**What is happening?**

Beginning on January 25, 2016, OIT will use our centralized software distribution capabilities to make two changes to the Windows environment for each faculty members’ primary computer. These changes are required to improve our environment for data security and workstation stability. These changes will:

- Load a software application called Viewfinity that will allow self-service, temporary granting of administrator rights when something needs to be changed on a faculty computer
- Once we have seen Viewfinity distribute successfully to faculty computers, we will remove primary administrator rights

The end result of these two changes is that faculty will no longer have generalized administrator rights on their computers. Instead, when you need to make a change (update software, load drivers, etc.), Viewfinity will sense that need and grant you temporary administrator rights to do what you need to do.

**Why is this happening?**

Currently computers in our Windows environment are set up with the primary user having “administrator rights”: the ability to install or change anything on their ISU issued computer. One of the major results of this is that administrator rights are available and open for anyone or anything to load or change the software on the computer at any time – even a virus or malware. This puts all data and all operations performed on the faculty computer, on external hard drives and other storage devices attached to that computer, and on our campus network at high risk of a compromise due to a very simple and inadvertent action on the part of any faculty member. It is time to change our environment.

**How was this implementation planned and tested?**

In 2013, OIT initiated a project to enhance workstation security. The project, referred to as our Enhanced Security Initiative (ESI), was initially piloted with a number of administrative areas. In mid-2014, we began a pilot with the MISBE faculty. Under the ESI, administrator rights are removed from a Windows workstation, and if software needs to be uploaded or some other change needs to be made that requires administrator rights, the Help Desk can be called to remote in to the workstation and make the change.

Cooperative testing with the MISBE faculty revealed a need for more flexibility for faculty, due especially to faculty members’ need to perform work outside our normal support hours. This prompted a second pilot that involved faculty in three academic departments (MISBE, Educational Leadership, and Teaching and Learning) to test a software application (Viewfinity) designed to fulfill that need. Viewfinity provides faculty the ability to install or change things on the ISU-issued computer without contacting the Technology Support Center (Help Desk) simply by prompting for their ISU credentials and a reason for the change. The faculty member can then complete the process as normal. As a result of the success of this pilot with these three departments and internally within OIT, OIT has purchased and plans to deploy Viewfinity software to all faculty computers.

**When will this change be made?**

Our centralized software distribution system will begin distributing Viewfinity to faculty computers on January 25. We will announce this. You will see Viewfinity pop up if you try to make any changes to your computer requiring administrator rights after January 25. This distribution will take some time, perhaps a few days, to update every computer. Once this first step is completed and we are sure it has been successful, on or about February 1, we will use these same centralized methods to remove administrator rights.
Prior to deploying this software, OIT will send out a reminder message. More information about the Viewfinity product and this initiative was provided in an email to the group impacted by this change.

**Who is impacted and how?**
All faculty who have a Windows workstation (laptop or desktop) not currently in the ESI environment will receive this update.

- Faculty are defined as: part-time, full-time, temp, summer, one-year and fiscal year Library faculty, and Academic Affairs leadership.
- Faculty members using an ISU-issued Apple computer will not be affected by these changes at this time.

Most faculty should not notice the change when it occurs (these changes will take place automatically and behind the scenes). Once your workstation is updated, you will notice a difference only when making a change to your ISU-issued computer: that is, after the update, all faculty will be prompted to authenticate when installing or changing anything on their ISU-issued computer that requires administrator rights.

**What do I do if I have concerns, questions, or problems regarding the launch of Viewfinity?**
- If you have concerns about the decision to make this change in our overall practices, please contact Lisa Spence at Lisa.Spence@indstate.edu, or x9604.
- If you have questions regarding how the software will work, or if you have problems once these changes are made, contact the Technology Support Center at x2910 and ask to speak to a member of the Viewfinity project team. Or you may, as always, talk with your departmental IT consultant. Go here to find out who that person is if you do not know: [http://www2.indstate.edu/oit/faculty/supportcoverage.php](http://www2.indstate.edu/oit/faculty/supportcoverage.php)