



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER

Operating Policy and Procedure

HSC OP: 56.02, **Information Resources for Remote Work**

PURPOSE: This Texas Tech University Health Sciences Center Operating Policy (TTUHSC OP) outlines the requirements for secure access to TTUHSC information, networks, and computing resources by team members authorized for remote work at alternative worksites.

REVIEW: This OP will be reviewed annually in July by the Vice President of Information Technology and Chief Information Officer (CIO), the Assistant Vice President of Information Security and Information Security Officer (ISO), and the Assistant Vice President for IT Client Services.

TABLE OF CONTENTS

POLICY:	2
1. Definitions	2
a. Remote Work	2
b. Secure Remote Work Environment	2
c. Data Classification	2
2. IT Division Remote Work Review	2
a. IT Solution Center (ITSC) Equipment Assessment	2
b. Hardware and Software Requirements for Alternative Work Locations	3
c. Documenting Institutional Property to be Used at Alternative Work Locations	3
3. Information Resource Compliance Requirements	3
a. Software License Restrictions	3
b. Information Technology Policy and Procedure Compliance	3
c. Approved Remote Work Equipment	3
d. Networking and Connectivity Requirements	3
4. Access Control	4
a. Screen Positioning	4
b. Logging Out	4
c. Encryption	4
d. Access to Devices and Systems	4
5. Data Storage	4
a. Encryption of Data on External Media	4
6. Remote Device Management	5
a. Configuration	5
b. Changes to Hardware	5
c. Liability for TTUHSC Property	5
d. Liability for Team Member-Owned Property	5
e. Return of Property	5
7. Physical Security	5
a. TTUHSC Property at Alternative Worksites	5



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER

Operating Policy and Procedure

b.	Printers	5
c.	Transportation of TTUHSC Assets to/from TTUHSC	5
8.	IT Support	6
9.	Violations	6
a.	Disciplinary Repercussions	6
10.	Related Statutes, Policies, and Requirements	6
11.	Document Details	6

POLICY:

This policy outlines requirements for TTUHSC information and information system use for remote work. Remote work constitutes an agreement between the team member and their supervisor (or department head) granted only when the remote work promotes administrative efficiency, improved productivity, business continuity, and the hiring and retention of highly performing values-based teams. In order for remote work agreements to be finalized, a secure remote work environment must be established in accordance with the requirements outlined in this policy as well as in all related procedures and guidelines.

1. Definitions

a. Remote Work

The performance of normal work duties at an alternative work location away from the regularly assigned place of work. Permission to work remotely may be granted through the team member's supervisor and TTUHSC HR based on the submission of a Standard Remote Work Agreement, completed through the online [Remote Work application](#).

b. Secure Remote Work Environment

All team members who request permission for remote work, must demonstrate that they have a secure work environment at the remote location. A secure work environment is one where all of the requirements for acceptable use are followed. This includes the requirements outlined in all relevant policies, standards, and procedures related to network connectivity and the access, use, transfer, storage and disposal of TTUHSC information and information systems.

c. Data Classification

All TTUHSC data requires the implementation of privacy and security safeguards classifying it as Public, Sensitive, Confidential, or Regulated as mandated by federal, state, and/or local law, or university policy or agreement. A full explanation of TTUHSC data classification can be found in the [Security Categorization of Information and Information System Impact Standard](#).

2. IT Division Remote Work Review

Before a team member is granted permission to work at an alternative worksite, the IT Division must review the Remote Work Application to assess the equipment to be used and the TTUHSC data that will be managed under the agreement.

Please note: TTUHSC IT determines appropriate equipment specifications but equipment purchases are the responsibility of the team member's department.

a. IT Solution Center (ITSC) Equipment Assessment

The ITSC will assess the proposed equipment to be used at the remote worker's location.



