


Policy Group	IT Infrastructure and Services	Policy Number	SUP-ITS-602	 جامعة زايد ZAYED UNIVERSITY
Distribution	External	Version	1.1	
Responsible Office	CAFO	Policy Owner	IT Department	
Date Approved	4 October 2020	Effective Date	4 October 2020	
Date Last Reviewed	4 October 2020	Due Date for Next Review	4 October 2023	

POLICY

Remote Desktop Support

1. Purpose

The purpose of this policy is to define, develop, and implement guidelines and responsibilities for the Information Technology Department (ITD) Remote Desktop Support at Zayed University.

2. Scope of Application

This policy applies to all Zayed University students, staff, and faculty.

3. Definition

Remote Desktop Support covers the support provided by ITD on ZU client devices, laptops or desktops, through a screen sharing application that uses a secure logon process and requires client consent.

4. Policy

4.1 Remote desktop support should only be used for support purposes by the ITD support team.

4.2 The ITD support team shall have access to the client device during the support process.

4.3 The ITD support team shall be subject to password authentication and client consent to access the device.

4.4 Access to a client device shall use a secure log-on process.

4.5 Guidelines for implementing this process are described in the accompanying procedures.

5. Related Policies and Laws

N/A

6. Administration

This policy will be administered by the IT Department.

7. Revision History

Date	Revision
19 February 2023	Administrative change: <ul style="list-style-type: none">• Updated the information header and policy numbers to be in line with the new format.• Updated the policy number from SUP-ITS-13 to SUP-ITS-602
4 October 2020	Non-substantive changes approved by CAFO: <ul style="list-style-type: none">• Added 'student' under Application section• Added Internal Distribution
6 January 2020	Updated the policy number to SUP-ITS-602 from SUP-ITS-09.
2 May 2017	New policy approved by the University Council.