

Technical Support Representative Designation

(UTHSCSA Handbook of Operating Procedures Policy 5.3.13)

Department Name:						
Employee Information		TSR Type			Action Requested	
Employee Last Name	First Name	Basic TSR	Advanced TSR	System Administrator	Add	Remove

Instructions: Enter designated employee(s), indicate TSR Type and select Add or Remove for each designee. Sign, Date, and email to IMS Client Support Services Accounts Management at IMS-AcctMgt@uthscsa.edu.

The reverse side of this page contains an explanation of the TSR Program and Definitions that may be useful.

Designating Authority (Dean, Chair, or Director):

_____ (Printed Name)

_____ (Signature)

_____ (Date)

TSR Program Description and Definitions

(Extracted from HOP Section 5.5.13)

Program 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. *(Password reset is not longer a capacity the TSR is responsible for due to security reasons.)*

The TSR Program makes use of informational meetings, training programs, and cooperative, mutual assistance among TSR members.

At least one designated TSR is required in each department in order to assure that a responsible person in that department has the knowledge and training to receive and distribute time-critical computing and security-related information and to report general computing and security incidents to Information Management and Services (IMS).

The Dean, Director, or Chair is responsible for appointing the TSR(s) in their departmental entity.

Definitions:

TSR (Basic): Technical Support Representative (TSR). The departmental representative assigned the responsibility of receiving computer technology- and security-related information from IMS and distributing that information as appropriate within their department. All TSRs should have a working knowledge of basic computer concepts.

Advanced TSR: Technical Support Representative (TSR)/Advanced is a TSR who has received significant training, more technical proficiency in the department's environment, and information technology support duties as a primary job responsibility. Advanced TSRs may, at the discretion of the Dean, Director, or Chair, be designated to receive additional security and related information from IMS and distribute that information as appropriate within their department.

System Administrator: A TSR/System Administrator may be a more technically proficient member in the department's environment and has been designated as having information technology support and/or server system administrator duties as part of their job responsibility. TSR/System Administrators may, at the discretion of the Dean, Director, or Chair, be designated to receive security and related information from IMS and distribute that information as appropriate within their department. Refer to Handbook of Operating Procedures Policy (Section 5.8.14) for Administration of Security on Decentralized Server Computers for additional information.