



ADMINISTRATIVE PROCEDURE

INFORMATION TECHNOLOGY SERVICES REMOTE ACCESS PROCEDURES

0705

Procedure No.

August 1, 2006

Date

- I. **PURPOSE:** To provide guidance for employees to obtain remote access approval.
- II. **INFORMATION:** Several employees occasionally work past normal work hours depending on the time of year and their responsibilities. A secure access to one of the county's information systems will prevent an employee from traveling to their work location outside of their normal tour of duty. This access requires that an employee connect to the school system's network with PGCPs equipment using a broadband or dial-up connection. The school system does not provide a broadband connection to employees.
- III. **BACKGROUND:** Employees have a need to connect to the school system's network to work outside of their normal tour of duty. All employees requesting remote access must complete and submit either the "*Dial-up Authorization Request Form*" or the "*VPN Authorization Request Form*" located at <http://sas2kweb1/forms>.
- IV. **DEFINITIONS:**
- A. Remote Access – access to the PGCPs network from an external network outside the school system's firewall, includes both Dial-up and broadband connections such as cable and DSL.
 - B. Dial-up Access – Connection to PGCPs network using a modem.
 - C. VPN Access (Virtual Private Networking) – A connection to the PGCPs network, through a broadband (Cable Modem or DSL) connection using VPN software installed on the school system laptop
 - D. Cable Modem Connection – High Speed Connection through cable service.
 - E. DSL Connection – High Speed Connection through local telephone company.

IV. **PROCEDURES:**

Dial Up Access

- A. Employee must first complete a "*Dial-up Authorization Request Form*" located at <http://sas2kweb1/forms>, and read the user responsibilities and sign the request form. The employee's supervisor must provide justification for the request and sign the request form. Contractors must complete the "*Dial-up Authorization Request Form for Contractors*",



ADMINISTRATIVE PROCEDURE

INFORMATION TECHNOLOGY SERVICES REMOTE ACCESS PROCEDURES

0705

Procedure No.

August 1, 2006

Date

located at <http://sas2kweb1/forms>. Once this has been completed, the form should be sent to the Department of Telecommunications, Bonnie F. Johns Media Center, Room 211, or faxed to (301) 386-2721.

- B. Once approved for dial-up access, the employee or contractor will receive an email confirming the receipt of the “*Dial-up Authorization Request Form*” found at <http://sas2kweb1/forms> with directions for configuring Dial-up Access.
- C. Once set up is complete, the user should be able to dial into the Prince George’s County Public School’s network. The employee/contractor is responsible for the cost of the phone call.

VPN Access

- A. VPN access is a service granted to PGCPSS Directors and above, School Principals, IT employees, and Administrative employees who have demonstrated a need (e.g., Scheduling), and have been approved by:
 - 1. Immediate supervisor
 - 2. One of the following:
 - a. Network Operations Manager (BFJ)
 - b. Director of Telecommunications (BFJ)
- B. The Employee must first complete the “*VPN Authorization Request Form*” found at <http://sas2kweb1/forms> by reading the user responsibilities and signing the request form. The employee’s supervisor must provide justification for the request, and sign the request form. Once this has been completed, the form needs to be sent to the Department of Telecommunications, Bonnie F. Johns Media Center, Room 211. The requesting supervisor is responsible for notifying the Division of Information Technology when VPN access is no longer needed for employee due to change in assignment or termination from PGCPSS.
- C. The Employee will receive an email upon approval of the “*VPN Authorization Request Form*” with directions on downloading the software to their computer.
- D. Once set up is complete, the user should be able to access the PGCPSS network. All employees are responsible for dial-up connection or broadband connection (Cable Modem or DSL) and equipment maintenance and charges.



ADMINISTRATIVE PROCEDURE

INFORMATION TECHNOLOGY SERVICES REMOTE ACCESS PROCEDURES

0705

Procedure No.

August 1, 2006

Date

Employee Responsibilities

- A. Dial-up Access and VPN Access is a privilege. Any inappropriate use of this access as suggested in the "Acceptable Use Policy" will result in immediate termination of service.
 - B. This access is to be used only by the employee for which the request was granted. Sharing this access with any non-authorized person will result in immediate termination of access and may be subject to other disciplinary action.
- VI. **RELATED PROCEDURES:** Administrative Procedure 0700, Information Technology Services-Acceptable Usage Guidelines.
- VII. **MAINTENANCE AND UPDATE OF THESE PROCEDURES:** This Administrative Procedure originates with the Division of Information Technology and will be updated, as needed.
- VIII. **CANCELLATIONS AND SUPERSEDURES:** None. This is a new Administrative Procedure.
- IX. **EFFECTIVE DATE:** August 1, 2006.

Approved by:
John E. Deasy
Chief Executive Officer

Attachments: 1. PGCPD Dial-Up Authorization Form
2. PGCPD VPN Authorization Form

Distribution: 1, 2, 3, 4, 5, 6, 10, and 11
All Division of Information Technology Employees