Georgia Institute of Technology
Daniel Guggenheim School of Aerospace Engineering
Information Technology Departmental Policy
# Version History

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1 INTRODUCTION

1.1 Purpose

The purpose of this document is to define the policies and procedures relating to the operation of Information Technology within the School of Aerospace Engineering at Georgia Tech.

Services provided by the IT group within Aerospace are:

- Provide systems and support structure for business, academic and research efforts
- Provide guidance in managing hardware and software in accordance with Institutional policies and procedures
- Ensure that IT systems are utilized and deployed in the most secure and efficient manner possible

1.2 Organization

The AE IT group Director reports directly to the Chair of Aerospace Engineering. AE IT personnel report to the Director of AE IT. The AE departmental computer committee consisting of various selected AE personnel provide input and feedback from departmental and user perspective.

AE IT employs student employees who are managed by the Director of AE IT. Student employees have limited access for administrative functions and are the first level of support for users within the School of Aerospace. The Aerospace IT structure is shown in Figure 1.
Aerospace IT structure

- Aerospace Chair
  - Dr. Vigor Yang

- Director of AE IT
  - Thomas Westbrook

- Chair of Computer committee
  - Dr. Lakshmi Sanker

- Computer support
  - ADSL
  - Mark Danielson

- Web and computer lab support
  - Jessica Straut

- Web and general computer support
  - Emily Schulte

Figure 1
2 Procedures

2.1 Contacting Aerospace IT

The preferred method of contacting the Aerospace IT group is via email. Email addresses and responsibilities may be found on the Aerospace website page under the facilities page. The direct website address is [http://ae.gatech.edu/facilities/computer](http://ae.gatech.edu/facilities/computer). Alternately users may contact central OIT support at support@oit.gatech.edu and support requests will then be routed as appropriate. Additionally there is a general email which is monitored by several members of the IT group helpdesk@ae.gatech.edu or helpdesk@aerospace.gatech.edu.

2.2 Hours of Operation

AE IT support is provided Monday through Friday 8AM to 4PM. Weekends and after hours critical systems are monitored via email.

2.3 Resolutions

The AE IT group will make every effort to provide a resolution in a timely manner. Some requests will require more planning, research or parts procurement which will require more time to complete.

- On contact the IT group member will either provide an immediate resolution or depending upon the workload and circumstances schedule time with the user to provide a resolution.
- The IT group will provide communication and coordination of issues that take longer that two hours to resolve via email.

2.4 Priority level assignment

Priority levels will be assigned to tasks in order to ensure that items are handled in a manner to ensure the least amount of disruption to users. Priority assignments take into account staff availability, severity of problem, time of day, and complexity of issue and parts availability.

- Level A – assigned to system wide failures. Resolutions will be performed as soon as possible with all support staff required. Level A takes priority over all other tasks currently in work or those that arrive during a Level A issue.
- Level B – assigned to issues that prevent faculty or staff from performing assigned functions. Typical resolution time is 3 hours or 3 hours of next working day if contact is made after normal working hours.
- Level C – assigned to issues that affect individuals, typical response time will vary between 1 to 4 working days.
- Level D – assigned to long-term projects. Response on request will be within 1-3 days but resolution will most likely be on a long-term basis.
2.5 AE computer lab

The AE IT group maintains one AE computer lab in the Knight building 3rd floor. Typical issues are handled with either level B or C priorities. Most commonly used applications are loaded on the computers as well as locally licensed AE departmental software. Software updates are made only between semesters. Request for new software must occur 60 days prior to the next semester and will be evaluated for its relevancy and necessity before being installed. Applications that are provided by OIT for students will typically not be loaded on these machines to reduce application sprawl.

2.6 AE Lowey Library

The AE IT group maintains one AE Lowey library in the Knight building 3rd floor. Typical issues are handled with either level B or C priorities. Most commonly used applications are loaded on the computers as well as locally licensed AE departmental software. Software updates are made only between semesters. Request for new software must occur 60 days prior to the next semester and will be evaluated for its relevancy and necessity before being installed. Applications that are provided by OIT for students will typically not be loaded on these machines to reduce application sprawl. Most applications may be accessed via the AE vlab machines.

2.7 AE Vlab

The AE IT group maintains a virtual image consisting of an operating system and applications that may be accessed on Mac or PC machines via a web browser from on or off campus. Typical issues are handled with either level B or C priorities. Most commonly used applications are loaded on the computers as well as locally licensed AE departmental software. Software updates are made only between semesters. Request for new software must occur 60 days prior to the next semester and will be evaluated for its relevancy and necessity before being installed. Applications that are provided by OIT for students will typically not be loaded on these machines to reduce application sprawl.

2.8 AE network services

AE IT supports network administration as well as providing IP management on the AE network. Requests for new connections to the AE network may be made from within the AE network online at http://www.ae.gatech.edu/staff/resources alternatively an email may be sent to helpdesk@ae.gatech.edu for assistance. AE IT provides administration of the main AE network file server for file storage supporting business processes within AE. Administration of the AE websites are also handled by AE IT.

