



Information Services Division STANDARD OPERATING PROCEDURES (SOP)

6.9 SECURITY: USER RESPONSIBILITIES

6.9.5 Remote Access Agreements

- A. **PURPOSE:** The City of Bothell has developed the below strategy to ensure that all users remotely accessing the City of Bothell network do so with appropriate approval.
- B. **REFERENCES:** Information Security Administrative Order; Personnel Policies Section 10.9; Information Security Standard Operating Procedure 1.3.
- C. **REMOTE ACCESS:**
- 1) All employees, volunteers, contractors, vendors or any person(s) accessing the City network remotely are required to obtain appropriate approval before submitting a request to Information Services for remote access via a VPN or any other means other than city web based email system.
- D. **APPROVAL PROCESS:**
- 1) All employees, volunteers, contractors, vendors or any person(s) accessing the City network remotely are required to complete a remote access agreement which can be obtained from Information Services.
 - 2) Remote access agreements for employees, volunteers, and interns require Director approval. The below process must be followed with each step completed prior to granting access to the City's network remotely.
 - a. Obtain appropriate Remote Access Agreement from the Information Services Division.
 - b. Complete appropriate sections and submit to appropriate City Department Director.
 - c. Submit completed and approved form to the Information Services Division.Remote access agreements for all other persons, not limited to but including, vendors and contractors require, both City Director approval as well as appropriate supervisor approval within the servicing agency or business.
 - 3) The below process must be followed with each step completed prior to granting access to the City's network remotely.
 - a. Department Director from initiating department must obtain Departmental Request For Non-Employee Remote Access Form and appropriate Vendor Remote Access Agreement from Information Services.
 - b. Complete Departmental Request For Non-Employee Remote Access Form.
 - c. Department Director signature required for Departmental Request for Non-Employee Remote Access Form.
 - d. Route appropriate Vendor Remote Access Agreement form to user to be accessing the network.
 - e. Vendor Remote Access Agreement form must be completed by potential user and their immediate supervisor.
 - f. Submit completed and approved form to Information Services.