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER

Operating Policy and Procedure

Equipment will be categorized according to the service support levels outlined in the ITSC Appendix to the [TTUHSC IT Service Level Agreement \(SLA\)](#). Those levels are summarized as:

- (1) Recommended for remote work (*Full Hardware and Software Support provided*)
- (2) Not Recommended for remote work (gaps in readiness of equipment being assessed for remote work; *Best Effort Hardware and Software Support provided*)
- (3) Not Supported for remote work (*ITSC support not provided*)

For equipment categorized as Not Recommended and Not Supported, the ITSC will work with the team member's supervisor to resolve issues in order to meet the requirements of the Recommended category.

b. Hardware and Software Requirements for Alternative Work Locations

Team members requesting a remote work arrangement are required to use a TTUHSC-issued computer or other electronic device. The specifications for approved equipment are listed in the IT Division's [Technology Specifications for Remote Workers](#) standard. Full support services from the TTUHSC ITSC are provided for approved, TTUHSC-owned equipment.

c. Documenting Institutional Property to be Used at Alternative Work Locations

All institutional equipment and software approved for the team member for remote work must be listed in the [Remote Work Application](#). That information must include:

- the asset tag number
- the serial number
- a description of the equipment/software to be provided

3. Information Resource Compliance Requirements

a. Software License Restrictions

Remote workers must follow software licensing restrictions and agreements on all software used to process TTUHSC information at alternative worksites.

b. Information Technology Policy and Procedure Compliance

Remote workers must follow all TTUHSC IT policies and procedures for securing information and information systems. Shredders must be used to dispose of hard copies of Sensitive Information or higher.

c. Approved Remote Work Equipment

The team member's department is responsible for the purchase of all needed equipment and should work with the IT Solution Center to purchase equipment with recommended specifications.

Team members **MUST NOT** use their own mobile computing devices, computers, computer peripherals, or computer software for TTUHSC remote work-related business.

Exception: personal devices may be used when using Remote Desktop Connection to access a TTUHSC-owned computer or device to perform TTUHSC-related business.

However:

- personal mobile devices may be used for TTUHSC-provided phone software for phone calls, and
- personal mobile devices may be used for approved mobile email clients (Microsoft Outlook, native email clients) for TTUHSC mail.



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER

Operating Policy and Procedure

d. Networking and Connectivity Requirements

Remote workers are responsible for providing their own networking/internet connectivity equipment and for the costs associated with service.

Remote workers should follow the guidelines for appropriate internet connectivity found in the [Home Network and Internet Service Provider for Remote Workers](#) information.

4. Access Control

Access Control for TTUHSC devices is covered in [HSC Operating Policy 56.01 Acceptable Use](#) and [TTUHSC IT Policy 56.08 Access Control](#). Elements of Access Control related to remote work include the following:

a. Screen Positioning

The display screens for all systems used to handle TTUHSC information must be positioned such that they cannot be readily viewed by unauthorized persons through a window, over a shoulder, or by similar means.

b. Logging Out

After a team member has completed a work session with TTUHSC equipment, they must terminate their work session by logging off and locking their computer.

When applicable, team members who remotely access TTUHSC networks, must terminate their session after their tasks are completed and remote access is no longer needed.

c. Encryption

All computers used for remote work must be encrypted using TTUHSC-managed encryption methods.

d. Access to Devices and Systems

Remote workers must **not** share passwords or any other access to TTUHSC devices with anyone. Computers used for TTUHSC business must be used exclusively by the remote worker. Family members, friends, and any other unauthorized persons are not permitted to use TTUHSC devices. Remote workers must never lend to others any computer or device that contains TTUHSC information.

Any remote access to TTUHSC network resources must be through approved remote access tools (see [HSC OP 56.01 Acceptable Use](#)).

5. Data Storage

The preferred storage for TTUHSC information is IDSS file shares or the TTUHSC Box instance (see: TTUHSC IT [Data Storage Standard](#)). The use of other storage media must be reviewed by TTUHSC IT.

a. Encryption of Data on External Media

If approval is granted for the use of external storage media (e.g., CDs/DVDs, USB drives, etc.) all media must be encrypted using TTUHSC-approved encryption methods.



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER

Operating Policy and Procedure

6. Remote Device Management

a. Configuration

Team members must **not** change the operating system configuration or download and/or install unauthorized software.

All software changes and updates must be performed by the ITSC or authorized departmental IT staff.

b. Changes to Hardware

Team members must **not** alter TTUHSC hardware without the prior knowledge and authorization of the TTUHSC IT Division.

c. Liability for TTUHSC Property

Team members are responsible for any and all equipment and software used at the remote worksite, and accept financial responsibility for any equipment that is lost, stolen, or damaged as the result of negligence, misuse, or abuse.

