

Remote Network Access Practice

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Reviewers:

Approvers:

Version History

Date	Version Number	Name	Reason
6/01/03	1.00	Bob Boyd	Original version
4/14/06	1.01	Bob Boyd	Revised to update terminology related to County Policies.

1. Purpose

The intent of this Policy is to ensure that users of the County's remote network access systems understand and comply with established standards and guidelines, and to ensure that the use of these systems is lawful, proper and consistent with the best practices of government.

2. Scope

This Policy shall apply to all employees, officials, contractors, temporary workers, vendors, volunteers and other others granted access to the County's remote access systems for County business purposes.

3. Statement

Johnson County Government provides and maintains systems to facilitate remote network access for the conduct of government business and to serve the public interest. Remote access to County computer systems is provided to authorized County employees and business partners to enable them to best perform their duties and responsibilities within the County. Use of these systems is not a personal right or privilege. Remote network access is a job responsibility and may be granted or revoked by office, agency or department directors based upon job requirements, business needs and adherence to this Policy. Employees and business partners should use these systems responsibly and in a manner consistent with the standards and policies established by the County and authorized by the Board of County Commissioners.

4. Definitions

- a. Appropriate Management:** County officials authorized by the Board of County Commissioners to act for and on behalf of the County and that are responsible for authorizing and monitoring the business practices and activities for a particular office, agency or department.
- b. Computer Systems:** Any computer or electronic device that is directly attached to the County's network, including PC workstations, servers, routers and other devices.
- c. Remote Access Server (RAS):** A Microsoft system that provides for remote access to a network over dial-up lines. Johnson County has used RAS for a number of years to provide remote access to users.
- d. Virtual Private Network (VPN):** A system allowing secured remote access or office-to-office connectivity over a private or public network, such as the Internet.

5. Conditions, purpose, and standards of use

a. CONDITIONS OF USE

Access to the County networks from a remote site or sites may be provided to authorized employees or business partners for the purposes of carrying out County services or other approved official, agency or departmental functions. The appropriate office, agency or department director, or their designee, must approve and authorize the remote access for employees. Upon approval, ITS personnel shall provide the authorized remote access. Persons other than County employees may be provided remote access to the County networks only through approved licenses, contracts or authorization of the Board of County Commissioners. All remote access users must comply with this Policy and its standards and guidelines.

b. PURPOSE OF USE

Use of the County's remote access systems is intended solely for the conduct of County business

operations and is not intended for personal use or benefit. Incidental and occasional personal use of the remote access systems is permissible if the usage (1) does not consume a significant or minimal amount of time and resources that would otherwise be used for business purposes, (2) does not interfere with user's work productivity, (3) does not preempt or interfere with any business activity and (4) does not violate appropriate use standards and guidelines.

Personal use may be subject to the approval of the office, agency or department director or other authorized supervisor. Personal use will be subject to the same management review as business or any other use.

c. Standards and Guidelines for Remote Access use

- Any connection to the County's networks from outside the wide area network is considered remote access, and all devices used to access the networks should be inspected and approved by the ITS Department. Devices must meet technical standards approved by the County and should include proper security, virus scanning, password, and confidentiality protections.
- External devices connected to the County's networks should not, at any time, be simultaneously connected to the Internet or other external network without being expressly approved and authorized to do so by appropriate County management and the Director of the ITS Department.
- Remote access shall be provided and used only in compliance with the acceptable use standards and the guidelines provided for general use, e-mail use, and Internet/Intranet use. Any other uses must be expressly approved and authorized by appropriate County management and the Director of the ITS Department.
- The County will attempt to provide continuous, uninterrupted service to remote access users but cannot ensure that service will always be available or that technical or other problems will not affect remote access. Remote access users should exercise prudent care when working with deadlines, sensitive information, or important documents to protect against interruptions or other access problems. The ITS Help Desk is available, during standard hours, to provide consulting assistance to remote access users via the telephone.
- **ACCEPTABLE USE STANDARDS**
The County has outlined acceptable use standards in HR Policy 415. Acceptable use for remote access are the same.

6. RESPONSIBILITIES

a. EMPLOYEES/USERS

Employees/users of the County's systems and networks are responsible for:

- Understanding and complying with this Policy, its standards and guidelines
- Using common sense and good judgment in the use of remote access systems

- Advising appropriate management of known or suspected violations of this Policy;
- Checking with appropriate management for any situation where the access or use may be open to question or dispute; and
- Exercising reasonable precautions to safeguard the County's remote access systems from unauthorized entry or use and for protection from viruses or other damaging or interfering action.
- Making arrangements as necessary to implement the access, including the installation of remote telephone, cable, DSL or satellite connectivity, as required. Users are also responsible for the maintenance of their own computer equipment used for the remote access, and shall exercise proper care to protect and maintain any County owned equipment located at the remote site and used for remote access

b. APPROPRIATE MANAGEMENT

Appropriate management is responsible for:

- Establishing office, agency or departmental procedures and practices consistent with this Policy and authorizing use of the systems for employees/users
- Understanding and complying with this Policy and related policies, practices and documents
- Advising employees/users about this Policy, its standards and guidelines and the appropriate use of County systems and networks
- Routinely monitoring and generally supervising use of the systems and determining when circumstances warrant specific monitoring or investigation of any particular use or user
- Consulting with the Human Resources and Legal Departments as necessary to evaluate use issues and to conduct specific monitoring or investigation activities
- Following County policies applicable to any authorizations, system or records management, or personnel actions

c. INFORMATION TECHNOLOGY SERVICES

The Information Technology Services Department is responsible for:

- Maintaining the operational activities of the remote access systems
- Ensuring appropriate security measures are in place
- Providing technical assistance for remote access

7. HISTORY

This is a new Policy.

