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TOWN OF NEWINGTON

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OFFICE OF THE TOWN MANAGER

Information Technology Policy

Effective Immediately
February 1, 2005

SUBJECT : Remote Access Policy

PURPOSE : To define standards for connecting to the Town of Newington's (hereinafter "Town") communication networks from any host. These standards are designed to minimize the potential exposure to the Town from damages which may result from unauthorized use of the Town's resources. Damages include the loss of sensitive or Town confidential data, intellectual property, damage to public image, damage to critical Town internal systems, etc.

APPLICABILITY: This policy applies to all Town employees, contractors, vendors and agents with a Town of Newington owned or personally-owned computer/device used to connect to the Town's communication networks. This policy applies to remote access connections used to do work on behalf of the Town, including reading or sending email and viewing Internet, intranet and extranet web resources.

Remote access implementations that are covered by this policy include, but are not limited to, dial-in modems, frame relay, ISDN, DSL, VPN, SSH, and cable modems, etc.

1.0 General

- 1.1.** It is the responsibility of Town employees, contractors, vendors and agents with remote access privileges to the Town's communication networks to ensure that their remote access connection is given the same consideration as the user's on-site connection to the Town.
- 1.2.** Use of remote access is restricted to authorized Town employees, contractors, vendors and agents as designated by the Town Manager or his/ her duly authorized designee and is for the sole purpose of conducting Town business.
- 1.3.** The user shall review any related Town policy/ policies for details of protecting information when accessing the Town's communication network's via remote access methods, and acceptable use of the Town's communication networks.

2.0 Requirements

- 2.1.** Secure remote access must be strictly controlled. Control will be enforced via one-time password authentication or public/private keys with strong pass-phrases. For information on creating a strong pass-phrase see the Password Policy.
- 2.2.** At no time should any Town employee provide their login or email password to anyone, not even family members.
- 2.3.** Town employees and contractors with remote access privileges must ensure that their Town owned or personal computer or workstation/device, which is remotely connected to the Town's communication networks, is not connected to any other network at the same time, with the exception of personal networks that are under the complete control of the user.
- 2.4.** Town employees and contractors with remote access privileges to the Town's communication network's must not use non-Town of Newington email accounts (i.e., Hotmail, Yahoo, AOL), or other external resources to conduct Town business, thereby ensuring that official business is never confused with personal business.

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- 2.5. Routers for dedicated ISDN lines configured for access to the Town's communication networks must meet minimum authentication requirements of CHAP.
- 2.6. Reconfiguration of a home user's equipment for the purpose of split-tunneling or dual homing is not permitted at any time.
- 2.7. Frame Relay must meet minimum authentication requirements of DLCI standards.
- 2.8. Non-standard hardware configurations must be approved by the Town Manager or his/ her duly authorized designee. IST must approve security configurations for access to hardware.
- 2.9. All hosts, including personal computers that are connected to the Town's communication networks via remote access technologies must use the most up-to-date anti-virus software (major anti-virus vendor). Third party connections must comply with requirements as stated in the Third Party Agreement.
- 2.10. Personal equipment that is used to connect to the Town's communication networks must meet the requirements of the Town for remote access.
- 2.11. Departments or individuals who wish to implement non-standard Remote Access solutions to the Town's production networks must obtain prior approval from Town's Director of Information Systems and Technology.

3.0 Enforcement

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

4.0 Definitions

Term	Definition
Cable Modem	Cable companies provide Internet access over Cable TV coaxial cable. A cable modem accepts this coaxial cable and can receive data from the Internet at over 1.5 Mbps. Cable is currently available only in certain communities
CHAP	Challenge Handshake Authentication Protocol is an authentication method that uses a one-way hashing function. DLCI Data Link Connection Identifier (DLCI) is a unique number assigned to a Permanent Virtual Circuit (PVC) end point in a frame relay network. DLCI identifies a particular PVC endpoint within a user's access channel in a frame relay network, and has local significance only to that channel.
Dial-in Modem	A peripheral device that connects computers to each other for sending communications via the telephone lines. The modem modulates the digital data of computers into analog signals to send over the telephone lines, then demodulates back into digital signals to be read by the computer on the other end; thus the name "modem" for modulator/demodulator.
Dual Homing	Having concurrent connectivity to more than one network from a computer or network device. Examples include: being logged into the Corporate network via a local Ethernet connection, and dialing into AOL or other Internet service provider (ISP); being on a Town provided Remote Access home network, and connecting to another network, such as a spouse's remote access; configuring an ISDN router to dial into the Town and an ISP, depending on packet destination.
DSL	Digital Subscriber Line (DSL) is a form of high-speed Internet access competing with cable modems. DSL works over standard phone lines and supports data speeds of over 2 Mbps downstream (to the user) and slower speeds upstream (to the Internet).
Frame Relay	A method of communication that incrementally can go from the speed of an ISDN to the speed of a T1 line. Frame Relay has a flat-rate billing charge instead of a per time usage. Frame Relay connects via the telephone company's network.
ISDN	There are two flavors of Integrated Services Digital Network or ISDN: BRI and PRI. BRI is used for home office/remote access. BRI has two "Bearer" channels at 64kbit (aggregate 128kb) and 1 D channel for signaling info.
Remote Access	Any access to the Town's communication networks through a non-Town controlled network, device, or medium.
Split-tunneling	Simultaneous direct access to a non-Town network (such as the Internet, or a home network) from a remote device (PC, PDA, WAP phone, etc.) while connected into the Town's communication networks via a VPN tunnel. VPN Virtual Private Network (VPN) is a method for accessing a remote network via "tunneling" through the Internet.
DLCI	Data link connection identifier is a number of a private or switched virtual circuit in a Frame Relay network that tells the Frame Relay how to route the data. The DLCI field identifies which logical circuit the data travels over.

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