

Use of Remote Access to Network Services

I. Purpose, Values and Outcomes

Employees working at a non-City location sometimes have the need to access computer files. This policy establishes the City's policy for the official use of remote access to the City's information systems. Policy compliance will ensure the appropriate use of the City's systems from offsite locations.

II. Policy

The internal computer systems, networks and data repositories of the City of Lynnwood must be protected against unauthorized access, malicious access, and disruption of service. Authorized users may be permitted to remotely connect to those systems, networks and data repositories for the conduct of related business only through secure, authenticated and centrally-managed access methods.

III. Eligibility for Use of Remote Access

A. Any City employee may be authorized to use remote access technology, subject to the provisions of any applicable collective bargaining agreements and City policies. FLSA non-exempt employees must not only comply with the authorization process outlined below, but must receive advanced approval from both their supervisor and department director for any work performed outside the City workplace.

B. Authorization to use remote access technology must be granted by:

- the employee's department director and
- the Assistant Finance Director for Information Services or designee.

The Mayor, Assistant City Administrator, and department directors are authorized to use remote access technology upon adoption of this policy.

IV. Procedure for Authorization

A. Employees desiring remote access privileges must complete a Remote Access Request form (attached as exhibit A). The form is submitted to the employee's department director/designee for approval. Upon approval, the department director/designee then submits the form to the Assistant Finance Director for Information Services/designee for final approval. The employee must also submit a signed Remote Access Agreement with the request form (attached as exhibit B).

- 1 B. Upon receipt of all approvals, Information Services staff will provide
2 download information for installing remote access software.
3
- 4 V. Requirements for Use
5
- 6 A. If employees wish to use remote access technology, the software must be
7 installed on a personal computer meeting the following requirements:
- 8 • located in a secure area not accessible by the general public
 - 9 • current version of virus protection software, anti-spam software, and
10 operating system with proof of currency provided at time of request
 - 11 • no existence of remote control software or any other activity monitoring
12 software
 - 13 • at least 256mb RAM
 - 14 • at least Pentium III, 1.0 GHz processor
 - 15 • at least 25Mb of available disk space
 - 16 • Windows 2000 or later operating system
 - 17 • end-user provided Internet connectivity, preferably broad-band (cable
18 or DSL or T1 line)
- 19 B. If the user has trouble installing the software, they can contact the
20 Information Services Help Desk for assistance. Information Services staff are
21 not able to support non-City PCs (e.g., hardware, software, internet
22 connectivity) other than problems with the operation and installation of
23 remote access.
- 24 C. All users with remote access privileges are responsible for the activity
25 performed under their account.
26
- 27 D. All remote access technology users must comply with all applicable City
28 policies regarding appropriate use of internet and e-mail systems.
29
- 30 E. Access may be revoked at any time for reasons including non-compliance
31 with security policies or negative impact on overall network performance
32 attributable to remote connections.
33
- 34 F. Remote access privileges will be reviewed and audited on a routine basis.
35
- 36 G. All remote access users not actively using the network must terminate the
37 connection.
38
- 39 H. Employees may not allow others (such as family members) to use the
40 computer when logged into the City's systems and must protect against any
41 unauthorized use.
42
- 43 I. Users must safeguard their passwords and not allow the use of an automatic
44 password save feature or automatic log-in scripting when accessing the City's

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

system externally.

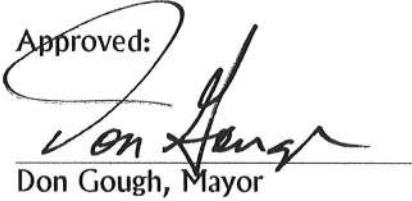
J. Remote access may be used for City business only. All e-mail and materials created using remote access privileges are the property of the City of Lynnwood and should not be regarded as private communications.

K. If a remote access user's login or password has been compromised or if the remote access user's computer, laptop, etc. has been lost, stolen, or otherwise jeopardized, the user must contact the Information Services Help Desk immediately.

V. Disciplinary Action

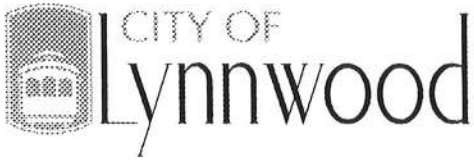
Improper Use of Remote Access to Network Services will result in disciplinary action, up to and including termination.

Approved:



Don Gough, Mayor

2-8-07
Date



USE OF REMOTE ACCESS REQUEST FORM

Please complete the following and forward the completed form with a signed Use of Remote Access Agreement to Information Services. Proof of virus protection currency must also be attached.

Date of Request	Department
Name	Work Phone
Address of Remote Access Normally Used at this Location	Phone Number
Time Normally Accessing the System Needed	Applications
Business Needs for Remote Access	
Status (check one): Exempt <input type="checkbox"/> Non-exempt <input type="checkbox"/>	

Signatures

Department Director Approval

Name and Title

Date

Signature

Information Services Approval

Agreement Received

Yes No

Virus Protection Proof Provided

Yes No

Anti-Spam Protection Proof Provided

Yes No

Approved for Remote Access

Yes No. Reason if not approved:

Name and Title

Date

Signature:

Signed copies to be returned to employee, department director. Original to be retained by Information Services.

CITY OF LYNNWOOD
Use of Remote Access to Network Services Agreement

A high level of trust is placed with remote access users of the City of Lynnwood information systems. All remote access users must agree to the following:

1. My user account is confidential. I am responsible for all data viewed, entered into, or extracted from the system under my password.
2. I will not disclose my account information to anyone, use another person's user account, nor will I attempt to learn another user's code.
3. If I have reason to believe the confidentiality of my account has been compromised, I will contact the Information Services Help Desk immediately.
4. I will not at any time, directly or indirectly, use, disclose or divulge, except as required in connection with the performance of my regular duties, any confidential information obtained by remote access use and agree to keep strictly confidential all such information.
5. I understand that I am fully responsible for all activity that occurs while I am remotely connected to the City's network. I also understand that all activity related to my user account is tracked and logged and that the City may access this information at any time, as it deems appropriate.
6. I understand that the misuse of my remote access account is a violation of the City's Use of Remote Access to Network Services Policy and will subject me to disciplinary action, up to and including termination.
7. I understand that if I am a non-exempt employee approved for remote access, I must receive advance approval for work performed by remote access. I also agree to document and timely submit all time spent working for payment as part of the City's regular bi-weekly time sheet reporting process.
8. I understand that if I am to use my personal computer at home that I must make sure I have Anti-Virus, Anti-Spam and Ad-Blockers installed and up-to-date. Your local Computer store can provide a variety of good software applications for this purpose. Please Note: Information Services is not responsible for maintenance or support of personal computers and takes no responsibility for software installed on your home system.
9. I understand that all of the City Technology Policies and Acceptable Use Policies apply to any time spent remotely accessing the City's Network.

I have read, understand, and am fully aware of the terms of the City of Lynnwood Use of Remote Access to Network Services Policy and this agreement. I agree to comply with the terms of the policy and this agreement. I also agree to remain informed of and comply with future revisions to the policy and this agreement.

Remote User Name:	Date:
Remote User Signature:	

This form shall be retained in the employee's personnel file.