HAMPTON VA

No. IT– 006	Policy Name: Network & Remote Access Operations Policies
Effective Date: 7-1-2011 Last Revised Date: 7-3-2014	Citywide Policy X IT Policy _ IT Procedure _
Approved By: IT Director	

Network & Remote Access Operations Policies

Authorized Users

The following people may be authorized to use the city's network:

Employees who work in City Departments that come under the direction of the City Manager and who have made an official request for access that is approved by the Department's Director. Contractors must be authorized by the Department Head where they are working or their designee.

Other employees outside of the City Manager's organization, whose Agency, Board, or jurisdiction have requested accounts and have been approved by the City Manager's Office. Once the determination is made to extend service outside of the City Manager's organization, these requests will be granted on a case-by-case basis as needs and resources permit. Accounts may be revoked if needs and/or resources no longer permit granting such access.

The Director of Information Technology approves all technology components of the city's network including third-party connections and remote access devices.

Remote Access Services

Employee remote access must be requested by the employee's Department Head or their designee The Director of Information Technology or her designee approves all remote access requests.

It is the responsibility of employees with remote access privileges to ensure their connection is not used by non-employees to gain access to the city's information system resources. An employee who is granted remote access privileges must remain constantly aware that the connections between their location and the City of Hampton, VA are literal extensions of City of Hampton, VA's network, and that they provide a potential path to the city's most sensitive information. The employee and/or authorized third party individual must take every reasonable measure to protect the City of Hampton, VA's assets. Remote access users are also subject to the same rules and regulations that apply to the City of Hampton, VA -owned equipment for the purposes of connecting and using the city's network.

Remote access accounts are considered 'as needed' accounts. Account activity may be monitored, and if an account is not used for a period of 1 year the account may expire and no longer function. If remote access is subsequently required, the individual must request a new account/reauthorization to the Department of Information Technology.

* Note: Internet, e-mail, network security policies are located in the IT Security
and Acceptable Use Policies located in Section 9.

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Remote access users may be automatically disconnected from the City of Hampton, VA network after thirty minutes of inactivity. The user must then logon again to reconnect to the network. Pings or other artificial network processes are not to be used to keep the connection open. Exceptions may be granted on a case-by-case basis.

By using VPN technology with personal equipment, users must understand that their machines are a de facto extension of the City of Hampton, VA network, and as such are subject to the same rules and regulations that apply to the City of Hampton, VA -owned equipment, i.e., their machines must be configured to comply with the Director of Information Technology Security Policies.

Any PC that is granted access and connected to the city's network, regardless of method of connection or ownership, should have the latest possible ant-virus software installed.

Ordering and Billing of Services

Several options for services are available for remote network access. The option chosen will depend on the user's needs and IT's ability to manage and support the request. Departments are charged per year per remote access account. Rates are set annually based on costs. To order services please contact the IT help desk by calling 311 or e-mail ITHelp@hampton.gov.

Support and Hours of Operation:

Call 311 or e-mail IThelp@hampton.gov with issues or problems. Support is provided during normal City business hours. This is generally 8 am to 4:30 pm Monday through Friday. Services are available 24 hours a day unless there are planned or unplanned outages.

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IT Security and Acceptable Use Policies located in Section 9.