

REMOTE ACCESS PROCEDURES

PURPOSE:

The purpose of this procedure is to ensure that guidelines are in place for remote access connection without violating the Computer Use Policy section 7, Remote Access.

DEFINITION:

Remote Access: Access to the corporate network from a remote location.

PROCEDURE FOR CITY EMPLOYEES:

- All employees requesting remote access must first be directed to their team leader who will in turn decide if the employee should receive remote access. Team leaders have a list of Core Value questions to ask. (see questions list)
- When remote access is approved by the team leader, the employee will be directed to the IS department. IS will give the employee the necessary paperwork to be completed and returned (see paperwork), as well as a list of technical questions to ask. (see questions list)
- Once the paperwork has been returned, the employee's TS login will be activated and tested.
- After the testing, a training session will be scheduled on the employee's local PC.
- The user will be provided with a training package.
- The employee is now ready for remote access.

PROCEDURE FOR VENDOR REMOTE ACCESS:

- All vendors requesting remote access, through employees, must be directed to the Information Systems department. They will contact the vendor to obtain the access details and forward the necessary documentation.