

SHARED LAPTOPS – TEMPORARY LOAN

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This document sets the guidelines regarding managed service staff laptops which are shared on a short term temporary basis. The aim is to provide a consistent service and reduce the risk from exposing residual data that may be left on a laptop.....	5
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Summary

This document sets the guidelines regarding managed service staff laptops which are shared on a short term temporary basis. The aim is to provide a consistent service and reduce the risk from exposing residual data that may be left on a laptop.

Who is this for?

This IS advisory is aimed at IS staff of the University.

How does the University check this is followed?

Annual review of this IS advisory will be performed to evaluate its effectiveness.

Who can you contact if you have any queries about this document?

Any questions about this advisory should be directed to servicedesk@port.ac.uk

1.0 Introduction

Best practice for managing loan laptops is to always re-image the devices when they are returned. This ensures a consistent service which supplies well maintained and digitally secure devices from a shared pool or holding. User/borrowers may have added software or made other system changes that could interfere with subsequent use or leave data on the device that should have been deleted or moved elsewhere.

1.1 The ACS group within the IS department will create a new imaging script that can be used to re-image shared laptops before they are reissued.

1.2 Data saved on a laptop will always be held locally and the user may not remember to migrate it to alternative storage or delete unwanted data before returning it.

1.3 Local technicians responsible for issuing shared laptops are therefore recommended to

1. Maintain a logging in/out process which includes requesting a re-image by the local site team whenever a laptop is returned.
2. Recommend the use of Google Drive and other network storage to the user at issue to reduce the likelihood of using the local C:\ drive.
3. Remind users that after 90 days without login all data held in 'my profile' will be wiped. This is to ensure that no data gets into the wrong hands.

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