



EMORY
UNIVERSITY

**Office of
Information
Technology**

Changes to Laptop Loaner Tracking for Travel to High-Risk Locations

3/10/2026

Agenda

- Background
- Overview of changes
- Form review and workflow
- Q&A

Background

- NSPM-33, a federal government memorandum, was issued in 2021
- Among other directives, it strongly recommended digital safeguards when traveling to high-risk countries to perform official business. This includes using devices with minimal/baseline configuration to protect sensitive data.
- As of late 2025, this is now a mandatory requirement
- This applies to any official travel to China, Iran, North Korea, Russia, and regions in Ukraine under Russian control including Crimea, Luhansk and Donetsk, but also includes countries designated a Level 3 or 4 risk level as indicated by the US State Department at <https://travel.state.gov/en/international-travel/travel-advisories.html>.
- Because the program is now mandatory, we must track usage of the program at both the local unit level and central level going forward. Historically, only central tracking has been required.

Background

- Emory established the Laptop Loaner Program, managed by OIT, in 2024.
- Fewer than 10 total requests have been received and processed centrally by OIT.
- As it is likely most loaned laptops are being provided to travelers from local inventory, we will begin tracking usage of the program to capture important compliance data.

Changes to the Program

- As there is a portion of loaned laptops being provided to travelers directly from local inventory, **Research Security began recording all requests to capture important compliance data, effective March 2nd, 2026.**
- Local IT units have been provided guidance on the configuration of laptops issued from local loaner pools.
- In situations where local bandwidth is a concern or other challenges exist, the central pool and configuration service will remain in place and available to local units as a secondary option.
- Configuration guidance can be found at <https://it.emory.edu/catalog/computer-and-software/international-travel-loaner-devices-program.html>
- Emails to follow to ITPC, Local-L. To be presented at DeskNet and other sessions.

Changes to the Program

Generic Service Request

* Is this a request for the International Travel Loaner Devices Program

Yes

Please Review the International Travel Loaner Device Program details before proceeding

* Reported for

International Travel Loaner Device Program

Devices can be reserved **between 3 and 10 days** before the departure date.

Devices are not available for extended travel **over 30 days**, sabbaticals, or as departmental loaners.

Department SpeedType should be **exactly 10 digits**

Travel Details

* Destination Country	* Departure date
	Must be between 3 and 10 business days from today.
* Computer type	* Return date
-- None --	Devices are not available for travel over 30 days
* Department Speedtype	* Best contact number
10 Digit SpeedType to cover device loss or damages.	

- Laptop Program qualifying question has been added to the main ServiceNow request form.
- Selecting “Yes” presents additional fields for required information.
- Upon form submission, a ticket is generated for local IT to provide a laptop from loaner inventory or, if needed, reassign to OIT for fulfillment.

Questions?

