Secure PC Program Description

Dear FGCU faculty,

As part of FGCU's ongoing work to make the university's network and computing infrastructure more secure and protect student and employee records, BTS has been implementing SecurePC throughout Administrative Services. Starting soon, BTS will start with the colleges and would like to make you aware of what this could mean for you.

What is SecurePC?

BTS is implementing SecurePC university wide to assist departments with the installation of necessary software and the upkeep of the computers in the departments. This process allows BTS to do these tasks more quickly and safely, while protecting individual computers and the network from danger that may compromise the system and negatively impact University operations. Users can continue to use their computers without any significant changes, but will need to contact BTS if the user wishes to change the computer.

Why Participate in SecurePC & Benefits?

- When individual users download software or install drivers, without awareness of potential consequences, they put the stability of the University system and the entire network at risk.
- To maintain compliance with regulatory standards for the University system
- Provides BTS with the capability to send updates and patches as needed, with no action required on the user's part
- Complete vetting of software prior to installation reduces risk of system and machine compromise and necessary remediation, resulting in interruption of business operations
- Computers on SecurePC need to be serviced less and are easier to return to service than non managed computers

Frequently Asked Questions

Q: I need additional software beyond what is approved/exists already. How can I get the software installed on my computer?
A: Additional software simply has to be requested through the software requestor in your department and will be made available in the software center for download.

Q: How long does it take for new software to be added?
A: New software is generally available a few days after BTS receives the request from the authorized user.

Q: Can I opt out of this process?
A: Faculty members are the only ones who can opt out in order to facilitate the achievement of their academic pursuits. To request an exemption from SecurePC, please fill out the exemption form located here: https://www2.fgcu.edu/bts/secpc-opt.html

Q: How long does the approval of an exemption request take?
A: Please allow 5 business days for the processing. After that, the Helpdesk will contact you in case any changes need to be made to the computer.