

# Global Business Service Center End User Computing Policy

Revised: 01-19-2015

## 1. Policy

All Global Business Service Center (GBSC) employees must access Crawford systems or data using a zero client<sup>1</sup> configured to prohibit printing.

## 2. Scope

This policy applies to all Crawford entities, excluding Garden City Group. Violations of this policy may be grounds for disciplinary action, including termination.

## 3. Exceptions

Requests for exceptions to this policy must be formally documented (see attached request form) and submitted to the Global CIO for approval. The exception request must include documentation of the business need for the exception and approval by the Business Unit's GEM representative. If an exception is granted, then the computing hardware (i.e., laptop or desktop) must be equipped with the following safeguards:

- Technology to encrypt all data stored on the device using Crawford-approved encryption technology must be installed.
- Crawford-approved anti-malware software must be installed.
- Crawford-approved web monitoring and filtering software must be installed.
- Crawford-approved data loss prevention software must be installed.
- All access to Crawford systems must be through a remote/virtual desktop infrastructure environment located in a Crawford data center.
- Access to save files to external drives (e.g., USB, CD, external drive) must be disabled.
- Local administrator rights must be disabled.
- Printing abilities must be restricted to printers physically stored in a Crawford office.

Policy Name	Global Sourcing End User Computing Policy
Policy Number	GBSCIT Policy 00001
Effective Date	01-19-2015
Approved By	Gretchen Hiley, Chief Technology Risk Officer
Last Approval Date	01-19-2015

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<sup>1</sup> A zero client, also known as an ultrathin client, is a server-based computing model in which the end user's computing device has no local storage.

# GBSC End User Computing Policy Exception Request

Request Date	
Requester Name	
Name(s) and Title(s) of User(s) Impacted	
Rationale for Exception	
GEM Member Approval	
Global CIO Approval	