

Category: 150

Number: 153

Subject: **REMOTE ACCESS POLICY**

1. **PURPOSE:** It is the purpose of this policy to define standards, procedures, and restrictions for connecting to Saginaw County's network(s) from external hosts via remote access technology.
2. **AUTHORITY:** The Saginaw County Board of Commissioners.
3. **APPLICATION:** This policy applies to, but is not limited to, all Saginaw County employees, including full-time staff, part-time staff, contractors, freelancers, and other agents who utilize company- or personally-owned computers to remotely access the organization's data and networks. Employment and/or affiliation with Saginaw County do not automatically guarantee the granting of remote access privileges.
  - 3.1 Any and all work performed for Saginaw County on said computers by any authorized remote users through a remote access connection of any kind, is covered by this policy. Work can include (but is not limited to) e-mail correspondence, Web browsing, utilizing intranet resources, and any other company application used over the Internet. Remote access is defined as any connection to Saginaw County's network and/or other applications from off-site locations, such as the employee's home, a hotel room, airports, cafés, satellite office, wireless devices, etc.
4. **RESPONSIBILITY:** Information Technology of Saginaw County (ITSC) is responsible for the implementation of this policy.
5. **DEFINITIONS:** NONE
6. **POLICY:**
  - 6.1 **Supported Technology**
    - 6.1.1 All remote access will be centrally managed by ITSC and will utilize encryption and strong authentication measures.
    - 6.1.2 Remote access will require the use of multi-factor authentication (MFA) for all devices accessing the county remotely.

For non-county equipment Saginaw County requires all client devices to conform to its security standards. While a variety of computer hardware and software platforms are available to use for connections, not all combinations will meet Saginaw County's standards. Computer equipment that is not able to meet the standards set by ITSC will not be allowed to participate in remote access sessions. Saginaw County ITSC staff may work with users, providing minimal support for these devices however, non-county equipment is the responsibility of the user.

## 6.2 Eligible Users

6.2.1 All users requiring the use of remote access for business purposes must go through an application process that clearly outlines why the access is required and what level of service the user needs should his/her application be accepted. Application forms must be approved and signed by the employee's unit manager, supervisor, or department head before submission to the ITSC department.

## 6.3 Appropriate Use

6.3.1 It is the responsibility of any user with remote access privileges to ensure that their remote access connection remains as secure as his or her network access within the office. It is imperative that any remote access connection used to conduct Saginaw County business be utilized appropriately, responsibly, and ethically. Therefore, the following rules must be observed:

6.3.2 Remote access users will use secure remote access procedures including MFA. This will be enforced through public/private key encrypted strong passwords in accordance with Saginaw County's password policy. Authorized remote users agree to never disclose their passwords to anyone, particularly to family members if business work is conducted from home. Disclosure of this information to others is a direct violation of this policy and will result in immediate loss of remote access privileges.

6.3.3 All remote computer equipment and devices used for business interests, whether personal- or company-owned, must display reasonable physical security measures. Computers will have installed whatever antivirus software deemed necessary by ITSC.

6.3.4 Remote users must employ for their devices a company-approved personal firewall along with the VPN, and any other security measure deemed necessary by the ITSC department. VPNs supplied by the wireless service provider should also be used, but only in conjunction with Saginaw County's additional security measures. VPN connections will be configured with no less than 128-bit encryption, configured as deemed necessary by ITSC. Users must maintain password security, changing passwords with a frequency and manner that is consistent with the currently established password security policy, as managed and maintained by ITSC.

6.3.5 Any remote connection (i.e. hotspot, Wi-Fi, etc.) that is configured to access Saginaw County resources must adhere to the authentication requirements of Saginaw County's ITSC department; in addition, all hardware security configurations (personal or company-owned) must be approved by Saginaw County's ITSC department.

- 6.3.6 No authorized remote user will make any modifications of any kind to the remote access connection without the express approval of ITSC department. This includes, but is not limited to, split tunneling, dual homing, non-standard hardware or security configurations, etc.
- 6.3.7 No authorized remote user is to use Internet access through company networks via remote connection for the purpose of illegal transactions, harassment, competitor interests, or obscene behavior, in accordance with other existing Saginaw County policies.
- 6.3.8 Saginaw County will not reimburse remote access users for business-related remote access connections made on a pre-approved privately owned ISP service.

6.4 Non-Compliance

- 6.4.1 Failure to comply with the Remote Access Policy and Agreement may result in the temporary or permanent loss of remote access privileges, legal or disciplinary action, and possibly termination of employment or Saginaw County business relationships.

- 7. ADMINISTRATIVE PROCEDURES: Information Technology of Saginaw County (ITSC) is responsible for the implementation of this policy; and to ensure the highest security levels are maintained to protect Saginaw County's network infrastructure.
- 8. CONTROLLER/CAO LEGAL COUNSEL REVIEW: The Controller/CAO has determined that this Policy, as submitted to the Board of Commissioners, contains the necessary substance in order to carry out the purpose of the policy. County Civil Counsel has determined that this Policy, as submitted, contains content that appears to be legal activities of the Saginaw County Board of Commissioners.

Approved as to Substance:  
Saginaw County Controller/CAO

Approved as to Legal Content:  
Saginaw County Civil Counsel

ADOPTED: December 9, 2003  
AMENDED: June 20, 2023