Chapter 5	Information Management & Services	Effective:	September 2002
Section 5.5	Information Security	Revised:	January 2013
Policy 5.5.13	**Technical Support Representative (TSR) Policy**	Responsibility:	Vice President and Chief Information Officer

TECHNICAL SUPPORT REPRESENTATIVE (TSR) POLICY

Overview

The TSR Program was designed to enable at least one computing technology single point of contact person in each department with the responsibility for first line problem diagnosis and to facilitate resolution of technical questions at the departmental level. The Program has evolved to become essential in the realm of information security for the Health Science Center, and: the distribution of critical information, security-related patches/updates, virus/worm vulnerability announcements, and the required reporting of security 'incidents'. In addition, a key access control responsibility for TSRs has evolved to include a password reset capability. This capability is also an essential part of the 'security architecture' for the Health Science Center and must be well controlled.

Policy

1. Every department is required to have at least one TSR. Where departments are small, or lack the necessary staff, the department may enter into a "shared relationship" with another department, and utilize the same TSR for both departments. The department heads must agree on the relationship and the individual selected to be the TSR. Larger departments may have two or more full-time or part-time TSRs, TSRs/Advanced, or TSRs/System Administrators depending on the department's environment.

2. A Dean, Chair, or Director must appoint all TSRs in writing to the Director of Client Support Services (CSS). The TSR cannot also be an Account Control Executive (ACE), unless compensating controls are documented in departmental procedures and are reviewed by Internal Audit.

3. A TSR, once appointed, is required to attend basic TSR training provided by CSS and basic Information Security training provided by the Information Security Office. A recommended training list for the TSR/Advanced and TSR/System Administrator will be published and provided to the Dean, Chair, or Director.

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At least one TSR from each department is required to attend regularly scheduled general or special TSR meetings, which will provide new technology information, as well as policy and procedure updates. These meetings are the forum in which TSRs will be able to interact (share expertise and experiences) with other TSRs and the CSS staff.

4. As the first line of technical service for their department the designated TSR(s) are the communications link for computing technology information related to: end-user computing problems, desktop configuration upgrades, software updates, critical security update information, and other relevant technology information. This responsibility includes the distribution and/or implementation of applicable information from the TSR meetings. Additionally, the designated TSRs are the principal means by which individual users report security incidents to CSS, see Section 5.8.6 of the *Handbook of Operating Procedures* (HOP), "Computer Incident Response Policy".