Vendor Access Policy

Purpose and Scope
- The purpose of this policy is to define procedures for allowing vendors access to Information Technology (IT) resources, such as the Data Center, network systems, or computer systems. As a general principle, this access will only be granted as required, will be extremely restrictive, and will be monitored carefully.
- This policy applies to the Data Center and all of the IT tools and protocols used for network and server management, including but not limited to computers, servers, routers, hubs, firewalls, switches, and the interconnecting cables.
- This policy applies to all persons or companies with whom the College has contracted to provide a service involving IT resources. This will include hardware, software, and operating system vendors.

Policy
- Vendors must comply with all applicable Wofford policies, including, but not limited to:
    - *Policy on the Responsible and Ethical Use of Wofford College Technology Resources*
    - Security Policies
    - Privacy Policies
    - Auditing Policies
- Any vendor access granted to IT resources will provide the vendor's support staff the least security privilege required to accomplish a task.
    - Generally, a vendor will not be given system administrator privileges or their equivalent.
- Vendor access to IT resources will be granted for a defined and short duration, usually the length of time required to address a specific support incident. On completion of the task, access will be disabled.
- If vendor is given access to an account that is shared among IT staff, the password for the account will be changed after the vendor completes the work.
- Prior to granting vendor access for software installations and/or upgrades, the process will be reviewed by the appropriate IT system administrator. After a vendor has installed or upgraded a product, the responsible IT system administrator will review the system to ensure that it is functioning properly.
- To the extent possible, the activities of a vendor will be monitored by IT personnel.

Enforcement

- Violations of any provisions of this policy will be dealt with in the same manner as violations of other Wofford policies. This can include:
    - Permanent loss of computer user privileges;
    - Denial of future access to IT resources;
    - Disciplinary action in accordance with the appropriate procedures; and/or
    - Legal action.
- Some violations of this policy also may constitute a state, local, or federal criminal offense.

Responsibility

- Providing the vendor with an IT staff member who
  will be a point of contact for the vendor: David Whisnant, 597-4294