VPN – Connecting to Roger Williams Campus from Remote Locations (Off Campus)

Purpose

The purpose of this policy is to clearly list the user and system requirements to have remote access to computer services hosted at Roger Williams University. This would be the requirements for the user and the physical device (computer) that would be utilized to connect to the Roger Williams University VPN service.

Description

In order to access computing resources hosted at Roger Williams University (RWU) from off-campus, use of RWU remote access services is required. A remote access connection is a secured private network connection built on top of a public network, such as the Internet. Remote access provides a secure, encrypted connection, or tunnel, over the Internet between an individual computer (such as a computer off campus) and a private network (such as RWU's). Use of remote access allows authorized members of the RWU community to securely access RWU network resources as if they were on campus.

Allowing such connections is not entirely without risk. Remote access connections, by definition, allow an outside computer to connect directly to the RWU network. This arrangement provides convenience for the remote worker, but bypasses any firewall restrictions that may be in place. This risk is particularly pronounced for remote access connections from privately owned computers, as the University cannot ensure the computer has sufficient protection configured (e.g. anti-virus, anti-spyware). The risk posed by RWU-owned computers is still present, but to a lesser degree.

Responsibilities

The Information Technology department (IT) is responsible for implementing and maintaining the University's remote access services. Therefore, IT is also responsible for activities relating to this policy. Hence, IT will manage the configuration of the University's remote access service (VPN).

Policy for Remote Access

RWU employees, and authorized third parties (vendors, etc.) may, under some circumstances, utilize remote access to connect to RWU computing resources for which they have been granted approval.

Regular, full-time, and adjunct RWU faculty or staff employees that have a valid RWU Domain User Account may request remote access to the RWU network by completing a ***Remote Access Request Form***. This access request form must be signed off by your department head and sent back to the Information Technology Department via interoffice mail, scanned copy, or delivered directly. The request will be reviewed and approved by the Information Technology Security staff. Requests not signed/approved by a department head will be returned to the requestor as incomplete. A copy of the Remote Access Request Form may be found in the Technology Requests section of the IT website (http://rwu.edu/about/university-offices/it/).

Guidelines for Access:

- Temporary accounts shall not be granted remote access.
- Students shall not be granted remote access.
- Faculty and Administrative accounts will be granted remote access.
- Vendor Accounts may be granted remote access. Vendor accounts are setup specifically for vendors to access RWU resources for support purposes. Vendor accounts must be sponsored by an RWU employee/department. ==The request will be reviewed and approved by the Information Technology Security staff.== The account sponsor bears responsibility for the account and its use by the vendor. If the vendor account does not already exist, a request to establish one must be made at the same time remote access is requested.

Operational Procedures

In order to use remote access, you need a connection to the Internet from your off-campus location. RWU does not provide you with an Internet connection, your Internet Service Provider does.

- Remote access users will be automatically disconnected from the RWU network after 15 minutes of inactivity. The user must then logon again to reconnect to the network. Pings or other artificial network processes to keep the connection open are prohibited.
- If you have any questions related to the use of RWU remote access, please contact the IT Help Desk at 401.254.6363 ithelpdesk@rwu.edu.

Remote Access Terms of Use

Any user found to have violated the terms of use may be subject to loss of privileges or services and other disciplinary action.

1. It is the responsibility of all RWU employees and authorized third parties with remote access privileges to ensure that unauthorized users are not allowed access to internal University networks and associated content.
2. All individuals and machines, including university-owned and personal equipment, are a de facto extension of RWU's network, and as such are subject to the University's Acceptable Use Policy.
3. All computers connected to RWU's internal network via remote access or any other technology must use;
   a. Properly configured, up-to-date operating system. Last updated within 2 months.
   b. Anti-virus and anti-malware software whereby virus definition files are not more than 1 week old.; this includes all personally-owned computers.

   These guidelines will be evaluated and enforced. If your personal computer does not meet the requirements you will be denied access and will be responsible updating your personal computer.
4. Redistribution of the RWU remote access installers or associated installation information is prohibited.
5. All network activity during a remote access session is subject to RWU policies.
6. All users of the RWU remote access services shall only utilize resources for which they have been granted permission and rights to use.