



## CITY OF NORWALK TECHNOLOGY DEPARTMENT

**POLICY:** REMOTE ACCESS POLICY

**EFFECTIVE DATE:** 10/1/2018

### I. Remote Access Acceptable Use

The City of Norwalk is providing Remote Access to support business needs and it is intended that remote access is used for those purposes. Remote Access provides additional flexibility for staff that choose to use the network at locations away from our primary buildings or on personally owned equipment. Access to this service is at the discretion of the Norwalk Information Technology Department and may be discontinued for any individual or all individuals. Approval for VPN remote access capability must be approved and configured by the Information Technology Department.

The City utilizes a secure Virtual Private Network or VPN for remote access to the Norwalk network. The use of GoToMeeting, TeamViewer, or other similar remote access tools is prohibited unless explicit approval is obtained from the Information Technology Department.

Norwalk employees are responsible for adhering to the City's Technology Acceptable Use Policy and all other City technology policies as well.

Wage and hour laws require that hourly employees be compensated for hours worked. Hourly employees should obtain authorization from her/his supervisor before engaging in work outside of the office using remote access to ensure compliance with wage and hour laws.

### II. Vendor Remote Access

At times, it may be necessary for third-party vendors to access the City's network or various hardware and/or software applications. All vendor remote access shall be managed and monitored by the City's Information Technology Department. Individual Departments shall not grant vendors access to the network or any software applications without coordination with and approval by the City's Information Technology Department.

### III. Security

The remote access connection does employ advanced security measures, however as with any online activity, absolute security is never guaranteed. It is the responsibility of each remote access users to ensure that their remote access practices are subject to the same appropriate use behaviors as their on-site computer use.

At no time should any remote access user provide their login or password to another user, not even family members or co-workers. City data must not be downloaded onto a remote laptop or computer for storage. City employees should be aware that communications or work completed using the remote access connection potentially could be subject to a Freedom of Information request or a legal subpoena.

#### IV. User Risks

The City's policy does not allow VPN access from employee or user-owned computer devices. The City will issue authorized users with business need for remote access with a City-owned and configured device.

The City does not guarantee the availability or reliability of this remote access connection, nor universal access. Remote Access will not work with personal equipment. The City does not guarantee the throughput speed of this connection and users should accept varying speeds depending on location, use patterns, time of day or otherwise, At any time the right is reserved to remove remote access for any or all users at any or all locations.

#### V. Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

#### VI. Document Distribution & History


This document is the property of the City of Norwalk and is distributed to all employees, contractors, and vendors with network access privileges for reference. Questions regarding this Acceptable Use document can be directed to the Norwalk Information Technology Department at (203) 854-7714.

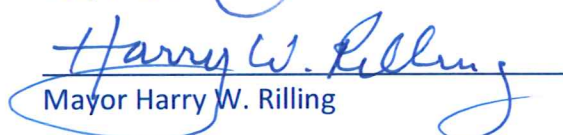
#### Approvals:

ITT Committee: June 6, 2018

  
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Director, Information Technology

  
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Director, Personnel and Labor Relations

  
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Corporation Counsel

  
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Mayor Harry W. Rilling