BTS-2.03 - Network Access

Administrative Rules Adopted by Bureaus Pursuant to Rule Making
Authority (ARB)

Policy category: [Information Security](#)

Policy number: BTS-2.03

NETWORK ACCESS

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

ARB-BTS-2.03

HISTORY

Originally published as PPD number ARC-BIT-2.04, 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-2.03.

Revised rule adopted by Chief Administrative Officer of Office of Management and Finance and filed for inclusion in PPD April 17, 2012.

This rule was reviewed as part of a periodic review and remains unchanged, October 29, 2015.

This rule was reviewed as part of a periodic review and remains unchanged. July 13, 2017.

This rule was reviewed as part of a periodic review. April 30, 2018.

Revised by Chief Technology Officer October 10, 2018.

This rule was reviewed as part of a periodic review. September 1, 2021.

Related documents

📄 [BTS-2.03 Network Access Administrative Rule](#) 125.65 KB

BTS-2.03 - Network Access

NETWORK ACCESS (City Technology Resources Access)
Administrative Rule Adopted by Office of Management and Finance Pursuant to Rule-Making Authority
ARB-BTS-2.03

Purpose
Access to City Technology Resources on City networks and within authorized Internet-based Service Provider (hosted services) is essential for many City Authorized Users to do their jobs. At the same time, security considerations require that access is limited to only those persons whose responsibilities require access, and to only those resources required to fulfill their duties.

Remote Access to City Technology Resources requires enhanced Authorized User identification through Multi-Factor Authentication (MFA) or City-managed assets that have validated security certificates. See Bureau of Technology Services (BTS) AR 2.04 Remote Network Access and BTS AR 2.18 Information Classification & Protection. See: https://www.portland.gov/sites/default/files/2020-06/bts-2.18-information-classification-protection-699964.pdf

The purpose of the Network Access Policy is to establish rules for Authorized User access and remote use of the City's Technology Resources.

Administrative Rule
Access to the City's Technology Resources will be made available to all Bureaus, offices and locations and follow a standard process to determine access requirements for Authorized Users:

1. City personnel
2. Volunteers
3. Community members
4. Business partners, and
5. Contracted support personnel

Authorized Users will be given access to only those specific resources required to accomplish their job as determined by Business System Owners and Data Custodians.

Non-City Authorized Users will not be given access to the City's Technology Resources, except on a case-by-case basis at the discretion of the CTO or by Council action (e.g. Intergovernmental Agreements). Any non-City Authorized User receiving permission to access the City's Technology Resources must abide by all City rules, technology policies, Administrative Rules, standards and procedures.

Security-warning banners must be displayed prior to allowing the logon process to be initiated by Authorized Users. This security banner must inform all Authorized Users that

the City Technology Resources being accessed are proprietary, must only be accessed by Authorized Users, and that City Technology Resource usage is monitored for City policy enforcement purposes.

Responsibility

Bureau Responsibilities
1. Business System Owners and Data Custodians must identify those Authorized Users who require access to City Technology Resources, including specific network resources and applications. These approved authorizations must be in writing and come from the bureau director or an authorized delegate and maintained by BTS.

2. Business System Owners and Data Custodians must identify the minimum required account access required for an Authorized User to effectively fulfill their responsibilities.

3. For non-City Authorized Users, the responsible Business System Owners or authorized bureau service delivery manager must identify City Technology Resources access requirements with proper written justification and receive prior approval from the CTO or the SISO. Requests for such access can be made by completing the appropriate request form.
http://www.portlandonline.com/omf/index.cfm?c=39147

4. Business System Owners and Data Custodians or a designated Bureau of Human Resources representative, are responsible for immediately notifying the BTS Helpdesk when access to City Technology Resources should be discontinued. An example includes termination of employment or assignment to responsibilities and duties for which access is no longer required.
5. Data Custodians, or those who manage bureau specific data which can be accessed by multiple Authorized Users, are responsible to conduct bi-annual audits to ensure assigned Authorized Users continue to require access. Any required changes of access rights must be immediately reported to the Bureau of Technology Services' HelpDesk.

Bureau of Technology Services Responsibilities
1. Create and delete Authorized User accounts, grant and revoke access to appropriate City Technology Resources as defined by the Business System Owners and Data Custodians following established policies and procedures.
2. Enable and Disable Remote Access MFA for each Authorized User account.
3. Disable all Authorized User accounts found to be inactive for a period of 90 calendar days.
4. Delete all Authorized User accounts that have been disabled for a period greater than 1 year after validating with bureau personnel manager that account records and activities have been properly transferred and archived.

5. Respond to bureaus for specific help needed to audit City Technology Resource access.

References

Please refer to the following BTS resources for term definitions, acronyms, and BTS standards used within BTS Admin Rules:
1) BTS Technology Definitions –
2) https://www.portlandoregon.gov/citycode/article/114449(BTS) Technology Standards Directory (and Acronyms)- https://www.portlandoregon.gov/bts/article/44978
3) [City of Portland Information Security Standards](#)

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This rule was reviewed as part of a periodic review and remains unchanged, October 29, 2015.
This rule was reviewed as part of a periodic review and remains unchanged. July 13, 2017.
This rule was reviewed as part of a periodic review. April 30, 2018.
Reviewed and revised by Chief Information Security Officer of Bureau of Technology Services on October 23, 2018.
This rule was reviewed and revised as part of a periodic review. September 2, 2019.
This rule was reviewed and revised as part of a periodic review. June 30, 2020.
This rule was reviewed as part of a periodic review. September 1, 2021.