CASE WESTERN RESERVE UNIVERSITY

Standard Operating Procedure

International Travel Review & Loaner Laptop Process

A structured, multi-departmental workflow guiding university travelers through International Affairs registration, ORTM compliance review, RSO coordination, and [U]Tech device fulfillment.

International Affairs
Travel Registration

ORTM
Risk Assessment

Research Security
Travel Data, Device Specs & Agreement

[U]Tech Deskside
KSL Pickup & Return

High-Level Architecture

End-to-End Process Flowchart

6 Core Sequential Phases

1

REGISTRATION

Traveler logs trip on International Affairs portal.

International Affairs

2

ITAR DECISION

If ITAR country, routes to ORTM for review.

Compliance Gate

3

ORTM REVIEW

ORTM reviews travel and if approved, determines whether loaner laptop is needed.

ORTM Approval

4

RSO & AGREEMENT

RSO gathers traveler data including device specs; traveler signs Loaner Agreement.

Research Security

5

[U]TECH TICKET

RSO files request on traveler behalf with agreement confirmation.

[U]Tech Service Desk

6

PICKUP & RETURN

Deskside pickup at KSL; return required upon return to U.S.

KSL Deskside

Key Routing Condition: Non-ITAR destinations proceed through standard travel channels without ORTM review. Loaner devices not currently issued for non-ITAR destinations.

Phase 01

Phase 1: Travel Registration & ITAR Screening

Initiation

Traveler Registration Portal

The traveler submits itinerary and destination details through the official Office of International Affairs web portal prior to departure.

ITAR Destination Filtering

The system evaluates destination nations against International Traffic in Arms Regulations (ITAR) destinations.

Automated ORTM Routing

When an ITAR-flagged country is detected, the workflow automatically routes the travel request directly to ORTM for review.

DECISION TREE LOGIC

INPUT EVENT

Traveler Registration Submitted

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DECISION POINT

Destination classified as ITAR?

NO

Standard Travel Clearance – Loaner devices not considered

YES

Route to ORTM for Review

Phase 02

Phase 2: ORTM Risk Assessment & Determination

Risk Assessment

Office of Research and Technology Management

Risk Assessment

- **Risk Assessment:** Reviews traveler's area of expertise for level of risk; Assesses traveler's purpose for travel.
- **Loaner Device:** If risk is deemed to be high AND travel is approved, the traveler will be required to take a loaner device for the travel.

GATE A: TRAVEL APPROVAL

Assessment 1

If travel is denied by ORTM, the request is routed to other institutional stakeholders for further review. If the travel is denied by all parties in the review chain, then the traveler is notified by the Office of the Provost. If the travel is approved, the workflow advances to risk assessment by ORTM for loaner requirement decision.

GATE B: LOANER REQUIREMENT DECISION

Assessment 2

ORTM determines whether a clean, isolated loaner device is required.

→ If Loaner Required: Escalates to Research Security Officer (RSO)

Phase 03

Phase 3: Research Security Officer (RSO) Engagement & Agreement Execution

Outreach & Agreement

1. Traveler Outreach

RSO directly contacts the traveler to inform them of the loaner laptop requirement.

Direct Communication

2. Data & Specs Intake

RSO gathers essential traveler information from the traveler's request form including departure dates and return schedule; RSO asks traveler about software needs.

Requirements Capture

3. Loaner Agreement

RSO transmits the official Loaner Laptop Agreement. Traveler must formally sign and commit to return conditions and usage rules.

Prerequisite for Provisioning

Phase 04

Phase 4: [U]Tech Service Request Submission

Ticketing Handoff

RSO Proxy Ticket Submission

Formal Entry into [U]Tech Request System

Upon receiving the fully signed agreement, RSO completes the official [U]Tech request form on behalf of the traveler to initiate device preparation and deployment.

Relieves traveler of IT navigation while guaranteeing compliance rigor.

REQUIRED TICKET ANNOTATIONS

Follow-up Copy (CC) Note

Mandatory note specifying that RSO must be copied on all follow-up correspondence and notifications sent to the traveler.

Agreement Execution Note

Explicit verification stating that the Loaner Laptop Agreement has been signed and archived prior to device release.

Phase 05

Phase 5: Fulfillment & KSL Deskside Pickup

Deployment & Logistics

1. Device Provisioning

[U]Tech provisions a baseline clean laptop equipped with hardened configurations and authorized productivity tools.

Sanitized Hardware Image

2. Deskside Scheduling

Traveler is scheduled for a dedicated pickup slot at the [U]Tech Deskside support counter located in Kelvin Smith Library (KSL).

KSL Deskside Center

3. Traveler Hand-off

Traveler physically picks up the loaner device, verifies login credentials with deskside staff, and departs on authorized travel.

Ready for Departure

Phase 06

Phase 6: Post-Travel Return & Device Sanitization

Lifecycle Completion

Timely Device Return

Mandatory Post-Travel Reentry Obligation

The traveler is contractually obligated under the Loaner Laptop Agreement to return the device to [U]Tech Deskside at KSL within two days of returning to the United States.

⚠ Failure to return within agreed window triggers compliance escalation to ORTM and department administration.

1. Physical Intake at KSL

[U]Tech Deskside receives the device, logs physical return, and marks the service ticket resolved.

2. Security Wipe & Re-imaging

Device is fully wiped and securely sanitized to prevent malware propagation or cross-contamination back to university systems.

3. Pool Replenishment

The sanitized laptop is returned to the active loaner device pool, ready for the next compliance deployment.

Accountability Structure

Roles & Responsibilities Matrix

Governance Framework

TRAVELER

- Register travel on portal
- Provide specs & dates to RSO
- Sign Loaner Laptop Agreement
- Pick up & return at KSL

ORTM

- Review ITAR country requests
- Formally approve/deny travel
- Make loaner device requirement decision
- Maintain regulatory compliance

RSO

- Direct traveler outreach
- Administer loaner agreement
- Submit [U]Tech ticket as proxy
- Maintain tracking & oversight

[U]TECH DESKSIDE

- Image & configure hardware
- Schedule pickup appointment
- Distribute device at KSL
- Intake & sanitize return units