SECTION:	*CORPORATE INFORMATION TECHNOLOGY*
DEPARTMENT/DIVISION:	CORPORATE SERVICES / CORPORATE INFORMATION TECHNOLOGY
SUBJECT:	**EXTERNAL IT SERVICE PROVIDERS - REMOTE ACCESS**

POLICY STATEMENT

It is the Policy of The Corporation of the City of Thunder Bay (the City) to define the requirements for establishing and maintaining rules for External IT Service Providers accessing City IT Resources remotely.

PURPOSE

The purpose of this policy is to outline the responsibility and expectations of any individual from an outside contracted source who requires access to the City's IT Resources. This policy also outlines the responsibility and expectations of City employees responsible for the contracting and/or supervising of the Third Party.

DEFINITIONS:

When a term set out below appears in the text of this Policy with its initial letters capitalized, the term is intended to have the meaning set out for it in this section. Wherever a term below appears in the text of this Policy in regular case, it is intended to have the meaning ordinarily attributed to it in the English language.

(a) "External IT Service Providers" or "Service Providers" refers to vendors, agents, independent contractors, consultants, Outside Boards and any other person not directly employed by the City that is providing a service related to City IT Resources.

(b) "City" refers to The Corporation of the City of Thunder Bay.

(c) "CIT" or "Corporate Information Technology" refers to a Division of the Corporate Services Department within the City of Thunder Bay.

(d) "IT Resources" refers to the City's entire Information Technology infrastructure attached to the corporate network, including software programs, desktops, laptops, smartphones, tablets, peripheral devices, POS (point of sale) devices, email and internet systems, data, information and other work products installed or created using these tools whether active or archived. This also includes transmission methods and services such as wired and wireless networks.

(e) "Multi Factor Authentication" is an extra layer of security used to make sure that people trying to gain access to an IT Resource are who they say they are. They will be able to produce two of the following:

i. Something you know: such as a username and password; and

ii. Something you have: This is something a user would have something in their possession, such as a digital certificate given out by CIT.

(f) "Remote Desktop Software" is software that provides mechanisms to collaborate between Users and a Third Party. It allows individuals to share their desktop, remote control another computer, hold and attend web conferences, online meetings and transfer files. Examples of such software include LogMeIn, VNC (Virtual Network Computer), Microsoft Teams, WebEx, GoToMeeting, TeamViewer and Windows Remote Desktop (RDP), to name a few.

(g) "Virtual Private Network" or "VPN" refers to a tool that extends the City of Thunder Bay's private network across a public network (the Internet) and enables Users to send and receive data as if their computers are directly connected to the City of Thunder Bay's network.

(h) "User" refers to all employees, elected officials and students and any other person or entity who use the City's IT Resources with authorization.

CONDITIONS

Only External IT Service Providers authorized by CIT will be given remote access permissions to City IT Resources.

REMOTE ACCESS THROUGH VPN

1. VPN use is controlled through Two Factor Authentication.

2. VPN access will be authorized after the Service Provider affirms their computer devices have the latest security updates, are free of malware and have up to date function anti-virus software.

3. VPN accounts will be enabled on an as needed basis as requested by City employees. Only approved requests will be actioned by CIT.

4. Only VPN client software authorized and supported by CIT will be used to connect to the corporate network.

REMOTE ACCESS THROUGH REMOTE-CONTROL TOOLS

1. The ability to use Remote Control Tools is disabled by default for most Users. Users can request to have the feature enabled 24 hours in advance through IT Client Services. This access will be on a limited basis and removed once the session is completed.

2. Only allow Service Providers to remotely control your keyboard and mouse when necessary and never leave the session unattended.

3. Confidential information must be secured while screen sharing.

4. The User should supervise the work done by the Service Provider through Remote Control Tools.

SCOPE

This policy applies to all City of Thunder Bay employees, elected officials, approved affiliated outside boards and agencies, and students working with third party vendors requiring remote access to IT Resources.

SUPPORTING INFORMATION

Acceptable Use Policy (03-05-01)
IT Resource Management and Security Policy (XX-XX-XX)
Remote Access Policy (XX-XX-XX)

APPROVED BY:	***Date:***
Replacing/Amending:	
Originating Department:	Corporate Services
Contact:	Director - Corporate Information Technology
Departmental Procedural Manual:	
Affected Departments:	All