TTUHSC retains title, rights, and interest to any TTUHSC assets supplied for remote work. Remote worker use does not convey ownership or any implication of ownership of TTUHSC assets.

d. Liability for Team Member-Owned Property

TTUHSC will not be responsible for the operating costs, home maintenance, or any other incidental costs (e.g., utilities, telephone, insurance) associated with the use of an alternative worksite for remote work.

e. Return of Property

All TTUHSC-supplied assets for remote work must be promptly returned to TTUHSC when a remote worker separates from TTUHSC, or when so requested by the remote worker's manager.

7. Physical Security

a. TTUHSC Property at Alternative Worksites

Equipment must be protected from environmental threats and hazards, and opportunities for unauthorized access.

Reasonable precautions must be taken to protect TTUHSC hardware, software, and information from theft, damage, and misuse.

b. Printers

When allowed, only TTUHSC-provided printers can be used by team members to print out work-related documents. Team members must either submit a work order to the ITSC or request that their departmental IT set up a printer equipped to work with TTUHSC-approved computers. Please see the [Technology Specifications for Remote Workers](#) information for equipment recommendations.

c. Transportation of TTUHSC Assets to/from TTUHSC

Regulated and Sensitive Information or higher should not be stored or transported on removeable media without prior TTUHSC IT approval.

The following requirements must be followed for transporting TTUHSC assets:



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER

Operating Policy and Procedure

- (1) All TTUHSC assets to be transported must be encrypted using TTUHSC-managed encryption;
- (2) Where feasible, all TTUHSC assets to be transported should be placed in the trunk or an inconspicuous location in the vehicle when in transit—do not place the equipment or device on the vehicle's seat.

8. IT Support

Remote worker equipment will be subject to the support outlined in the ITSC Appendix in the [TTUHSC IT Service Level Agreement \(SLA\)](#).

9. Violations

Any violation of this policy may result in disciplinary action, up to and including termination of employment. TTUHSC reserves the right to notify the appropriate law enforcement authorities of any unlawful activity and to cooperate in any investigation of such activity.

a. Disciplinary Repercussions

Misuse of TTUHSC Information or Information Systems is a violation of the policies contained herein and can result in disciplinary action in accordance with, but not limited to, TTUS Regulations [07.07 Employee Conduct, Coaching, Corrective Action, and Termination](#) and HSC OP [77.05 Suspension and Retention](#), as well as the [Student Handbook](#).

10. Related Statutes, Policies, and Requirements

Digital Millennium Copyright Act

[Digital Millennium Copyright Act of 1998](#)

Health Insurance Portability and Accountability Act

[HIPAA, Title 45, Subchapter C, Part 164](#)

Payment Card Industry (PCI) Data Security Standard (DSS)

[PCI-DSS: 12.3 Acceptable Usage](#)

Texas Administrative Code

[TAC 202, Subchapter C, 70-76](#)

Texas Public Information Act

[Texas Public Information Act](#)

Texas Security Control Standards Catalog

[Texas DIR Security Control Standards Catalog](#)

TTUHSC IT Areas of Responsibility

[Areas of Responsibility](#)

11. Document Details

Approval and Ownership



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER

Operating Policy and Procedure

Approved By	Vince Fell
Title	Vice President for Information Technology and Chief Information Officer
Approval Date	7/10/2020
Owner(s)	IT Executive Management Team

Revision History

Version	Description	Date Reviewed	Date Submitted for Publishing	Reviewer(s)
1.0	Initial version.	7/10/2020	7/13/2020	VP for IT and CIO, AVP of Information Security and ISO, Managing Director of the ITSC, Director of IT GRC, Director of IT Security Operations, and Director of IT Policy and Planning.
2.0	Revision	7/29/2022	08/12/2022	IT GRC, Managing Director of ITSC
3.0	Revision	7/10/2024		VP for IT and CIO, AVP of Information Security and ISO, IT Security, Assistant VP, Client Services
3.1	Review	7/07/2024		VP for IT and CIO, AVP of Information Security and ISO, IT Security, Assistant VP, Client Services