


<b>Policy Group</b>	IT Infrastructure and Services	<b>Policy Number</b>	SUP-ITS-602	 جامعة زايد ZAYED UNIVERSITY
<b>Classification</b>	Public	<b>Version</b>	1.2	
<b>Responsible Office</b>	CAFO	<b>Policy Owner</b>	ITD Director	
<b>Date Approved</b>	22 April 2025	<b>Effective Date</b>	22 April 2025	
<b>Date Last Reviewed</b>	15 November 2024	<b>Due Date for Next Review</b>	22 April 2028	

## 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 remote desktop support at Zayed University.

#### 2. Scope of Application

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

#### 3. Definitions

<b>CAFO</b>	Chief Administration and Finance Officer
<b>Client</b>	ZU student, faculty, staff
<b>ITD</b>	Information Technology Department
<b>Remote Desktop Support</b>	The support provided by ITD on ZU clients' devices, laptops, or desktop computers, through a screen sharing application that uses a secure logon process and requires client consent
<b>ZU</b>	Zayed University

#### 4. Policy

**4.1** Remote desktop support must only be used for support purposes on Zayed University (“**ZU**”) clients’ devices, laptops, or desktop computers by the Information Technology Department (“**ITD**”) support team.

**4.2** The ITD support team will have access to the client’s device only during the support process.

**4.2.1** Access to a client’s device will use a secure logon process.

**4.2.2** The ITD support team’s access to the device will be subject to password authentication and client consent.

**4.2.3** The ITD support analyst will never ask the client for their ZU password.

**4.2.4** The identity of the ITD support analyst will be available to the client during the support process.

**4.2.5** The ITD support analyst will inform the client when the issue has been resolved, and will terminate the connection.

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

**5. Related Policies and Laws**

- SUP-ITS-601 Equipment and Software Technical Support

**6. Administration**

This policy is administered by the Client Services Unit, ITD.

**7. Revision History**

<b>Date</b>	<b>Revision</b>	<b>Ver.</b>
22 April 2025	Approved by the CAFO.	1.2
15 November 2024	Reviewed with no substantive changes required: <ul style="list-style-type: none"><li>• Updated the formatting.</li><li>• Updated 4.2 with rules and roles/responsibilities that were already mentioned in the Procedures.</li><li>• Added a related policy.</li></ul>	
19 February 2023	Administrative change: <ul style="list-style-type: none"><li>• Updated the information header and policy numbers to be in line with the new format.</li><li>• Updated the policy number from SUP-ITS-13 to SUP-ITS-602.</li></ul>	
4 October 2020	Non-substantive changes approved by CAFO.	1.1
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.	1.0