End User Computing (VDI) Policy

1. **Purpose**

    The purpose of this policy is to establish control guidelines around end user computing (VDI) tools for all departments and campuses at the University of North Texas and System. The intent is to define a series of guidelines and procedures to maintain an environment where all users have confidence in the integrity and security of the system.

2. **Scope**

    This policy applies only to the distributive unit managers of the ITSS EUC/VDI product who will be utilizing the environment to offer services to their staff, faculty, students and other end users.

3. **Environment and Tools**
    a. All requests will need to be submitted through Service Now and will go through a review and approval process to determine components needed.
    b. One version of each of the following operating systems will be offered
        i. Windows 10
        ii. Windows Server 2016
    c. Other operating systems will be considered depending upon business justification and viability
    d. Updates for the offered operating systems will occur every quarter
        i. Within 2 weeks after the OS update process, the distributive units are expected to test and validate
        ii. If critical updates have been identified in between quarterly updates and are urgently needed, ITSS will work with the distributive units to schedule and test
    e. Access to OneDrive will be provided through a WEBDAV connection on the base image
    f. GPU services are offered depending on the needs of the requested application
    g. In the VDI environment unit managers will have Desktop Pool Administrative access.
    h. McAfee Move will be the anti-virus software used in all environments
    i. The URL to access the system will be View.EUC.untsystem.edu

Licenses

    j. Virtual application licenses are the responsibility of the distributive unit manager
   - i. License holder will be considered as the primary

    k. Microsoft Windows 10 site license for students is not supported in a VDI session. The user's department will either need to cover the costs of the licenses or use Windows Server 2016 which is supported for students in VDI.

4. **Users' Responsibilities**
   a. All components of the environment are the property of UNT System and are for business use only.
   b. Any hardware needed (ex. Desktop, laptop, thin client, etc.) is the responsibility of the distributive unit manager/department.

5. **Contact Support**
   a. Please submit Service Now ticket and follow up with email to VDI_DG_Support@untsystem.edu
   b. After business hours if service is unavailable to the distributive unit manager please contact the System NOC at 940-565-4008 and email opsmon@untsystem.edu to notify the on-call person