How do I request an exception from University IT Guidelines for Endpoints, Systems and Applications?

Tell Me

Please review the appropriate guideline before requesting an exemption:

- Guideline for Security of Endpoints
- Guideline for Security of Systems
- Guideline for Security of Applications

All information technology resources connected to the University network are expected to comply with the above guidelines. However, it is understood that exceptions may be needed. The following process was designed to evaluate risk and inform approving authorities of risk.

Definitions

1. **Requestor**: faculty or staff member who is requesting the exception.
2. **ITS Security Team**: central ITS staff charged with assessing the risk related to the request.
3. **Approving Authority**: Approving authorities vary depending on request and risk. Depending on risk, approving authorities can range from a department chair, associate dean or dean or manager, director, or vice chancellor.

The Process

1. Review the appropriate guideline. If an exception is needed, faculty and/or staff complete the [UNC Charlotte Security Exception Request](#) form.
2. The ITS Security team gets notified of your request; they will notify others as needed e.g. College IT Directors and/or managers/department chairs.
3. The Security team will review the request and consider:
   a. Compensating controls in place
   b. Impact on organizational mission
   c. Technical or operational obstacles that affect ability to comply
   d. Data classification
   e. System integration
   f. Risk
4. Once the review is completed, the Security team member enters additional information about the request including recommended compensating controls and the overall risk assessment.
5. When this information is added to the request, email notifications will be sent to Approving Authority and other designated personnel e.g. College IT Director.
6. The approving authority will log into the form to approve/deny.
7. The time it takes to process exception requests varies on scope and impact. ITS Security team will contact the Requester within 2-3 business days of submission.

Related FAQs

- How do I request an exception from University IT Guidelines for Endpoints, Systems and Applications?
- How do I request a new firewall rule?
- How do I request a privileged account for system/application administration?
- What vulnerability management tools are used at UNC Charlotte?
- How does an endpoint device manager configure a device to use secure DNS?