

Data Security

The KSU Service Desk



- Protecting University confidential data is a responsibility held by all employees. All confidential data must be stored on University owned assets. Refrain from storing University data on personally owned devices and cloud storage solutions. Secure data handling requirements are further elaborated on in the Computer Usage Policy and Data Security Policy (policy.kennesaw.edu).
- Do not share your password with any individual or company claiming to be KSU or a KSU affiliate. KSU personnel will never ask for your password. Forward all suspicious emails to abuse@kennesaw.edu. If you believe your password has been compromised, contact service@kennesaw.edu for support.
- You should retain access to your KSU Anywhere device at all times. Unauthorized users, including family and friends, must not access the device.
- For other information security questions or concerns, please contact the KSU Service Desk.



Receive assistance with your KSU Anywhere device and other KSU technologies and services through the KSU Service Desk.

Phone:

470-578-6999

Email:

service@kennesaw.edu

KSU Service Desk Semester Hours

Monday—Thursday	7:30 am—11:00 pm
Friday	7:30 am—5:00 pm
Saturday	7:30 am—4:30 pm
Sunday	8:00 am—5:00 pm

Semester Break Hours

Monday—Friday	8:00 am—5:00 pm
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KSU Anywhere Device and Procedure Guide



Training and Tech Help

University Information Technology Services offers several training and help resources for your KSU Anywhere device and many other university technologies and services.

- **One-on-one training** sessions are available by appointment 36 hours in advance. Register for a session at uits.kennesaw.edu/support/owlsupport.php
- UITS trainers are available for **group training sessions** for campus technologies upon request. Contact the KSU Service Desk to arrange a session.
- Faculty and staff can also receive walk-in assistance during **First Fridays** sessions at the Kennesaw Campus and **Third Thursdays** sessions at the Marietta Campus. Learn about First Fridays here: <http://uits.kennesaw.edu/support/firstfridays.php>
Learn about Third Thursdays here: <http://uits.kennesaw.edu/support/thirdthursdays.php>
- Learn about these training opportunities and find schedules and registration information for **hands-on technology workshops** by visiting <http://uits.kennesaw.edu/support/training.php>



Using Your New Device

- To turn on your new Dell laptop, press the power button located near the top right of the keyboard.



- To turn on your new Apple Macbook, press the power button on the top right of the keyboard.



- Find UITS guides for KSU technologies and services at the UITS Documentation Center at uits.kennesaw.edu/cdoc
- Accessories for your new device must be purchased by your department or college. Please initiate a department purchase request for any accessory items needed.

Backing Up Your Data

Data can be stored on network drives accessible on campus and by using Hallpass when not on campus (uits.kennesaw.edu/hallpass).

Faculty and staff are also provided access to online storage options including Owl Drive (accessible at virtualowl.kennesaw.edu).

USB local storage options are also available upon request and pending UITS approval.

Personally identifiable information (PII) should not be stored on network drives or on online storage services.

Loss or Theft

If equipment is lost or stolen while on campus, immediately contact the KSU Police Department (non-emergency) at 470-578-6206 or at police@kennesaw.edu. A copy of the police report must be sent to iso@kennesaw.edu. Contact your supervisor as soon as possible.

If equipment is lost or stolen from off campus, immediately contact local authorities in the jurisdiction where the equipment was lost or stolen. A copy of the police report must be sent to iso@kennesaw.edu. Contact your supervisor as soon as possible.

Separation or Transfer

In the event that you transfer from your department at Kennesaw State, **your KSU Anywhere device must stay within its original department.**

If you are separating from the university or transferring within the university, **please return your KSU Anywhere device and all university owned accessories to your supervisor.** Your supervisor will then initiate the process of reimaging the machine with UITS.

Data retrieval from a university computer can only be authorized by the university Chief Information Officer.