

INNOVATION AND TECHNOLOGY**2.1.2****B. REMOTE ACCESS****PURPOSE**

The purpose of this policy is to provide guidelines for the use of remote access technologies, thereby extending the availability of the City's computing network, systems, data and applications. The City provides remote access to the City network and systems to facilitate use of City applications and City data. Since these remote access methods provide external connections to the City network, it is critical to ensure that access is strictly limited to authorized users with business needs in order to ensure the security of the City networks, systems and data. This policy also ensures that remote access to the City's computer network systems is handled in accordance with workplace rules and does not result in an unacceptable level of security risks.

This policy applies to all employees of the City, independent contractors, temporary workers, elected officials and all other individuals authorized to access the City's computer network systems.

POLICY

It is the administrative policy of the City that all remote access to the City's computing network shall be managed by the Innovation & Technology Division. All requests for and uses of remote access shall conform to the stated procedures for authorization and implementation to ensure:

- The ongoing security of the City's computing and data resources.
- The appropriate use of the City's remote access resources.
- That the City's network, application and data resources are used for official City purposes only (e.g., use of the City network for personal Internet access or processing of personal email is not appropriate).
- Remote Access is intended to be an alternative and not the primary method for employees to connect with City computer systems.
- That authorization is limited to users with a well-defined business need. Use of remote access to the City's computing network shall be used in accordance with the following provisions:
 1. Any work done on the City's network using either City-owned or personal computing equipment is subject to all provisions of all applicable City Policies including City Policy Manual (CPM) Section 2.1.1, the "Use of Email, Internet Services & Other Electronic Media" and CPM Section 1.6.1, "Computer and Electronic Communications".
 2. All remote access connections will be automatically terminated after one (1) hour of inactivity.

All authorized Remote Access users must comply with the City's Electronic Information Policy pertaining to e-mail and internet use. All electronic information obtained through remote access is the property of the City and should be used for the purpose of conducting business and is not intended for personal use. Users are responsible for actively protecting City information and information systems when using remote access services. Employees must connect through designated remote access service in accordance with specific

INNOVATION AND TECHNOLOGY

2.1.2

Remote Access Instructions issued by Management Services – Division of Innovation & Technology and as they may be amended.

PROCEDURE

When using a VPN connection and City Laptop

1. In the event that an employee requires a virtual private network connection so that he or she can work from home while accessing the City's network, a Remote Access Authorization form will be required.
2. Complete the Remote Access User Authorization form ([J:\DoIT Forms](#)) and obtain Department Head approval.
3. Submit approved form to HelpDesk@cityofredlands.org. Please provide at least one week notice in advance of the need for remote access.
4. An employee must read and understand City Policies including City Policy Manual (CPM) Section 2.1.1, the "Use of Email, Internet Services & Other Electronic Media" and CPM Section 1.6.1, "Computer and Electronic Communications".
5. An employee may only access a virtual private network from a City-owned laptop or computer.
6. IT Support Hours will not often be provided on weekends and holidays to all users. Expect technical support during normal work hours only.