



Draft

Information Technology Department

Best Practice 12.27

Remote Control Access

Purpose:

This practice outlines the City's Information Technology support for remote control access to City servers and PCs.

The City supports remote control access via WebEx, Terminal Services Remote Administration through a Virtual Private Network (VPN), Communicator, and LiveMeeting for continued support of the City's servers or PCs. Any remote access by application vendors must be scheduled and City staff owning the application must grant access to the vendor on a session by session basis. It is then the responsibility of the application owner to monitor vendor actions during the remote session. City staff shall not permit unmonitored remote control access to the City's infrastructure by applications vendors. Any exception to the monitoring requirement must be approved by the Information Technology Director or IT Network and Operations Administrator.

To support initial solution deployment, upgrade, and/or development, remote control will be provided to servers with administrative privileges within the test and production environments via virtual private network (VPN).