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**OFFICE OF THE CHANCELLOR**  
**University of New Orleans**

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Administrative Policy & Procedure

AP 5.05

Revised 07/01/2009

*This document supersedes AP 5.05, dated 02/06/2007*

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**SUBJECT:** Acquisition, Tracking, and Security of Notebook Computers

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**PURPOSE:** To set forth policy and reaffirm responsibilities for notebook computers at the University of New Orleans.

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**AUTHORITY:** *Article VII, Section 4 of the Bylaws and Regulations of the Board of Supervisors of the Louisiana State University System.*

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**DEFINITIONS**

1. Absolute Software Company - corporation that provides software for Computer Theft Recovery, Data Protection and Secure Asset Tracking™ to manage regulatory compliance, data protection and theft recovery.
2. Computrace- robust, multi-layered security tool that provides the ability for information technology administrators to centrally manage computer movement, data protection, computer theft recovery and asset tracking.
3. Departmental Equipment Custodian- individual appointed by a Department Head to control all moveable property for that department, as well as to ensure compliance with University policies and procedures regarding moveable property.
4. Equipment Entrustee – employee of the University entrusted with a notebook computer. This individual is responsible for the safekeeping of the notebook computer until it is returned to his/her Departmental Equipment Custodian. Each Equipment Entrustee must complete and submit a UNO Equipment Entrustee Form to the Property Control Department.

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**GENERAL POLICY:** All notebooks acquired by University of New Orleans departments after 12/14/07 must have Computrace installed, regardless of whether or not the notebook was purchased with University funds or donated to the University.

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**PROCEDURE**

1. **ACQUISITION OF A NOTEBOOK.** Regardless of whether a notebook is purchased by a department, or donated to a department, Computrace must be installed.
  - A. **Purchasing a Notebook.** When shopping for a notebook computer, the ordering department should check the purchase section within <http://ucc.uno.edu/policies/Computrace.cfm> for the desired make and model. Once a selection has been made, the department should determine whether or not Computrace is pre-installed on that particular make and model.
    - i. **Computrace Pre-Installed.** If Computrace is pre-installed on the desired notebook make and model, the department simply prints the information from the Computrace website and attaches it to the *Purchase Requisition* form, as required by the Purchasing Department.

- ii. **Computrace NOT Pre-Installed.** If the notebook make and model that the department wishes to purchase **does not** have Computrace pre-installed, the department can still purchase the notebook, but must also purchase Computrace software. Both the notebook and software package is required by Purchasing Department to be on the *Purchase Requisition* form.

**B. Accepting Donation of a Notebook.** While there is no acquisition cost associated with a donated laptop, the donated equipment becomes the property of the University and therefore the receiving department is required to purchase Computrace software. The department receiving the donated notebook must submit a *Purchase Requisition* to the Purchasing Department for the Computrace software license.

- 2. **ASSET TRACKING.** Employees of the University entrusted with a notebook computer (Equipment Trustees) must ensure that each laptop assigned to them successfully connects to the internet at least once every three week. Equipment Trustees whose laptops have not connected to the internet for 25 consecutive days will receive email notifications alerting them to connect. In addition, the employee's immediate supervisor will also receive email notifications until that notebook computer has successfully connected to the internet.
- 3. **PROTECTION OF PROPERTY.** Employees of the University entrusted with a notebook computer (Equipment Trustees) are responsible for the safeguarding of each notebook computer assigned to them until the equipment is returned back to his/her Departmental Equipment Custodian. Employees are advised to take reasonable precautions to protect notebook computer equipment and should not use University equipment for non-work related tasks, or allow non-employees to use the equipment.

*The University reserves the right to deny or revoke the assignment of a notebook computer to an employee that has failed to safeguard moveable equipment in accordance with [Property Control Operating Procedures](#). In such cases, a desktop computer may be assigned to that employee in order to perform his/her job duties.*

- 4. **LOST/STOLEN OR MISSING NOTEBOOK COMPUTERS.** If it is determined or suspected that the notebook computer has been lost, stolen, or missing, the Equipment Trustee must immediately file a report. In rare cases where the Equipment Trustee is unable to file a report, the Departmental Equipment Custodian, Department Head and/or other University Official can file the University Police report.
  - A. **On UNO Campus.** If at the time of discovery, the employee is on the UNO Campus, the University Police (UNOPD) must be contacted and a report filed.
  - B. **Outside of Campus.** If at the time of discovery, the employee is not on the UNO Campus, the local Law Enforcement unit must be contacted and an official police report filed.
    - i. Upon return to the UNO Campus, the employee is responsible for notifying:
      - a. Immediate Supervisor and Department Head;
      - b. University Police and completing the necessary paperwork;
        - 1) If the reporting person indicates sensitive data was stored on the notebook computer, University Police will authorize Absolute to attempt to remove all data and software, including the operating system from the notebook.

