC 10.X

5. Security

Who is responsible for maintaining a secure environment? We all are...each and every one of us. ITSU will begin this initiative with policies on computers. You will see changes, such as, each machine will need to be password protected. The password cannot be your PID, or your name or no password at all. You must have your own identity and password. You are held accountable for the activity to that ID. Some guidelines in creating a password are as follows: it needs to be at least 8 characters long, to include Uppercase, lowercase letter, number(s) and a special character (some characters may not work).

One of our long-term goals is to have all computers within the college that ITSU supports to be placed in a domain. ITSU is hoping to implement this plan within two years. You may ask, what is the domain and how does it help me? By having all users in a domain, security is better, all updates, patches will be transparent and will not affect your working environment. The one major benefit is that your computer is more secure and less likely to be compromised. Once we start these changes, hopefully this will allow the IT department to evaluate available services and determine which services and vendors can provide the best equipment and service support for the college. Your IT department plays a valuable role in making all departments productive and successful in their work environment. Technology is always changing, and we may need to implement changes as needed. We will keep everyone informed when changes are made through the new ITSU listserv. If you have any other questions, please visit our website at <http://www.itsu.clahs.vt.edu>. We update periodically and we are open to suggestions and comments in making our support more productive to our users.

For your convenience we have also placed in this folder [Virginia Tech Policies on computers 7000, 7100, 7105, 7025, 7030, 7010](#)

Please send comments to itsusupport@vt.edu

Website: <http://www.itsu.clahs.vt.edu>

Office Hours Monday through Thursday 8-5pm, Friday is reserved for emergency requests.

Thank you,
ITSU Staff