Assignment: Essay - Remote Administration & Gaining Acceptance

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Throughout this module we were tasked with analyzing remote administration and the ethics involved in it. We set up a virtual environment that exposed us to different administrative tools that we can leverage to balance the ethics of having access to someone’s desktop and being able to complete our work effectively.

Remote administration has become a cornerstone of modern IT administration. To effectively complete tasks on someone else’s workstation privacy must be considered. One of the tools available is Microsoft Endpoint Configuration Manager. Within this tool there is a setting where you can select the user of the desktop must grant you remote access before you receive access. This will build trust with the employee who uses that station, while also preventing unauthorized access. Another option, and one I personally use, is I will schedule time on the user’s calendar so they are aware I will request access to their desktop at a certain time. Additionally, I will provide a brief overview of the work that I will be performing on their desktop. Usually at a high level, they don’t really understand the technical details – but along the lines of “I will need access to your workstation at 10:00am to update the following apps. This will help improve performance of X application.” That way they are not caught off guard by a request to access their desktop. Also, scheduling this in advance, it will help them prioritize work. If I am using their work station, they cannot do their work until I’m done – so scheduling is a really nice utility to use. Ultimately, what you are trying to do is build trust and transparency with the user. These small steps can go a long way in building that trust.

Another aspect of remote administration & gaining access is to limit the number of users who have remote access to the user’s desktops. Limiting access will help build a working relationship with employees. Additionally, applying the principle of least privilege, only granting access to only perform the work they are required to do, will further build that trust. End users knowing the work that is being performed and knowing that the remote administrator only has access to perform the work required will also be fundamental in building this relationship.

In conclusion, what you are doing is just being courteous and mindful of other people’s privacy. Building these relationships and configuring systems to have strict policies that help enforce good behavior is an ethical foundation that should be considered when building a remote administrative system.