**5. INVESTIGATION.** Upon report of the notebook computer theft University Police will complete Absolute's *Theft Report* within the 14 day required period.

**A. Sensitive Data.** As part of their investigation, University Police will obtain a written statement, from the individual filing the report, certifying whether or not sensitive data was stored on the notebook computer. In cases where sensitive data was stored, University Police will authorize Absolute to attempt to remove all data and software, including the operating system, from the notebook. (This authorization makes the University ineligible for receiving recovery guarantee funds).

**6. RECOVERY.** The University is eligible for recovery guarantee fund reimbursement from Absolute Software Corporation, only if all of the following have been met:

- The filing of an official law enforcement police report within 14 days from the date of theft;
- University must have completed and submitted the Theft Report within 14 days from the date of theft;
- University owned notebook must have "called-in" or had internet connection within 30 days prior to the date of theft;
- Theft must have occurred within the United States;
- University owned notebook must be within its 3-Year Service Agreement; and
- Data Deletion had not been utilized.

If an eligible notebook has not been located within 60 days from the date the theft was reported, and all criteria has been met, University Police will notify UNO's Office of Risk Management to complete a submission report in order to receive recovery guarantee funds.

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## RESPONSIBILITIES

**Employees (Equipment Entrustees)** entrusted with a notebook computer are responsible for taking reasonable precautions to protect and safeguard each assigned notebook computer until such equipment is returned back to the Departmental Equipment Custodian. In addition, the employee is responsible for ensuring each notebook assigned to them successfully connects to the internet at least once every three weeks. Employees must also ensure notebook computer equipment is used for University work-related tasks only.

**Departmental Equipment Custodians** are responsible for performing the following functions: (a) retain updated departmental files of moveable equipment; (b) aid Property Control personnel in locating and affixing inventory decals to each piece of moveable equipment; (c) completing and submitting the appropriate Property Control forms in a timely manner; (d) ensuring that University Police is contacted for any stolen notebooks; (e) assist Property Control with the annual physical inventory of equipment for his/her department; and (f) ensure departmental staff is aware of Property Control procedures, as well as this policy.

**Financial Services** is responsible for notifying Property Control once a notebook computer donation has been officially accepted by the University.

**Property Control** is responsible for monitoring purchase orders to: (a) ensure that all notebook computers are tagged within 60 days of receipt, (b) ensure that all notebook computers have their serial numbers recorded in the property system, (c) ensure an Equipment Entrustee Form is completed, (d)

request that Equipment Trustees log on the internet so that the notebook computer will “call-in” to Computrace to complete the online registration process, (e) enter appropriate data into the Absolute.com database for notebook computers that have successfully connected/called-in, (f) notify the UCC to followup on notebook computers that have not “called-in.”

**Purchasing Department** is responsible for ensuring all Purchase Requisition forms for notebook computer(s) contain Computrace—whether pre-installed or separate software package. In addition, Purchasing is responsible for coding notebook computers as equipment regardless of cost and therefore tracked through the Asset Management module within PeopleSoft.

**UCC** is responsible for following up on the list of notebook computers submitted by Property Control to ensure that initialization of Computrace has successfully occurred, as well as to successfully resolve any connectivity problems the end user may be having that is preventing connection to Absolute.

**University Police (UNOPD)** is responsible for promptly completing a Theft Report with Absolute, within 14 days from the date the theft was first reported. In addition, UNOPD is responsible for notifying UNO’s Office of Risk Management to complete a submission report to Absolute for any eligible notebook has not been located within 60 days from the date the theft was reported, in order to receive recovery guarantee funds.

*Exceptions to this policy may be granted by the Chancellor or his/her designee.*

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Timothy P. Ryan  
Chancellor