

	Remote Access Policy	
	Effective Date	Date of Last Revision
	November 5 th 2012	

1.0 Purpose

This policy defines the requirements for accessing resources hosted within the City of San Marcos (COSM) network using various remote access technologies.

2.0 Applicability

This policy applies to all authorized and third party users seeking remote access into the network.

3.0 Policy Statement

There continues to be the need to remotely access the network by authorized and third-party users. The City has, therefore, provided technologies for the convenience of users to remotely access the network. This is by creation of a secure private network between user device or user private network and the network.

This connection, however, is not without risks. This is because it bypasses firewall configurations to allow private computer connection. The City has no control over or responsibility for private user devices that may lack protections against malicious activities.

Authorized Users with valid domain accounts can request remote access into the network. All third party users will need a COSM full time employee to sponsor their request for remote access. Third party user accounts are allowed access to the network strictly for COSM related business or support purposes. The sponsor bears responsibility for determining whether the third party user use is for legitimate city related business or support services and for ensuring that the duration and scope of the authorization for third party user access does not exceed the limits necessary for the stated purposes of the authorization.

Terms of Use:

Any user or sponsor found to have violated the terms of this policy may be subject to loss of privileges or services and other disciplinary actions.

All remote access requests must be made by filling out the remote access form which will be submitted to the Information Technology department.

It is the responsibility of all users with remote access privileges to ensure that non-users are not allowed access to the network.

All use of the network is subject to the COSM Acceptable Use Policy, all other applicable COSM policies and terms and conditions of any contracts with the COSM to which the user is a party.

All computers, including personally owned or home computers, connected to the network via remote access or any other technology must use a properly configured, up-to-date operating system and anti-virus software.

Redistribution of the COSM remote access installers or associated installation information is prohibited.

Remote access users or sponsors having knowledge of a security breach of remote access credentials or any breach that poses risk to the network must report it to the Information Technology department immediately.

Remote access shall only be granted to individual user accounts. This excludes test, temporary and shared accounts. A test account may be allowed for testing purposes only, but must always be set to expire on a specific date. Temporary accounts may be permitted if duties require remote access but need to have an authorized user sponsorship and account must have an expiration date of no more than 3 months.

All authorized users and third party users of COSM remote access services shall only utilize resources for which they have been granted permission and rights to use.

All authorized users must lock and password-protect their computers and other devices when leaving them on and unattended during an active secure session.

Dissemination of all COSM information and data to third parties, except as required by law, or as necessary for the authorized purposes of the authorized user's remote access is prohibited.

Time spent remotely will not be considered paid time worked unless explicit permission is granted by a supervisor.

Third Party User Remote Access (This is in addition to terms of use above):

All Third Party User accounts are locked. The account holder must contact IT to unlock the account for a specified period of time no more than three months.

Notification to unlock an account must be presented to IT during regular business hours. Regular business hours are Monday through Friday, 8am to 5pm Central Time Zone, excluding City holidays as listed in the Employee Handbook.

Third Party Users are responsible for contacting their sponsor and the IT Department when access to the network is no longer necessary.

Third Party Users using personal or company computers may be subject to disclosure of information subject to Open Records Act/ Texas Public Information Act, Texas Government Code, Chapter 552.

4.0 Related Policies and References

COSM Acceptable Use Policy
COSM Employee Handbook



City of San Marcos- Remote Access Request Form

Information Technology Department
630 East Hopkins
San Marcos, TX 78666

Section I: Personal Information

First Name:	Last Name:
Department:	Job Title:
Phone #:	Email:
Supervisor Name:	Supervisor Job Title:

If you are sponsoring a third party, please fill their personal information below.

First Name:	Last Name:
Company:	Job Title:
Phone #:	Email:

Section II: Purpose and Authorizations

Please describe purpose
of remote access

Please list resources
needed (e.g. email,
computer name, oracle
financials, etc)

Access Period: (Third party account by default is set to expire 30 days from approval date unless different dates are requested.)	Start Date:
	End Date:

I have read the forgoing policy and understand its terms and conditions. I understand that failure to comply with this policy, in addition to other applicable policies or contract terms and conditions, may result in disciplinary action, the city's exercise of available remedies for breach of contract or possible criminal violations for misuse or improper disclosure of certain information protected by law. I (or third party's employer if user is acting on behalf of entity to which access is granted) agree to indemnify, defend and hold harmless the City of San Marcos for any loss, liability, claims, demands or damages, including reasonable attorney's fees resulting from my violation of this policy.

Requestor Signature:	Date:
Supervisor Signature:	Date:
IT Representative Signature:	Date:

Note: All signatures are required. Please e-mail completed form to ithelpdesk@sanmarcostx.gov