



Charter, Code and Policies

City of Portland

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BTS-2.04 - Remote Network Access

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REMOTE NETWORK ACCESS

Administrative Rule Adopted by Office of Management and Finance Pursuant to Rule-Making Authority

ARB-BTS-2.04

Purpose

Remote network access is a generic term used to describe accessing an organization's computer network by individuals not located at the organization's offices. This may take the form of traveling employees, employees who regularly work from home, or employees who work both from the office and from home. In many cases, both the organization and the employee may benefit from the increased flexibility provided by remote access. As with any innovation, however, the benefits may be countered by risks if the purposes and methods of the remote access are not fully understood by all participants.

The purpose of this policy is to define the approved method for City employees to remotely connect to the City network and how their connection will be established, controlled and managed.

Administrative Rule

Remote access to the City network by City employees is authorized when business activities require it, subject to approval by Bureau or Office Management. The approved method of remote access is through a Virtual Private Network (VPN) connection.

The following policies apply to those approved for remote VPN access to the City network.

Remote network access shall only occur via a BTS maintained virtual private network (VPN) system. This does not apply to the use of the City portal applications with secure access support, such as the City's web and/or email portal. Full VPN tunnel access is only available to BTS maintained systems.

When actively connected to the City network, VPNs force all traffic to and from the remote computer over the VPN tunnel. All other traffic will be dropped. Split tunneling is not permitted; only one network connection is allowed.

All authorized remote VPN users assume responsibility to assure that unauthorized users do not access City networks through their systems, software or configurations. This includes employee's family members, friends, and associates.

Since VPN connections offer a private connection into the City's network from the internet, additional security measures are required to prevent unauthorized access, including but not limited to two-factor authentication.

For non-City employees such as vendors and contractors, the responsible Business System Owner must identify remote network access requirements with proper written justification of the business reasons for such access. Additionally, remote access for vendors or contractors shall only be enabled during the time period needed, disabled when not in use, and promptly deactivated after access is no longer necessary. The Information Security Manager shall hold the final approval for all remote access to the City's network.

Exceptions to this policy, or any sections thereof, may be granted on a case-by-case basis by the CTO or the Information Security Manager. If an exception is granted for VPN technology on non-City computers, users acknowledge that their machines are a de facto extension of the City's network and as such, are subject to all the same policies that apply to City employees and City owned and managed equipment, including, but not limited to acceptable minimal security standards of system and software.

Responsibility

The Bureau of Technology Services is responsible for setting up remote VPN access in a manner that is consistent with information security standards and policies. Such standards and policies include current malware protection software, operating systems, operating systems patches, firewalls as well as other security and remote administration tools.

History

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