

# **Attachment D**

## **Remote Access Policy (ITAM-0575)**

**COUNTY OF SANTA BARBARA  
INFORMATION TECHNOLOGY ADMINISTRATIVE MANUAL**

SUBJECT:	REMOTE ACCESS POLICY	ITEM NUMBER:	ITAM-0575
OWNER:	DEPARTMENT OF GENERAL SERVICES	ADOPTION DATE:	
APPROVER(S):	COUNTY BOARD OF SUPERVISORS	REVIEW DATE:	
VERSION:	1.0	PAGE:	PAGE 1 OF 2

I. Purpose

The purpose of the policy is to address the cybersecurity risks associated with remotely connecting to the internal County network from outside of the County network using non-standard and non-supported remote access tools. \_

II. Audience

The primary audience for this policy is employees, contractors, vendors, and third parties who remotely connect to or access County networks or systems.

III. Scope

This policy applies to all users that remotely connect to the internal County network from outside of the County network.

IV. Definitions

See ITAM-0602, Glossary of Definitions

V. Policy

All remote users accessing the internal County network from outside of the County network must only use the supported and standardized remote access tools that ICT supports and are deployed across the County. No other commercial or non-commercial tools are allowed.

All vendors, contractors, and service providers that support County applications and environments MUST use the ICT supported and standardized remote access tools to connect to the County network. It is incumbent on ICT to ensure the County standard and supported remote access tools will function appropriately. No other commercial or non-commercial tools are allowed.

VI. Exceptions

Vendors, contractors, and service providers that require remote access but cannot utilize the County supported tools may be allowed in an attended session by a County IT professional. The remote access session must be closed upon termination of work for that session and/or when the IT professional cannot monitor the session. This exception must be approved by ICT and the County CISO through the security change request process and related security policies and procedures. An emergency situation can be facilitated by contacting ICT to ensure a 'path' to County resources needed to support the emergency connection and that connection isn't blocked and is monitored for the duration of the emergency.

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VII. Non-Compliance

Non-compliance to this policy by the Department or the remote user, vendor, or contractor may result in disciplinary action or contract sanctions.

VIII. References and Sources

1. Applicable Rules, Laws, and Regulations:
2. Related Policies:
3. Referenced Documents:
4. Revision History:

VERSION	CHANGE	AUTHOR	DATE OF CHANGE
1.0	Committee Approval	CISO/Policy Committee	10/25/2022