

ITS Wireless Access Guidelines

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Version History

Date	Version Number	Name	Reason
10/18/06	1.00	Tina F. Zapien	Original Document Creation

1. Overview

In 2003, Johnson County ITS implemented its first wireless local area network (WLAN). To date, WLAN can be found in most Johnson County offices. Through the years, the demand for wireless access has expanded to include not only for County users but also for consultants, contractors, temporary employees, vendors, and other guests visiting Johnson County offices. This demand prompted ITS to create a trusted and un-trusted (Guest) WLANs.

2. Purpose

The objective of this document is to identify the parameters surrounding the WLAN access. This document is not intended to be used for training purposes. For more information about WLAN, please call the Help Desk.

3. Scope

This document addresses the use, limitations, roles and responsibilities with regards to WLAN managed and maintained by ITS. The Johnson County Library and the JIMS departments have their own WLAN and therefore are not covered under these guidelines.

4. Definitions

Wireless local area network (WLAN) – a network infrastructure setup to allow mobile users to access the network. ITS has divided the WLAN into trusted and un-trusted. Trusted WLAN is the wireless infrastructure for County users to access County services while un-trusted or guest WLAN is for guest users to access Internet services only.

Service Set Identifier (SSID) – is the name of the wireless local area network. This is a code attached to all packets on a wireless network to identify each packet as part of that network. The trusted WLAN SSID is not broadcasted for security reasons while the un-trusted SSID is broadcasted for ease of use.

Users – for the purpose of this document, users are categorized into two groups: County users are employees of Johnson County and guest users are either consultants, contractors or other entities visiting County offices.

5. Roles and Responsibilities

Users – County users should request WLAN service through their department computer liaison or the ITS Help Desk. Guest users are expected to be knowledgeable in operating their wireless devices and connecting to a WLAN.

ITS Help Desk – will be responsible for configuring County user's laptop and troubleshooting wireless access issues. ITS Help Desk will configure County provided-laptop and create a wireless profile to access the trusted WLAN.

Department Computer Liaison – will be working with the ITS Help Desk to ensure County users are able to access WLAN.

ITS Wide Area Network (WAN) Group – will be responsible for setting up and troubleshooting access points; monitoring wireless usage; maintaining and upgrading WLAN.

ITS Security Group – will be responsible for granting wireless access to County users, the security of the County network and implementing wireless access best practices.

6. WLAN

6.1. Trusted WLAN

Johnson County users will have access to the trusted WLAN. County users will use their username and password to authenticate to the Johnson County domain to access network services. If you have any questions or need more information, please contact the Help Desk.

6.2. Un-trusted (GUEST) WLAN

Non-County users, e.g. consultants or contractors, will be treated as guests and therefore will only have access to the un-trusted WLAN. The un-trusted WLAN is setup with the following parameters:

1. The guest SSID is **jocoguest**
2. Access to the Internet is filtered. Inappropriate websites, sports, entertainment are blocked to reduce legal liability and optimize use of IT resources.
3. Web Email access is allowed. Access to hotmail, yahoo mail, etc. is allowed.
4. Currently, there is no bandwidth restriction. ITS will be monitoring the usage and if in the future this becomes an issue, ITS will evaluate the appropriate limitation.
5. Hours of operation – For security and support reasons, the guest WLAN is available from 7:00 a.m. to 10 p.m. while the trusted WLAN is available 24x7.

7. Disclaimer

All users should read and agree to the following disclaimer:

Free public wireless Internet access is available to all citizens with a personal laptop computer or portable wireless device. The availability, uptime and throughput of this service are not guaranteed by Johnson County, Kansas Government. The County is not able to provide technical assistance to you and there is no guarantee that you will be able to make a wireless connection. If you need assistance, contact the manufacturer of your laptop, portable device, or software. The County is not responsible for any changes you make to your computer's settings. The County has no control over the information available over the Internet and cannot be held responsible for content or accuracy. The County cannot be held responsible for any confidential or financial information users may send over the wireless Internet. A person's use of the wireless Internet leaves electronic information in the public domain. Internet communications are not private, nor are they confidential. The County disclaims any liability for unauthorized security breaches. By connecting to the wireless Internet users acknowledge all associated risks. The County encourages all users to adhere to good security practices. The County will be held harmless for any illegal activity or information access whether appropriate or inappropriate while accessing the internet via a County wireless Internet access location. The County is not responsible for any personal information (e.g., credit card) that is compromised, or for any damage caused to hardware or software due to electric surges, security issues or consequences caused by viruses or hacking. All wireless access users are individually responsible for maintaining up-to-date virus protection on personal laptop computers or portable wireless devices.