2.9 User accounts

User accounts are tied to the campus AD system, no individual or local user accounts are issued by AE IT. Account utilization must adhere to institute policies and procedures.

2.9 Guest user accounts

Any faculty/staff or researcher may sponsor Guest accounts, the final responsibility resides with the sponsor. Guest account creation and management may be found at https://passport.gatech.edu .
2.10 AE network services

AE IT supports network administration as well as providing IP management on the AE network. Requests for new connections to the AE network may be made from within the AE network online at http://www.ae.gatech.edu/staff/resources alternatively an email may be sent to helpdesk@ae.gatech.edu for assistance. AE IT provides administration of the main AE network file server for file storage supporting business processes within AE. Administration of the AE websites are handled by AE IT.

2.11 AE French server room

AE IT provides management of the AE French server room. Special procedures and requirements must be met in order to place equipment in the AE server room. A copy of the procedures and specifications is located on the AE IT page under the facilities section of the AE website.

2.12 AE IT hardware

AE IT provides support to Georgia Tech owned equipment only. Additionally hardware and software that is not purchased through AE IT or OIT is considered non-standard. Non-standard items are assigned Level D priority with no guarantee of resolution. Computing hardware must adhere to Institute standard policies and procedures in order to be connected to the AE network. Standard loads of software typically consist of an operating system, virus protection and standard office productivity tools. Optional software may be loaded on request as long as it adheres to Institute policies and procedures. No unlicensed software will be loaded or maintained by the AE IT group as well as software that is deemed as a security risk.

2.13 Video conferencing

The department has access to video conferencing which is IP based. IP to ISDN bridges are available on campus at a cost to the user. Please contact AE IT for current options.

2.14 Email user accounts

Email is managed by the OIT known as MyGatech, which utilizes an email server software named Zimbra. Accounts are provided for all students, faculty, staff and researchers. OIT performs daily backups of email and provides support for the system.

The email system may be accessed via a web browser as well as most client applications such as Outlook, Thunderbird, Mac Mail. Configuration guides for popular clients may be found on the OIT support web pages. Calendaring functionality is also included with this system.

2.15 Printing

Faculty and staff are able to connect and print on the 3rd floor printers located in the mailroom of the Knight building. Students have monthly metered printing ability in the AE computer lab as well as other printing options.

2.16 Network storage

Faculty and staff have two storage options, the main AE server can provide 2GB of storage
and acme.gatech.edu provides the same users with approximately 2GB of storage. Each system is backed up to a central location within OIT.

2.17 Backups

Individuals are responsible for their backup solutions. AE IT can provide information and which type of backup solution may be best for each circumstance.

2.18 Websites

AE utilizes the web hosting services provided by OIT. Faculty and staff may request a web site for official Georgia Tech business purposes. OIT provides hosting hardware and management of the host system.

The main AE IT web site is hosted on the OIT webhosting service and additional secondary web server is run locally for temporary web hosting.

AE IT has ultimate responsibility for all AE related web sites. All web pages must comply with the Board of Regents and Institute policies and guidelines for web pages. Additional information regarding some of these policies and procedures may be found at:

http://www.usg.edu/oiit/policies
http://www.oit.gatech.edu/guidelines-concerning-publication-information-world-wide-web
http://www.oit.gatech.edu/sites/default/files/OIT_IDM_Policy.pdf

2.19 Wireless network

Wireless access is available in all AE buildings on campus. The LAWN wireless network access is controlled centrally and information on access options is located at http://www.lawn.gatech.edu . Guest accounts may be sponsored by any user through http://passport.gatech.edu . Private wireless networks are not allowed on campus.

3 Security

3.1 Overview

Security is a responsibility of all network users on campus. AE IT and OIT maintain network firewalls and monitor networks. AE IT maintains a ssh server to provide access from off campus in addition to the OIT VPN off campus access option. Access requests for the AE IT ssh server must be made via email and will be granted as needed. AE IT as well as OIT require that all devices must be maintained to the latest patch level and have virus protection installed when connected to an Institute network. Machines that are infected or found to be insecure will be removed immediately from the network. Detailed network policies and procedures may be found at http://www.oit.gatech.edu/service/information-security/security-policies-standards-and-procedures .

3.2 Data Security

The protection of data must be a focus of faculty, staff and students. The loss of data has the
potential to be very damaging to the individual and the institution. All users should make
themselves familiar with the Institute’s Data Security Classification Handbook which is located at:

Faculty and staff must remove outdated and obsolete sensitive data files (Category III and IV)
on a continuing basis. These files can be moved to external storage devices and placed in a
secure locked cabinet or drawer. Any data that meets the sensitive specifications and stored
on network drives must be encrypted and AE IT must be notified of its location. Handling of
sensitive files will be done on a case-by-case basis in coordination with AE IT.

Laptops that contain Category III or IV data must have folder encryption or PGP whole disk
encryption. AE IT will provide consulting with users to determine the best encryption scheme
for the user. It is recommended when on international travel that laptops taken should only
have base OS, office applications and the OIT VPN client. Further information may be obtained
from AE IT as well as OIT websites on data security.