

L&I, Office of Information Technology Procedure

Name:	Remote Access to the Commonwealth Network
Effective Date:	October 2016
Category:	Security Domain
Version:	1.1

1. Scope:

This policy applies to all Department of Labor & Industry (L&I) employees, business partners, contractors, temporary personnel, agents, and vendors who have been provided L&I IT Equipment and/or access to connect or are already connected remotely to the L&I network.

2. Procedure:

The procedure is implemented by the Bureau of Infrastructure and Computing Services (ICS), Infrastructure Engineering & Operations (IEO) and Workstation Operations & Technical Services (WOTS) Divisions.

Step	Responsibility	Action
1.	Employee	Makes request for Virtual Private Network (VPN) access to their manager and Bureau Director
2.	ServiceNow Submitter	Submits remote access Change Request (CR) by choosing the following combination of Category: Telecommunications and Subcategory: Add VPN certificate
3.	Change Request Approver	Approves or Denies CR
4.	Employee	Submits Remote VPN certificate Request Form (OIT-54) by attaching it to the CR <ul style="list-style-type: none"> Non-Commonwealth Employees must submit the Remote VPN certificate Request Form (OIT-54) & Computer Resources User Agreement for Non-Commonwealth Employees (Form OIT-6)
5.	Change Request Approver	Notifies IEO to establish remote access for the employee <ul style="list-style-type: none"> Schedules configuration of remote connectivity
6.	IEO	Adds user to appropriate groups for remote access
7.	WOTS	Ensures that BitLocker is installed
8.	WOTS	Configures remote connectivity

L&I, Office of Information Technology Procedure

9.	IEO	Provides instructions for remote connectivity
10.	WOTS	Demonstrates connectivity process

3. References:

[L&I Policy Definitions Document](#)

[SEC-011](#) Remote Access to the Commonwealth Network

[ITP_SEC010](#) – Virtual Private Network Standards

4. Version Control:

Version	Date	Purpose
1.0	01/2006	Base Document
1.1	10/2016	Format and Content Revision