

IT Security Standard:

Network Printer Configuration Exceptions

Introduction

This document defines the identified specific exceptions to Bellevue College policy # 5250: Information Technology (IT) Security as related to the Bellevue College IT security standard addressing "Network Printer Configuration." These exceptions will be reviewed on an annual basis or when changes are implemented. The exceptions will be maintained by the Bellevue College IT Security Administrator and/or Dean of Information Resources (IR).

Scope

This document exercises the exemption granted in the Department of Information Services (DIS) Information Technology (IT) Security Policy for Institutions of Higher Education, pursuant to RCW 43.105.200 and fulfills the requirement within the Bellevue College IT security standard addressing "Network Printer Configuration" for documentation of the exceptions. Any authorized deviations from the standard for either business necessity or platform implementation constraints will be appropriately established within this document.

Exceptions

A. Printing Services

1. While printers used by Printing Services are generally included within the scope of the Bellevue College IT security standard addressing "Network Printer Configuration" and the standard IR practices for computer and network maintenance, they are a bit different in that some may contain UNIX servers and, for vendor contract support reasons, some of their configuration and support is outside the control of Bellevue College technical support personnel.
2. **Configuration**
 - a. If Printing Services has the need for an outside vendor to set up printers for their use, the Director of Computing Services will be notified, and a maintenance technician and/or an appropriate systems administrator will be present during the system setup, if necessary.
 - i. Outside vendors will be required to set up the Printing Services printers, systems and servers in accordance with the Bellevue College IT security standard addressing "Network Printer Configuration" as much as can reasonably be done, given any specialized software or configurations necessary to meet the business purposes of the printers
 - ii. The Bellevue College technical support personnel present are responsible for advising the outside vendors in their set up. They will also be responsible for documenting any configurations outside the scope of the "Network Printer Configuration" standard and ensuring that these configurations do not disrupt the Bellevue College network.
 - iii. If vendor-installed printer configurations disrupt the normal operations of any Bellevue College network, the printer will be removed from the Bellevue College network until a reasonable solution can be determined. The Printing Services manager will be notified

of this action.

- iv. The Printing Services manager will be notified of any installation of printers or systems by outside vendors which are not in compliance with the Bellevue College IT security standard addressing "Network Printer Configuration" and which will make those printers or systems vulnerable, particularly to denial of service attacks and misuse by unauthorized users.

3. Support

- a. In the event of any need for service to the Printing Services printers or supporting servers, The Printing Services manager will determine how critical the problem is for Printing Services.
 - i. If the problem is of critical nature, the Director will contact the IR Help Desk, state what the problem is, and identify the need for a quick response.
 - ii. Support personnel from IR will inform the Printing Services manager how quickly someone will arrive to access the problem.
 - iii. Key to the Printing Services manager deciding how to respond to these situations is knowledge of how fast technical support personnel can come to look at the problem.
 - iv. IR personnel will determine if they can solve the problem or if they need the vendor to address the problem.
 - v. If IR personnel cannot solve the problem, they will contact the vendor to come and do the repair, informing the Printing Services manager when the vendor will arrive to fix the problem.
 - vi. Printing Services may keep a vendor on contract for a quick response.
 - vii. All non-critical requests for services to Printing Services will be placed through the normal Bellevue College resources: through Request Center or by phone to the Help Desk (425-564-4357).
 - viii. This support agreement will be reviewed by the directors of Printing Services and Computing Services every six months.

4. Planning

- a. There is a need to have IR involved in any planning Printing Services will be undertaking that involves the College network, computers and servers. At the same time it is important for Printing Services to know about any plans that IR will be undertaking that will have an impact on Printing Services' access to the network, their computers, and servers.
- b. The Directors of Computing Services and Printing Services will meet once each quarter to share plans.

Appendix A – References

1. Bellevue College policy # 5250, "Information Technology (IT) Security"
2. Bellevue College IT Security Standard: Network Printer Configuration
3. Department of Information Services (DIS) Information Technology (IT) Security Policy for Institutions of Higher Education, pursuant to RCW 43.105.200.

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