CROWDSTRIKE

USB Port Locking (Crowdstrike) Q&A

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USB Port Locking Q&A

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1.   What is Crowdstrike?

Crowdstrike is an IT Security software that manages the locking/unlocking of USB ports across an enterprise. This software offers users the following benefits:

- Controls the use of USB keys across the New ICON (LICON staff already have this control in place)
- Prevents unauthorized USB keys that may result in data loss or leakage
- Prevents data being copied onto unauthorised removable devices
- Prevents computer viruses or other malware being uploaded onto New ICON computers from unauthorised USB devices

2.   Crowdstrike Q&A

Question	Answer
What if I have a business need to use a USB data stick?	If you have a business need to use a USB data stick, please request an encrypted USB device from the LPRA helpdesk.
How do I obtain an encrypted USB device?	Please raise a ticket with the LPRA helpdesk and request an encrypted USB device for business use.
What is the lead-in time for me to obtain an encrypted USB data stick?	We have pre-ordered encrypted USB data sticks and will post them to you directly once you raise a helpdesk ticket requesting an encrypted USB data stick. Lead-in times for delivery will depend on your location as shipped devices may need to clear customs in your region. If you have a business need for an encrypted USB stick, please proceed to raise a helpdesk ticket as soon as possible.
What about printers and other devices – will I be able to use them if they have a USB connection?	This will depend on the actual device. Please contact the LPRA Helpdesk to confirm that your device will work when the USB ports have been locked on 1 Dec 21.
Which directions are blocked for USB drives? Is it only available for use in one-direction, or both?	As a rule, all USB drives will be blocked (both ways) with the exception of company-provided encrypted USB sticks.
Will CD or DVD writers be blocked as part of this policy?	This will depend on the actual device. Please contact the LPRA Helpdesk to confirm that your device will work when the USB ports have been locked on 1 Dec 21.
I already have an encrypted USB drive – can I use my current device?	This will depend on the actual device. Please contact the LPRA Helpdesk to confirm that your device will work when the USB ports have been locked on 1 Dec 21.
I have a business need to download data from third party USB drives. What is the exception process to provide access to these devices?	If you have a business need to access third party data USBs, please raise a helpdesk ticket.
How do new hires obtain an exception to this policy?	Please raise a helpdesk ticket for each new hire that requires an exception to the policy (and/or an encrypted USB data stick).
Do exceptions expire and need to be renewed?	No.
What is the recommended approach to sharing files or documents?	We recommend that you use Box to share files with colleagues, sponsors and other third parties.