 جامعة الشارقة UNIVERSITY OF SHARJAH	Policy Main Title	Information Technology Center	Effective Date	30/05/2021
	Policy Subject	Configuration Management	Last Review date	10/05/2024
	Policy Number	ITC-15	Next Review date	10/03/2028
	Responsible Entity	Director of ITC	Approved By	Vice Chancellor for Financial and Administrative Affairs

Overview

Configuration management is critical to control and maintain an accurate inventory of any changes to those systems. It focuses on establishing and maintaining consistency between a system function during the lifecycle process for each device. The policy is intended to provide Faculty, staff, students and third party the systems configurations requirements and ITC assets compliance statements and management.

Scope

This policy is applicable to all information systems, and information processing facilities, all University of Sharjah's faculty, employees, students and other personnel (contractors, third parties, trainees, etc.) having access to UoS's information assets.

Purpose

The purpose of this policy is to state the requirements on - the standard software, hardware and configurations to be used at the University of Sharjah and ensure the standardization of the processing facilities.

Abbreviations and Definitions

EUS: End users support

ITC: Information Technology Center


Policy

- ITC at UoS should develop and maintain baseline configuration for servers, networks routers and endpoints users included in the UoS networks.
- ITC is responsible for approving, managing and coordinating whole IT infrastructure, networks and system.
- UoS regularly make evaluation the security impact of the significant configuration changes by internal and external audit.
- The security configuration setting and configuration management should be standardized to the highest quality standards.
- ITC at UoS with collaboration with fixed asset department put the lifecycle process to manage the hardware and software and make the configuration management more affective.

Procedures

EUS Standard Software

1. ITC shall have a list of standard software identified, evaluated and approved for installation on end user systems.

 جامعة الشارقة UNIVERSITY OF SHARJAH	Policy Main Title	Information Technology Center	Effective Date	30/05/2021
	Policy Subject	Configuration Management	Last Review date	10/05/2024
	Policy Number	ITC-15	Next Review date	10/03/2028
	Responsible Entity	Director of ITC	Approved By	Vice Chancellor for Financial and Administrative Affairs

2. This list of software shall be installed on all laptops and desktops by default.
3. Requests for additional software required by the users shall be logged on the Service Desk. Software shall be installed on systems only after authorization from ITC.
4. Only ITC authorized support staff shall install software on systems.
5. ITC shall evaluate and agree on the standard hardware that shall be required in laptops and desktops.
6. This hardware shall be approved after analyzing the systems and applications used by the business.
7. Any change in the hardware/ additional requirements shall be made only after ITC authorizations.

Standard Environment for ITC Infrastructure

1. ITC shall identify configuration settings required on all IT infrastructure components. These shall be minimum configuration to ensure operational and security controls are adopted.
2. These configuration baselines shall be defined by ITC for all the following but not limited to:
 - a. Desktops and Laptops Operating Systems
 - b. Servers Operating systems
 - c. Network Devices
 - d. Databases
3. These configuration documents shall be maintained by the ITC and will be ensured they are accessible to only authorized personnel and the same shall not be altered.
4. System Configuration Records should be maintained and reviewed annually.
5. ITC shall ensure these system configurations cannot be altered for any of the devices through any unapproved utility tools.
6. These configurations shall be verified frequently to ensure the configurations do not change in time due to modifications in the environment.
7. Any changes to the systems configurations shall follow the service management request policy and change management policy.

Installation of Non Standard Software and hardware

1. Any non-software to be installed on the user's systems or other server environment which are not part of the standard list of software shall be logged as a service request.
2. All service requests shall be fulfilled based upon the ITC service management processes
3. IT computer lab supervisors will maintain their respective labs nonstandard software in coordination with ITC to meet the academic requirements.

Reference

SI No	Standard Name	Control Ref
1	ISO 27001:2013	A.12.6.2