

## **BTS-2.04 - Remote Network Access**

### **REMOTE NETWORK ACCESS**

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

ARB-BTS-2.04

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#### **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.

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#### **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 will 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.
- Due to the fact that VPN connections offer a private connection into the City's network from the internet, additional security measures are required to prevent unauthorized access.
- For non-City employees such as vendors and contractors, the responsible Bureau Manager 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 be promptly deactivated after it 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 understand 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.

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#### **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 virus protection software, operating systems, operating systems patches, firewalls as well as other security and remote administration tools.

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#### **History**

Originally published as PPD number ARC-BIT-2.05, authorized by Ordinance No. 177048, passed by Council and effective November 6, 2002.

Revised by Ordinance No. 179999, passed by Council March 15, 2006 and effective April 14, 2006.

Re-indexed by Auditor as PPD number ARC-BTS-2.04.

Revised rule adopted by Chief Administrative Officer of Office of Management and Finance and filed for inclusion in PPD May 5, 2009.

Revised rule adopted by Chief Administrative Officer of Office of Management and Finance and filed for inclusion in PPD July 27, 2010.