

# Remote Access Policy

## Section 1 - Definitions

(1) For the purpose of this Policy:

- a. ISP - means Internet Service Provider.
- b. Remote Access Services - refers to any combination of hardware and software to enable remote access to tools or information that typically resides on a network of IT devices.
- c. SCU - means Southern Cross University.
- d. University - refers to Southern Cross University.
- e. VPN - means Virtual Private Network.

## Section 2 - Policy Statement

### Part A - Policy Declaration

(2) University Remote Access services are a University facility intended to support teaching, learning, research and administration activities.

(3) The University remote access service provides mechanisms for connecting to the SCU network whilst not being located on a SCU campus

### Part B - Policy Description

#### Objectives

(4) The policy seeks to set out guidelines for the use of Remote Access as a mechanism for linking from off site locations to the University network.

#### Scope

(5) This policy applies to management of the University Remote Access services and is specifically related to those facilities administered by Technology Services.

### Part C - Content and Implementation

(6) This Policy addresses detail necessary for the overall Remote Access Policy to operate effectively throughout the University. It covers the areas of:

- a. Access and Availability;
- b. Management and Monitoring;
- c. Support and Delivery;
- d. Security; and

- e. Advice and Assistance.

## **Access and Availability**

(7) Technology Services support various methods for connecting to the SCU network for students and staff when located away from an SCU campus. Remote access provides flexibility in connecting to the University's network and Intranet. These include:

- a. Virtual Private Network (VPN) Access
  - i. VPN access is provided to allow staff to log onto Corporate Information Systems such as Etrains and Student One while physically located off campus. Staff that require access to these systems need to obtain a forward approval from their Head of Work Unit or nominated delegate. Technology Services staff will then arrange this access. Procedures for obtaining VPN access are provided in the procedures section of this Policy, Part D.
- b. External ISP
  - i. SCU currently have no formal arrangements with any particular ISP.
- c. NextG Cards
  - i. The Telstra NextG Card is the preferred method in providing Staff with remote access off campus.
  - ii. Approval to purchase a Next G card is required from the Head of Work Unit or nominated delegate.
  - iii. Procedures for obtaining a NextG card are included in the procedures section of this Policy, see Part E.
- d. Overseas Access and Global Roaming
  - i. Staff travelling overseas who require Internet access should where possible utilise the services available locally through their accommodation provider. The use of Next G cards and PDA's for accessing the Internet while overseas is not recommended, however if used, should be done so with caution due to the high costs associated with global roaming services. Procedures for obtaining and activating a Global Roaming on a NextG card are included in the procedures section of this Policy, see Part F.
- e. ADSL Accounts for SCU Staff
  - i. Staff who can demonstrate that they have a continuing need for a fixed ADSL connection at their home can apply to have SCU fund the connection. Fixed ADSL account approval must be gained from the respective Head of Work Unit.
  - ii. Guidelines to assist the Head of Work Unit with this approval are included in the procedures section of this Policy, see Part G.
  - iii. The requirement for fixed ADSL connections is to be reviewed on an annual basis by the Head of Work Unit.

## **Management and Monitoring**

### **Support and Delivery**

(8) Support for SCU computers:

- a. Technology Services provide full support for SCU computers and will establish remote access connections as required to enable business to be conducted remotely.

(9) Support for Non-SCU computers:

- a. Technology Services will provide configuration documentation for remote access settings. Any other support issues associated with personally owned staff or student computers will need to be referred to an external support company. Due to limited resources SCU cannot support equipment that is not listed as a University

asset.

## Security

(10) Accessing Trusted Information through an External Network:

- a. Users wishing to access corporate information systems on the University network from external networks will need to adhere to SCU standards for strong authentication.

## Advice and Assistance

(11) For further advice or assistance, please contact the relevant Technology Services Service Desk listed below:

- a. Lismore Campus - Email [servicedesk@scu.edu.au](mailto:servicedesk@scu.edu.au) or Phone: 02 6620 3698
- b. Tweed/Gold Coast Campus - Email [servicedesk@scu.edu.au](mailto:servicedesk@scu.edu.au) or Phone: 02 6620 3698
- c. Coffs Harbour Campus - Email [chec.servicedesk@scu.edu.au](mailto:chec.servicedesk@scu.edu.au) or Phone: 02 6659 3080

# Section 3 - Procedures

## Part D - VPN Access

(12) Procedures for launching the VPN Client appear on the Technology Services Website.

## Part E - Obtaining NextG Card

(13) To ensure cost is minimised and maximum usage of NextG cards is achieved, it is recommended that each School and Work Unit have a shared pool of NextG cards that can be allocated to staff according to their needs.

(14) Staff requiring Next G access are required to obtain approval from the Head of Work Unit /Head of Work Unit or nominated delegate to purchase. This approval, along with a GL Code, must be forwarded by email to the Communication Coordinator (email [communications.coord@scu.edu.au](mailto:communications.coord@scu.edu.au) ) who will then place the order with Telstra. When the card arrives the Communication Coordinator will contact Technology Services who will arrange for the installation of the device.

## Part F - Activating Global Roaming on Next G cards

(15) Staff requiring access to Global Roaming will need to email the Communication Coordinator (email [communications.coord@scu.edu.au](mailto:communications.coord@scu.edu.au) ) with a request to activate Global Roaming along with the details of the Next G card. The Communication Coordinator will organise with Telstra the appropriate access.

## Part G - Guidelines for ADSL Accounts

(16) The decision as to whether the School/Work Unit should pay for a staff member's ADSL account is at the discretion of the Head of Work Unit. However, the Head of Work Unit in making this decision should use the following guidelines:

- a. Telstra NextG Card services do not provide adequate coverage;
- b. The staff member has a regular and continuing need to access on-campus information resources from off campus (e.g. teaching, Library catalogues, files on central servers, SCU Corporate information Systems, email, etc.) as a part of their position;
- c. The staff member is responsible for the management of facilities which require monitoring remotely via ADSL;

d. The staff member is required to telecommute (i.e. work from home) as a part of their position.

(17) Head of Work Units are to request for detailed usage information of the ADSL account from the Communication Coordinator on an annual basis. Renewal of the account is subject to the usage.

## Status and Details

<b>Status</b>	Historic
<b>Effective Date</b>	14th August 2012
<b>Review Date</b>	14th April 2015
<b>Approval Authority</b>	Vice Chancellor
<b>Approval Date</b>	10th August 2012
<b>Expiry Date</b>	17th February 2019
<b>Head of Work Unit</b>	Naomi Downs Chief Information Officer
<b>Enquiries Contact</b>	Naomi Downs Chief Information Officer